SWITCH BC

Safety, Wellbeing, Innovation, Training, and Collaboration in Healthcare

OHS RESOURCE CENTRE

More Frequently Asked Questions

User Management

User Management Questions	Answers
How do I access the OHS Resource Centre?	Go to ohsrc.healthcarebc.ca. Sign in with your health authority email, or if you don't have health authority credentials, create an account using Gmail or the OHS Resource Centre sign-up option.
What email or login method should I select when creating my account?	It depends on where you work: • Health authority staff: Choose "Sign in with Health Authority Email." • BCHES staff: Use the BC Emergency Health Services Email option. • Non-health authority employees: Create an OHS Resource Centre account or sign in with your Gmail. Need more information? The How to Add a New User guide includes step-by-step instructions and visuals.
If I have a health authority email, can I create a new account using a Gmail address?	No. If you have a health authority email, you must use the health authority sign-in option. The Gmail login cannot be used with health authority email addresses.
Can I change my health authority or Gmail password through the OHS Resource Centre?	No. You need to reset your password through your original provider: • Health authority staff: Use your internal system (e.g., IMITS) • Gmail users: Use Google
What roles are available in the OHS Resource Centre?	The easiest way to see roles and what they can do is by checking the Permitted Activity List.
Are meetings created in the OHS Resource Centre integrated with Outlook?	No. Meetings do not sync with Outlook. It's best practice to continue using your usual process for sending calendar invites. You'll receive an .ics calendar file seven days before each meeting, and you can turn on email notifications on the platform if you'd like reminders.
Is it possible to add the meeting link to the agenda after the initial setup?	Users can directly update the meeting link and meeting location for an existing recurring meeting series using the **Edit Series Details** button.

Which web browser is recommended?	Use Google Chrome or Microsoft Edge for the best results. We recommend a screen resolution of 1,440×900 at 100% zoom. If things look cut off, try zooming out to 80-90%.
How can I add a new user to OHS Resource Centre or a specific committee?	New users need to register themselves and log in to the OHS Resource Centre before they can be added to a committee roster. Once they have logged in, a Co-Chair or Admin Assistant can add them to the committee roster. Need more information? The How to Add a New User guide includes step-by-step instructions and visuals.
How do I add guests or non-members to a meeting?	Co-Chairs or Admin Assistants can add guests when you are scheduling the meeting. Remember: • You can't assign action items to guests. • If someone joins during the meeting, a Co-Chair, Admin Assistant or Meeting Recorder can note their attendance in the Miscellaneous Notes field. • Guests will not receive the automated agenda email if they are added after the agenda is finalized (seven days before the meeting).
What's the difference between the Admin Assistant and Meeting Recorder?	Admin Assistant is a permanent committee role, while Meeting Recorders are assigned temporarily for specific meetings. Meeting Recorders can run the meeting, take notes, and edit and publish minutes, but they can't update the committee roster.
Who can be designated as an Admin Assistant?	Any member or non-member can be assigned the Admin Assistant role. You can have more than one Admin Assistant. The only exception is Co-Chairs. This role can't be assigned as Admin Assistants since they already have the same level of access.

	Need more information? The Designate an Admin Assistant Role for Non-Committee Member and Designate an Admin Assistant Role for a Committee Member guides include step-by-step instructions and visuals.

Committee Management

Committee Management Questions	Answers
Who can create or manage committees?	Employer OHS Practitioners can create new committees. Once created, Co-Chairs and Admin Assistants manage the committee.
Can Ex-Officio or any other role create a member profile for someone else?	No. Individuals must create their own profiles.
What's the difference between the roles on the OHS Resource Centre?	Each role has different responsibilities and permissions. Learn more in the Permitted Activities by Role list.
As a Safety Advisor, can I see all the committees I am responsible for?	Yes. Safety Advisors are typically assigned the Employer OHS Practitioner role in the OHS Resource Centre. They are only assigned to the committees they are responsible for and can use the **KPI and Reports** tab to view information related to those committees. Ex-Officio users do not have access to KPI metrics. Need more information? The Reports and Metrics for OHS Practitioners guide includes step-by-step instructions and visuals.
What information can Union OHS Practitioners access and do they have to be included in all committees?	Pre-approved Union OHS Practitioners must be assigned by a System Administrator to access their designated committees. Once assigned, they can view committee rosters, published minutes, and KPIs for those committees. Union OHS Practitioners are only assigned to committees that have been confirmed by the unions team, represented in the HA Implementation Committee, or by the designated union point of contact.
What happens if my committee doesn't have a cost centre?	The **Cost Centre/Department** and **Facility** fields are optional when creating a committee and can be updated afterward. However, it is important to ensure this information is accurate and kept up to date, as it serves as an identifier used to connect with external systems such as WHITE.net and to display information within dashboards available in the OHS Resource Centre.

What is the difference between Ex-Officio and Employer OHS Practitioner?	**Ex Officio members** are recurring guests of the JOHSC. They may attend meetings to provide organizational updates, present reports, or support specific agenda items. This role does not have access to JOHSC Key Performance Indicators (KPIs). **Employer Practitioners** are connected to a JOHSC to support the employer in ensuring the committee meets its legislative and organizational requirements. This role has access to JOHSC KPIs and can create and establish new JOHSCs when required. Both roles are **non-voting** and do not participate in committee decision-making. Neither role is included in quorum calculations. Learn more in the Permitted Activities by Role list.
Can Employer or Union OHS Practitioners or JOHSC members access draft minutes?	Yes, draft minutes are available under the **Committee Files** section, where Employer OHS Practitioners, Union OHS Practitioners, and JOHSC members can access and download the draft minutes under the **Committee Documents** tab.
Who can access published minutes?	All committee members and health authority staff within the same health authority can access published minutes. Affiliates and non-health authority organizations can only access minutes for their own JOHSC.

File Management

File Management Questions	Answers
What is the File Management section and where can I rename, upload, delete, or download files?	The File Management section allows committees to upload, rename, organize, download, and manage files. Files can be moved or renamed using the three-dot menu beside each file. Need more information? The File Management guide has step-by-step instructions and visuals.

What file types are system-generated versus self-uploaded?	System-generated files (agendas and minutes) are automatically stored in the OHS Resource Centre under the **Committee Documents** tab. You can also store user-uploaded files (e.g., training materials, terms of reference, historical evaluations, photos) under the **Shared Files** tab. Note that Shared Files have limited file sharing capabilities.
What file formats and maximum sizes are supported?	Supported file formats include PDF, Word, Excel, JPEG, and PNG. Maximum file size is 10 MB.
Is there a difference between Shared Files and **Committee Documents**?	Yes. System-generated files (agendas and minutes) are automatically stored in the OHS Resource Centre under the **Committee Documents** tab. Shared Files are specific to your JOHSC and only visible to that committee under the **Shared Files** tab.
Can I create additional folders?	No. Additional folders cannot be created. Files up to 10 MB can be uploaded to the five provided folders.
Can I attach images to agenda items?	Yes. Images and documents can be attached to agenda items to support discussions. To see them, go to **Committee Documents**.
What is the best way to include incident reports in the OHS Resource Centre?	Incident reports should be attached to an agenda item and can then be viewed under **Committee Documents**.

Meeting Management

Meeting Management Questions	Answers
Who can create recurring or special meetings, and invite guests?	Co-Chairs and Admin Assistants can create recuring and special meetings. These roles can also invite guests.
Can Co-Chairs select who receives meeting packages and invitations?	Yes. Co-chairs can select who receives meeting packages and invitations for recurring meetings up until the finalized agenda is distributed, which occurs seven days before the meeting date. The finalized agenda distribution includes both the meeting package and meeting invitation.

	For special meetings, the invitation list can only be adjusted during the scheduling process and cannot be modified once the special meeting has been scheduled
Do invited guests automatically receive the agenda and meeting invitation?	If guests are added at least seven days before the meeting date — before the finalized agenda is distributed — they will receive the finalized agenda PDF notification. If guests are added after the finalized agenda has been distributed, they will not automatically receive the finalized agenda PDF. In this case, both the finalized agenda PDF and the meeting invite (e.g., MS Teams or Zoom link) will need to be sent to the guest manually. However, their names will still appear in the **Attendance** section for that meeting.
If a guest cannot be added prior to the meeting start, how should their attendance be recorded in the meeting minutes?	If a guest cannot be added before the meeting starts, their name can be recorded in the **Miscellaneous Notes** section of the meeting. This information will then be included in the meeting minutes.
Can I mark my attendance before the meeting begins?	Yes. You can indicate expected attendance after the draft agenda is circulated (14 days in advance). Pre-confirmation is optional but helps identify when alternates may be needed. Learn more about confirming attendance in What to Do When You Receive a Meeting Invitation and Draft Agenda guide.
What steps do I need to take when sending an alternate in my place to a meeting?	If a regular member cannot attend, they are responsible for coordinating with their alternate committee members. The regular member can respond to the RSVP by indicating **Not Attending** and the alternate can respond by confirming their attendance. Learn more about confirming attendance in What to Do When You Receive a Meeting Invitation and Draft Agenda guide.
Will previous agenda items automatically populate in draft agendas (or carry over to the next month)?	Yes. Uncompleted or rejected agenda items are automatically carried forward to the next meeting or appear in a postponed meeting. Need more information? The Actions During the Meeting guide includes step-by-step instructions and visuals in the **Add and Update Agenda Items** section.
Can I delete agenda items?	It depends on the stage of the agenda item.

	• **New Business** agenda items can be deleted by Co-Chairs, Admin Assistants, and the creator (*Raised By*) before the adjournment of the meeting. They can be deleted either from the Agenda Item Library or from the meeting interface (by Co-Chairs and Meeting Recorders). • **Old Business** agenda items cannot be deleted; they can only be rejected. • **Standing** agenda items can be removed at any time from the Agenda Item Library.
Can I delete action items?	Action items cannot be deleted by any role; they can only be cancelled or marked as completed.
What is a Long Running Agenda Item, and can it be automatically modified?	A Long Running Agenda Item is a topic that might require ongoing discussion across multiple meetings. The Co-Chair or Admin Assistant can adjust this timeframe (up to 12 months).
Who can be assigned action items?	Action items can be assigned to any committee member (including Admin Assistants and Ex-Officio members) by the Meeting Recorder. The person assigned will receive notifications when the item is assigned, due, or overdue.
What are special meetings?	Special meetings are non-recurring and called to address specific issues. They are scheduled separately from the recurring series and do not affect quorum tracking. Need more information? The Special Meeting Management guide includes step-by-step instructions and visuals.
What is the difference between the description and discussion fields for agenda items?	The description field is generated before the meeting to share a brief summary of the agenda item. This is done by the member who suggested the agenda item The discussion field is filled in during the meeting to record discussion and minute information. This is done by the Meeting Recorder.
Who can edit meeting minutes after the meeting is adjourned, and what are the timeframes for edits?	After a meeting is adjourned, Co-Chairs, Admin Assistants, and assigned Meeting Recorders can edit the draft minutes. This includes updating attendance, refining agenda discussions, or adding missing information.

	Meeting minutes can be edited at any time before they are published using the **Edit Minutes** feature found under the **Past Meetings** section. Action items or new agenda items must be added during the live meeting and cannot be added once the meeting is adjourned. Need more information? The Editing the Meeting Minutes guide has step-by-step instructions and visuals.
Do all members need to sign-in for quorum?	No. Members must be present at the meeting to be counted toward quorum but they do not need to be signed into the OHS Resource Centre during the meeting. Quorum is manually captured based on attendance marked during the meeting.
Can meetings be non-recurring or scheduled at irregular times if our committee meets monthly but at varying times?	Yes. You can set up a recurring meeting series and edit individual meeting occurrences when times change. Best practice is to reschedule meetings at least 14 days in advance to ensure the standard agenda distribution process is followed. Here's how it works: 1. Create a recurring series using your standard monthly schedule. 2. Navigate to the specific meeting occurrence that needs to be rescheduled. 3. Update the time for that meeting only, without affecting the rest of the series. It's best practice to continue using your usual process for sending calendar invites. You'll receive an .ics calendar file seven days before each meeting, and you can turn on email notifications on the platform if you'd like reminders.
Can agenda items be re-arranged?	Yes. During the agenda setup phase, Co-Chairs or Admin Assistants can reorder agenda items using a drag-and-drop interface. The order will remain in place until further changes are made. Once the agenda is finalized (seven days before the meeting), it becomes locked and can no longer be changed.

	This allows you to: 1. Adjust the sequence of agenda items up to seven days before the meeting (during the draft stage). 2. Reorder topics to improve flow or prioritize key items.
Who sends the meeting agenda package, and what notification processes are involved?	The system automatically sends these notifications: 14 days before the meeting (unless manually sent sooner): draft agenda and meeting invitation Seven days before the meeting: final agenda, previous meeting minutes, and .ics calendar file After the meeting is adjourned, the system sends out the draft minutes notification. Co-Chairs, Admin Assistants, or assigned Meeting Recorders can edit these minutes within the **Past Meetings** section and then publish the finalized minutes. Once published, the system distributes the final minutes to all participants, and no more edits are possible.
Are meeting minutes downloadable (PDF) and shareable?	Yes. Committee members receive draft meeting minutes once the meeting is adjourned. Once published, meeting minutes are available as downloadable PDFs and can be manually shared with team members within the health authority.
Can non-committee members be assigned action items?	No. Only committee members can be assigned action items. Employer and Union OHS Practitioners cannot be assigned action items.
Can the meeting link be added to the agenda after the initial setup?	Yes. Co-Chairs or Admin Assistants can directly update the meeting link and meeting location for an existing recurring meeting series with the **Edit Series Details** button.
Can I access the OHS Resource Centre on a mobile device to take minutes?	Yes, but it is not recommended. While technically accessible via mobile (smaller screen) browsers, the OHS Resource Centre is optimized for desktop or laptop use, especially for tasks like entering minutes. Mobile compatibility may be limited for complex functions.
Can notes be added before or after a meeting?	You can add notes after starting the meeting until you publish the meeting minutes. There is a **Miscellaneous Notes** section for any additional information that isn't related to a specific agenda item.

What happens if there are system issues on meeting day?	If you are unable to use the OHS Resource Centre during the meeting, you can continue the meeting and record the minutes temporarily using another method. You have 24 hours after the scheduled meeting time to start the meeting in the system and enter or update the minutes. If the meeting cannot start within 24 hours, it can be rescheduled to another day within the same calendar month.
Can I edit the description of an agenda item during the meeting?	Yes. Agenda item descriptions can be edited during the meeting, as well as from the **Agenda Item Library** outside of the meeting.
Can I delete an action item during a meeting?	You cannot delete an action item if it is not assigned to you. To remove action items assigned to you, change the status to **Cancel** if it is no longer applicable.
How do I set up a recurring meeting?	The Create the Structure of your JOHSC Recurring Meetings guide has step-by-step instructions and visuals.
How do I reschedule meetings, and what timeframe rules apply?	Existing meeting series can be rescheduled by editing individual meeting occurrences within the series. It is recommended to reschedule meetings at least 14 days in advance to ensure the standard agenda distribution timelines are maintained. Need more information? The Rescheduling Meetings guide has step-by-step instructions and visuals.
What if a meeting falls during the last week of the calendar month and needs to be rescheduled to the following month? Is that allowed?	Yes. Meetings can be rescheduled to the following month up to the day before the next recurring meeting. Remember: Under Section 37(2) of the Workers Compensation Act (Part 3, Division 4), Joint Occupational Health and Safety Committees (JOHSCs) are required to meet at least once every calendar month.
What if I accidentally add a standing agenda item under suggested agenda item?	If you add a standing agenda item under the suggested agenda items, you cannot delete it. You can only reject it on the day of the meeting.

Notification and Invitation Management

Notifications & Invitations Questions	Answers
Can Co-Chairs or Admin Assistants manually adjust which attendees receive draft and final materials?	Yes. Co-Chairs and Admin Assistants can select which members receive the draft agenda and finalized meeting package. This is done by opening the draft meeting agenda and updating the information under Meeting Invitation. Check out this video tutorial for step-by-step instructions.
Can meeting invites be sent earlier or later than the 14-day timeframe before the meeting date?	System-generated notifications cannot be delayed, but they can be sent earlier than 14 days before the meeting date. For more information, check out this video tutorial.
Can I customize my notification settings?	Yes. Go to the **My Profile** section and **Notification Setting** tab and select the options you would like for which notification you want to receive and how you want to receive them.
Can guests be added at the time of the meeting?	Yes. Their attendance must be recorded manually by the Meeting Recorder. If possible, it is best to add guests before the agenda is distributed seven days prior to the meeting. Attendance for guests who are added after this time can be manually noted in the **Miscellaneous Notes** section, which appears in the meeting minutes.

Access and Privacy

Access and Privacy Questions	Answers
Who can access the information within my committee?	Committee members can view information, including meeting documents, for their specific committee. Staff within the same health authority can view published minutes from all JOHSCs in their health authority. Users from other health authorities cannot access your committee's information. The public has no access to any JOHSC information.
What happens when a JOHSC member is contacted through the platform?	They will receive an email notification when someone contacts them through the OHS Resource Centre. They can respond through standard organizational communication

	channels, such as email. Replies cannot be done through the platform. Health authority members can only contact JOHSC members within their own health authority.
Has a Privacy Impact Assessment (PIA) been completed?	Yes. A Privacy Impact Assessment (PIA) has been completed to make sure that data in the OHS Resource Centre is handled in line with privacy legislation and internal policies.

Reporting and KPIs

Reporting & KPIs Questions	Answers
Does the OHS Resource Centre create Annual Evaluation Reports?	No. The platform helps JOHSCs gather and track the information needed to complete Annual evaluation Reports, but it does not automatically create reports.
Who can access KPI data?	Most committee members can access KPI data, with the exception of Ex-Officio members. Employer and Union OHS Practitioners can also view KPI data for the committees they are assigned to. Need more information? The Internal Reports and Metrics for OHS Practitioners or the Internal Reports and Metrics for JOHS Committee Members manuals.
Does KPI tracking include OHS training (mandatory training and annual education)?	This functionality is currently in development and is planned for release in fall 2026.
Will historical data be migrated into the OHS Resource Centre?	No. Historical data from SharePoint or other systems will not be transferred to the OHS Resource Centre. If you require historical data, please contact your health authority Safety Advisor.