



INFORMATION BULLETIN

Navigator

- In most cases, if you do not have a professional representative (such as a lawyer), a Navigator from the Labour Board will contact you shortly after we receive an application, complaint, or appeal where you are involved.
- The Navigator program was launched as a one-year pilot program in September 2023. During the pilot, the Navigator program will normally be available to support self-represented parties to matters filed under the *Labour Standards Code* and the *Occupational Health and Safety Act* only.
- The Navigator will explain the next steps in the process.

Navigators **can**:

- help explain the process from start to finish
- explain the role of everyone involved in the process
- explain what happens at hearings and other procedures
- provide referrals to and information about other resources that may be helpful
- help answer your questions about process

Navigators **cannot**:

- tell you what to do or what decision to make
- give you legal advice
- speak for you
- be your representative
- be at your hearing

- Depending on the case, the Navigator may also follow up with you later in the process to explain any further steps. For example, if a [Case Management Conference](#) (CMC) is scheduled, the Navigator will contact you shortly after the CMC.
- Before the end of the process, the Chief Administrator of the Labour Board will contact you to conduct a survey. You will be asked some questions about your experience with the Navigator. We appreciate any feedback that you provide. It will help us improve our processes and services. Your participation is optional and will **not** affect the Labour Board's decision in your case.