



Personal Care Assistant (PCA) Assessment Report & Guide Update

Upcoming changes for the Recovery Network Occupational Therapy community: PCA Assessment Report Template and Assessment Report Guide

This update is part of a broader initiative to strengthen clarity, consistency, and transparency in PCA assessments and reporting across the occupational therapy (OT) service provider community. ICBC, in collaboration with the OT community, has undertaken a comprehensive review and update of the Personal Care Assistance (PCA) Assessment Report Guide and Report Template. The goal of this work is to ensure the report guide reflects current regulation, best practices in occupational therapy assessment, and operational clarity for service providers.

This message provides an overview of the work completed to date, the collaborative process that informed the revisions, and what occupational therapists can expect in the coming months.

Why this work was undertaken

The PCA Assessment Report Guide and Report Template are key tools used by OTs to assess eligibility for personal care assistance under the [Enhanced Accident Benefits Regulation](#). Since its introduction, several areas were identified where clarification, operational consistency, and alignment with regulation would improve the assessment process. Feedback from OTs and ICBC staff identified opportunities to improve clarity in several areas of the Assessment Report Guide and Report Template, particularly around interpretation of eligibility criteria, documentation expectations, and consistent application of PCA scoring.

The objectives of this project are to:

- Improve clarity and usability of the Personal Care Assistance (PCA) Assessment Report Guide (CL750A) and Personal Care Assistance (PCA) Assessment Report Template (CL750).
 - Align assessment guidance with the [Enhanced Accident Benefits Regulation](#)
 - Reflect current OT practice standards
 - Support consistent, transparent, and robust assessments
 - Provide clearer guidance on documentation and reporting



A collaborative approach

This work has been undertaken with meaningful involvement from the OT community. ICBC would like to extend sincere thanks to the many clinicians who contributed their expertise and time.

Contributors and engagement activities have included:

- BC PPBN (Private Practice & Business Network) OT representatives
- ICBC Clinical Advisory Group OTs providing subject matter expertise
- A broad survey of OT service providers and ICBC recovery specialists
- Thematic analysis of survey responses and practice feedback
- Iterative review and discussion with ICBC and OT collaborators
- Collaborative review of draft guidance and proposed revisions for both the PCA Assessment Report Guide and PCA Report Template
- Iterative refinement of materials based on clinician feedback and operational review

The insights shared by everyone involved in this project were instrumental in shaping the updated materials.

Thank You to the OT Community

ICBC recognizes the important role OTs play in assessing functional needs and supporting ICBC Customers following injury resulting from a motor vehicle accident.

We are grateful to the many clinicians who contributed feedback, shared their experiences, and participated in the collaborative review process. Your expertise has been essential in strengthening this assessment report guide and ensuring it reflects real-world practice.

Key areas of update

The revised PCA materials include several important improvements designed to support both clinical practice and operational clarity.

Key updates include:

- Clarified interpretation of PCA eligibility criteria under the [Enhanced Accident Benefits Regulation](#)
- Refined guidance on scoring activities and documenting assistance needs
- Additional guidance on assessments involving assistive devices and safety considerations
- Improved explanations of how to attribute assistance needs to accident-related impairment
- Clarified expectations for linking clinical observations, functional limitations, and PCA scoring within reports
- Expanded guidance on assessment documentation and reporting expectations

The PCA Assessment Report Template was also reviewed and updated to support clearer clinical reasoning, consistent documentation, and alignment with the expectations outlined in the revised PCA Assessment Report Guide.

Project Timeline

Phase 1: Initial Review and Issue Identification

- Review of PCA Assessment Report Guide and operational experience
- Identification of areas requiring clarification

Phase 2: Community Engagement and Evidence Gathering

- OT service provider survey
- ICBC recovery specialist survey
- Thematic analysis of responses

Phase 3: Collaborative Development

- Working group review and synthesis of all feedback
- Draft revisions to the PCA Assessment Report Guide
- Draft revisions to the PCA Assessment Report Template

Phase 4: Knowledge Mobilization, Implementation and Launch (current phase)

- Development of varied knowledge mobilization tools
- Preparation of educational and implementation resources
- Release of updated report guide and resources
- Educational webinar(s) for service providers
- Implementation guidance to support consistent application of the updated materials

Phase 5: Evaluation

Measure impact from these changes such as increasing knowledge and improved usability of the PCA Assessment Report.

Resources and where to find them

Once released, updated materials will be available through the ICBC business partners Health services webpage for [Occupational therapists](#).

Resources will include:

- Updated PCA Assessment Report Guide
- Updated PCA Assessment Report Template
- Updated sample reports
- Educational webinar recording
- Frequently asked questions (FAQ) document addressing common PCA assessment scenarios
- Other reference materials

What Occupational Therapists can expect next

To support a smooth transition to the updated materials, several educational and reference resources will be made available to occupational therapists. In the coming months, additional information will be shared with service providers, and you will be invited to:

- Watch a recorded educational webinar on the updates (September 2026)
- Review the updated PCA Assessment Report Guide

- Review the updated PCA Assessment Report Template
- Confirm understanding of the updated guidance

Further details will be communicated shortly.

PCA Report template and guide update: Collaborative Development Process

Flow:

1. Review of Existing PCA Report Template and Guide
2. OT and ICBC Feedback Collection
3. Survey and Thematic Analysis
4. Collaborative Review (ICBC, PPBN + CAG OT)
5. Guide and Report Template Updates
6. Knowledge Mobilization and Education
7. Implementation and Launch
8. Evaluation

Flowchart



