

Branch Language Library

Correspondence Modernization & Service Redesign – Supporting Initiative

Purpose

This initiative was developed as part of the broader Correspondence Modernization & Service Redesign project. I assisted in the development and refinement of a shared internal communications language library designed to improve efficiency, consistency, and clarity across branch correspondence.

The objective was to reduce duplication in drafting, strengthen consistency in messaging, and provide staff with a reliable source of approved language for both routine and complex communications.

Context

Internal correspondence across the branch previously showed variation in tone, structure, and phrasing, particularly in operational updates, service communications, and time-sensitive messaging.

This resulted in:

- Repeated drafting of similar messages across teams
- Inconsistent tone and structure in communications
- Additional time spent aligning language during review cycles
- Variability in clarity and messaging consistency across authors

The need for a shared, centralized reference tool was identified to improve standardization and efficiency.

Solution Overview

A shared OneNote-based Language Library was developed as a branch-wide reference resource for approved messaging, tone guidance, and reusable language blocks.

I supported the development of this tool by contributing to the structure, content organization, and practical application within correspondence workflows.

The OneNote functions as a living repository of approved internal communications language, maintained centrally through the communications function to ensure consistency and version control.

Library Structure

[*samples below](#)

The OneNote is organized into key topics for response:

1. Standard Messaging Blocks

Reusable templates for common communication needs, including:

- General public responses
 - Media requests
 - Operational updates
 - Administrative notices
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2. Approved Language (Sensitive Contexts)

Pre-approved phrasing for high-sensitivity or high-visibility communications, including:

- Service disruption messaging
 - Organizational change updates
 - Time-sensitive notices
 - Uncertain or evolving situations
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3. Tone & Style Guidance

Practical guidance to support consistency across correspondence:

- Plain language principles
- Sentence structure guidance
- Preferred phrasing examples

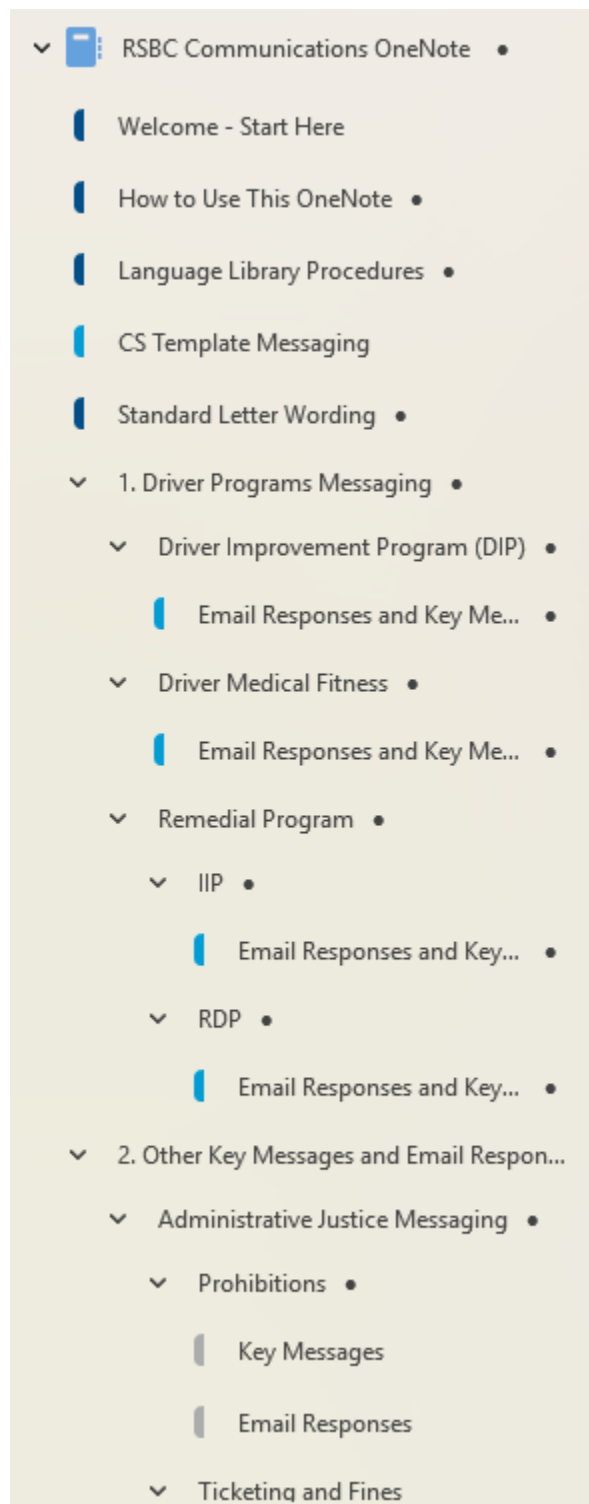
- Accessibility considerations
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4. Reusable Language Patterns

Modular phrasing to support consistent messaging, such as:

- “We are currently assessing...”
 - “At this stage, we expect...”
 - “Further updates will be provided as more information becomes available...”
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5A. Samples: Navigation



5B. Samples: Pages

Topic: key messages, secondary messages, FAQs (email response templates)

DMF decisions

Tuesday, January 27, 2026 2:42 PM

Language Review & Approval		CW
Language approved	March 2026	
Next scheduled review	October 2026	
Content Owner	Driver Medical Fitness Program Area	
Reviewed/approved by	Executive Director	
References: • Visit the RoadSafetyBC website to learn more about driver medical fitness. • Visit the RoadSafetyBC website to learn more about driver medical fitness for commercial drivers.		

Key Messages (General)	Additional Notes
• Please see General DMF for messaging that provides additional program context. • Please see Backlog for additional messaging. • Driver medical fitness decisions are based on a review of all medical information, along with consideration of the individual's driving record. • While processing times may vary, RoadSafetyBC prioritizes urgent medical fitness decisions to ensure public safety. Files are triaged by medical urgency, with the highest-risk cases addressed first and others reviewed in the order received. • When it comes to driver medical fitness, RoadSafetyBC only notifies drivers if there is a change in their driver's licence status or if it requires more information. • Drivers can, however, request a review of a driver medical fitness decision that denied or cancelled their licence if their medical condition has changed or improved. Drivers may submit new medical information to RoadSafetyBC at any time to have a new fitness decision made. For more information on the process, visit the driver medical fitness section of the RoadSafetyBC website. • In most cases, drivers awaiting the review of their DMER are still allowed to drive. • Currently, drivers can learn about the status of their driver file by calling RoadSafetyBC or by contacting the Insurance Corporation of British Columbia (ICBC). •	

Secondary Messages (Subject Specific Breakouts)		Additional Notes
ICBC	The Insurance Corporation of British Columbia (ICBC) also plays an important role in identifying potentially unsafe drivers. Through direct questioning, either at the time of initial licensing or licence renewal, ICBC staff identify individuals who have a medical condition that may impair the functions necessary for driving.	
	If an individual discloses a medical condition or fails the vision screening test, ICBC staff may initiate a DMER or, at our direction, may not issue a driver's licence until we indicate that the individual is fit to drive. Additionally, ICBC staff may report a driver to RoadSafetyBC if they suspect that an individual may have a medical condition that affects their ability to safely operate a motor vehicle but does not declare a medical condition.	
	When someone's B.C. driver's <u>licence</u> is cancelled for a medical reason, reinstatement is not automatic.	
Expedite File	Driver files can be expedited in most situations if the driver contacts RoadSafetyBC. This includes drivers who are in the process of upgrading their driver's licence, needing a clean abstract for commercial class work, and those who are unlicensed due to review of their medical fitness but have submitted the requested medical information	

Frequently Asked Questions	
FAQ	Language
Medically Unfit ** reach out to CS TL's and they can provide the decision letter to attach to response	Thank you for your email of DATE <i>You would just advise that a decision was made and the details are in the attached letter, which has also been mailed to you recently</i>
No new decision	Thank you for your email of DATE We are writing to confirm that we have received the <i>Driver's Medical Examination Report (DMER)/Hearing Report/Medical Report submitted after the Functional Driving Evaluation was completed.</i> After reviewing the information provided, there is no new medical information that would change the previous assessment. As such, the determination that you are not medically fit to drive remains in effect. You were previously informed of this decision, and as no further action is required at this time, your file has now been closed. If you obtain new or additional medical information in the future that you wish to have considered, you may submit it for review at that time. OR We have received the Driver's Medical Examination Report submitted after your functional driving evaluation. The report does not contain new medical information, and the decision that you are not medically fit to drive remains unchanged. You were previously advised of this decision. No further action is required at this time, and your file has been closed.

How It Is Used

The Language Library is embedded into day-to-day drafting workflows:

1. Staff identify the communication need (update, change, disruption, etc.)
 2. Navigate to the relevant OneNote section
 3. Select or adapt approved language blocks
 4. Draft correspondence using consistent tone and structure
 5. Proceed through standard review and approval processes
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Application Across Communications

The tool is used across a range of branch communications, including:

- Executive and leadership updates
- Operational change communications
- Routine internal staff messaging
- Time-sensitive notices and service updates

It supports consistent messaging regardless of author, team, or communication type.

Outcomes (Early Indicators)

Early use of the Language Library indicates:

- Improved consistency in tone and messaging across correspondence
 - Reduced duplication of effort in drafting standard communications
 - Faster access to approved language during time-sensitive situations
 - Increased confidence among non-communications staff when drafting updates
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Strategic Value

The Language Library functions as a lightweight communications enablement tool that supports:

- Standardization of messaging across the branch
 - Reduced variation in written outputs
 - Improved drafting efficiency for routine correspondence
 - Stronger consistency during organizational change and operational disruption
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Role in Correspondence Modernization

This initiative forms part of the broader Correspondence Modernization & Service Redesign project, supporting:

- Improved efficiency in message production
- Greater consistency in internal communications
- Embedding of approved language into daily workflows
- Development of a more structured and scalable communications model