

Resources for Higher Levels (CLB 5-8): Getting Things Done: Applying for a BC Services Card

The BC Services Card

The new BC Services Card replaces your BC Care Card as your identification for accessing health services. All BC residents must switch to the new card by 2018 or risk being charged for health services.

New Features

- Photograph - cards will now have your picture on them (with a few exceptions)
- Expiry date - you will have to renew your card every five years to avoid losing coverage
- Enhanced security features
- Imbedded chip - to allow for secure access to government services in the future
- Option to combine your driver's license and BC Services Card into one

Why the change?

- The photo on the cards and enhanced security features prevent fraudulent use of BC's medical system
- The 5-year renewal ensures that card information is up to date

How to get your new card

Instructions are slightly different depending on which type of card you want:

[BC Services Card and Driver's License](#)

[Photo BC Services Card](#)

No fees

There is no fee to get a BC Services Card. However, if you are combining your BC Services Card with your driver's license, fees for the regular driver's licensing renewal process still apply.



Combined BC Services & Driver's License



BC Services Card - No Driver's License

- Starting February 15, 2013...**
The launch of the new BC Services Card for eligible B.C. residents.
- Getting a card is easy**
Eligible adults (19 and older) who currently have a CareCard can get a BC Services Card and re-enrol in MSP when they renew their driver's licence or BCID.
- More secure**
Enhanced security features help protect personal information and prevent fraud.
- MSP changes**
Switching to the new card also means adults (19 and older) will be required to re-enrol in MSP coverage every five years.
- One card = easy access**
In the future, the BC Services Card will provide easy access to many other provincial services.
- Until 2018**
Don't worry, there's plenty of time. All eligible adults have until 2018 to renew their MSP enrolment and get a new BC Services Card.

Other resources include:

[CBC Radio Interview with Margaret MacDiarmid, BC's Minister of Health](#)

[Vancouver Sun - High Tech B.C. Care Cards Spark Privacy Concerns](#)

[The New BC Services Card - Q&A for Health Providers](#)

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Conversation Management

Before you start an important conversation, it is helpful to plan what you will say. This will give you more confidence. One strategy for managing conversations is to think of your ABCDEs.

Approach

A conversation starts before you even say a word! Smile and use appropriate body language to show that you want to start a conversation. Wait for a body language cue from the other person that shows they are ready and willing to talk to you.

Bridge

Also called openers. Use a greeting and a standard phrase to start the conversation. (E.g. Good morning. I'm wondering if you could help me.)

Communicate

This is where information is shared. Ask and answer questions. Clarify if you don't understand something. Keep using body language and eye contact to show you are listening.

Develop Closure

Use standard phrases to let the other person know that the conversation is ending. (E.g. Well, I think that's all I need today. OR Is there anything else I can help you with?)

Exit

Thank the person (again! Canadians love thank yous), smile again and use a standard closing phrase. (E.g. Good bye. Have a good day!)

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Here is a sample ABCDE conversation. David is applying for a new BC Services Card.

Approach

[The ICBC office is crowded. David waits his turn. As he walks up to the counter, he sees the clerk is looking at her computer screen. David stands an arm's length away from the counter and hesitates. The clerk looks up and smiles. David smiles, nods and steps up to the counter. He puts his documents and ID on the counter.]

Bridge

Clerk: Good morning. What can I do for you today?

David: Good morning. I was wondering if you could help me.

Communicate

David: I'd like to apply for a BC Services Card, but I'm not sure if I am eligible.

Clerk: OK. Let's see. Are you a BC resident?

David: Sorry? A resident?

Clerk: Yes, do you live in BC?

David: Yes, I have lived here for 8 months.

Clerk: OK, and are you registered with MSP?

David: MSP? Is that medical? You mean do I have a Care Card?

Clerk: That's right.

David: Yes, it's right here.

Clerk: Ok. And do you have a driver's license?

David: No, not yet, but I am planning to get one soon.

Clerk: Well, if that is the case, then you can keep using this Care Card for now, [David nods and says "aah" to show that he understands] and then when you get your driver's license, you can get a BC Services card which will combine both your Care Card and driver's license in one.

David: Oh, that would be good. So I don't have to get a Services Card immediately?

Clerk: No, you have until 2018.

David: Oh, I see. Thank you very much. I guess I'll wait until I get my driver's license, then. I'm sorry to have bothered you.

Develop Closure

Clerk: No bother at all. Is there anything else I can do for you today?

David: Nope. I think that's it. Thanks again for your help.

Clerk: You are most welcome.

Exit

David: Bye now.

Clerk: Have a great day and enjoy the sunshine.

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Now practice this with a partner. Here are some other situations to practice the ABCDE strategy. Can you think of other situations?

<p>You walk into a doctor's office to ask if the doctor is accepting new patients.</p>	<p>You are in the library and want to apply for a library card.</p>	<p>You just moved into a new neighbourhood and need to register your child at the local school. You are in the school office.</p>
<p>You need to take a day off work to go to the dentist. Go to your boss' office to talk to her. (Don't forget to knock!)</p>	<p>You are new at school. It is coffee break. Ask a classmate about where to park.</p>	<p>You didn't finish your homework because your child is sick. Ask your teacher for an extension.</p>

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Rephrasing

Sometimes when a person doesn't understand what was said, it doesn't help to repeat the phrase. It is sometimes necessary to say it in different way. This is called *rephrasing*.

Instructions

Rephrase these statements without changing the meaning. Do not use the **bolded** word(s).

1. Are you a BC **resident**?

2. Do you have any **dependents**?

3. Are you already **enrolled** in **MSP**?

4. Could you **step over** here for your **photo**?

5. Do you have an **alternative** phone number?
