

**WORKERS' COMPENSATION BOARD** OF BRITISH COLUMBIA6951 Westminster Highway, Richmond, BC  
Mailing Address: PO Box 5350, Vancouver BC, V6B 5L5

WORKING TO MAKE A DIFFERENCE Telephone 604 276-3100 Toll Free 1-888-621-7233 Fax 604 276-3247

**INSPECTION REPORT**WORKER AND EMPLOYER  
SERVICES DIVISION

An employer who fails to comply with the Occupational Health & Safety Regulation or Board orders or directions is subject to sanctions as prescribed in the Workers Compensation Act.

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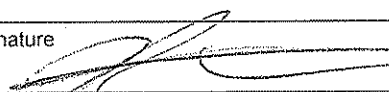
Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
2012/12/05	2012157520329	8	4000	306	841102	8.00	1.00

\*The Time Recorded reflects only that time which has been charged to this inspection up until the document was printed for delivery. Subsequent time may be added for additional activity related to this inspection.

Number of Workers	Project Number	Site Visit Date	Lab Samples Taken	Direct Readings	Results Presented	Sampling Inspection(s)
101 or more		2012/11/26	N	N	N	

Head Office	Job Site
PROVINCIAL GOVERNMENT WORKERS' COMPENSATION PROGRAMS BC PUBLIC SERVICE A PO BOX 9404 STN PROV GOVT VICTORIA BC V8W9V1	Surrey Pretrial Services Centre 14323 57th Ave.  Surrey BC

Portion Inspected	Provincial Corrections Initiative
Violations	REFER TO ORDERS ON FOLLOWING PAGE(S)

Employer Representative Name	Accompanied by Employer Representative
Gord Davis	Melanie Zabel - ADW Regulations
Employer Representative Position	Accompanied by Worker Representative
Warden	Patrice Robitaille - JOSHC Co-Chair
Phone Number	Organization
(604) 599-4110	BCGEU
Signature	Officer of the Board / Signature Schouten, Ronald 

**For Internal Use Only**Delivery Method: In Person  
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### Inspection Text

As part of the Provincial Correctional Centre Initiative, WorkSafeBC Prevention Officers Ron Schouten, Allan Goodman and Jeanette Campbell conducted an inspection of Surrey Pretrial Services Centre (SPSC) during the week of November 26, 2012.

The purpose of the Provincial Correctional Centre Initiative is to assist the Corrections Branch in achieving regulatory compliance with the Workers Compensation Act and the Occupational Health and Safety Regulation. The initiative focuses on the nine regional Correctional Centres in British Columbia.

A Baseline Compliance Assessment was completed at SPSC. A copy of the form used in the assessment is attached to this record in the employer's firm file. This assessment focussed on 3 key areas: Workplace Accountabilities and Responsibilities (including the coordination of contractors), Violence in the Workplace, and Blood and Body Fluid Exposures. During the completion of the assessment, the officers reviewed documentation, interviewed Corrections staff and conducted a site inspection. The Assistant Deputy Warden - Regulations and the local JOHSC Worker Co-Chair (BCGEU) accompanied the officers on the inspection. The Local 104 Chairperson (BCGEU) also accompanied us on portions of the inspection.

Staff interviewed included correctional officers/supervisors from living units, central control, programs and training and the following employer representatives: Deputy Warden - Operations. Representatives from the three main contractors (Sentry Correctional Health Services, Compass/Eurest Services, Honeywell) were also interviewed. On November 27, and 28, a site inspection was conducted of Central Control, Segregation, Records, Health Care, several living units (E1 and E2, F, and J), the Textile and Maintenance Shop, and the Kitchen.

The Baseline Compliance Assessment addressed the following elements:

- 1) Workplace Accountabilities and Responsibilities
  - a. Policy Statement
  - b. Inspection of Premises
  - c. Incident/Accident Investigations Required by WorkSafeBC
  - d. Supervision and Training of Workers
  - e. Joint Health and Safety Committee
  - f. Records and Statistics

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Gord Davis	Schouten, Ronald



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g. Prime Contractor Responsibilities

- 2) Violence in the Workplace
  - a. Risk Assessment
  - b. Policies and Procedures
  - c. Training
- 3) Blood and Body Fluid Exposures
  - a. Exposure Control Plan
  - b. Training and Record Keeping
  - c. Waste Containers
  - d. Vaccinations
  - e. Exposure Incidents

Based on a review of the documentation submitted, information provided during worker and employer representative interviews, and observations made during the site inspection, 8 orders have been issued as documented on this Inspection Report.

Further to the orders issued, the employer is advised of the following:

1) Accident Investigations

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The employer recently completed 5 outstanding accident investigations which were for incidents which occurred back in April and May of this year. It was discussed with the employer that investigations must be carried out in a timely manner in order to achieve the purpose of the investigation in contributing to the prevention of injuries, or re-occurrence of injuries, in the workplace.

2) Supervision and Training

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It was discussed with the employer that the tracking system currently used to determine training needs, and compilation of training records, needs to be improved to ensure that all staff are receiving the training required for their post job descriptions, and any required refresher training, in a timely manner.

3) Worker and Contractor Orientations

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An employer must ensure that before a young or new worker begins work in a workplace, the young or new worker is given health and safety orientation and training specific to that young or new worker's workplace (OHS 3.23. (1)).

It was discussed with the employer representatives the requirement to ensure the contractor orientation includes the consideration of all of the site-specific components of OHS 3.23(2) below:

- (a) the name and contact information for the young or new worker's supervisor;
- (b) the employer's and young or new worker's rights and responsibilities under the Workers Compensation Act and this Regulation including the reporting of unsafe conditions and the right to refuse to perform unsafe work;
- (c) workplace health and safety rules;
- (d) hazards to which the young or new worker may be exposed, including risks from robbery, assault or confrontation;
- (e) working alone or in isolation;
- (f) violence in the workplace;
- (g) personal protective equipment;
- (h) location of first aid facilities and means of summoning first aid and reporting illnesses and injuries;
- (i) emergency procedures;
- (j) instruction and demonstration of the young or new worker's work task or work process;
- (k) the employer's health and safety program, if required under section 3.1 of this Regulation;
- (l) WHMIS information requirements set out in Part 5, as applicable to the young or new worker's workplace;
- (m) contact information for the occupational health and safety committee or the worker health and safety representative, as applicable to the workplace.

#### 4) Notice of Compliance

It was discussed with the employer representatives that they are required to submit a written Notice of Compliance outlining the steps to be taken and time frame required to comply with the orders issued in this report.

A notice of compliance package will be mailed to the head office address indicated on this inspection report. Pursuant to WCA 194.(4).(b), the employer must provide a copy of the completed Notice of Compliance report

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to the joint committee.

### Additional Recommendations

It is recommended that the employer review existing SOP's to remove references to women inmates and also WSI etc, to adequately address the current state of operations. (The employer states that they have assigned that responsibility to the new ADW-Standards).

Discussed with the employer the need to ensure that workplace inspections also address work methods and work practices to verify that SOP's etc, are being followed.

Once the construction of the new expansion is completed a Violence in the Workplace risk assessment must be undertaken for the new facility and any post construction changes in the existing facility.

### Documentation Provided by WorkSafeBC

The following documents were provided to the employer representatives to assist them in complying with the orders issued.

- 1) WorkSafeBC document Communicate Patient Information: Prevent violence-related injuries to health care and social services workers,
- 2) Guideline G6.34-4 Program to inform workers of the exposure control plan,
- 3) Sample written procedures for respirators,
- 4) Sample fit testing template,
- 5) Guideline G-D10-172-1 WorkSafeBC notification of serious injuries
- 6) Policy D10-172-1 Accident Reporting and Investigation

The orders issued in this inspection report are based, in part, on the review of several documents that were requested from and provided by the employer. As requested, these documents were returned to the employer at the time of delivery of the inspection report. WorkSafeBC may request these documents at a later date should the need arise.

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If there are any questions regarding the items noted in this Inspection Report, or to forward any documentation that may be requested in this Inspection report, please contact me by:

Faxing to: (604) 232-7077 marked Attention: Ron Schouten or,

Emailing to: ronald.schouten@worksafebc.com or,

Mailing to: WorkSafeBC, Surrey Office,  
Suite # 100 - 5500 152 St,  
Surrey, B.C., V3S 5J9  
Attention: Ron Schouten

Office Phone: (604) 232-7081

WorkSafeBC has a wide range of health and safety information. For assistance and information on workplace health and safety visit our website at [www.worksafebc.com](http://www.worksafebc.com).

To report a serious accident/incident or major chemical release call:  
604 276-3100 in the Lower Mainland  
1 888 621-7233 toll-free within B.C.

To report after hours safety and health emergencies, call 1 866 922-4357  
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Orders						
Order No.	1	Decision	AL	WCB Reference	WCA173.(1).(c)	

A review of the employer first aid reports and JOSH meeting minutes revealed that accident investigations were not undertaken by the employer for the following incidents:

- a lost time incident which occurred on October 17, 2012,
- three health care only incidents which occurred on August 10, and September 4, and 20, of 2012.
- an incident which took place on August 5, 2012 which involved a potential BBF exchange between an inmate and a worker during an altercation.

There is evidence that these incidents were not investigated due to a

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lapse in the system for notifying the employer of their occurrence, or for "flagging" the incidents as requiring investigation by the employer or JOSHC.

This is in contravention of the Workers Compensation Act Section 173 (1) (c) .

An employer must immediately undertake an investigation into the cause of any accident or other incident that did not involve injury to a worker, or involved only minor injury not requiring medical treatment, but had a potential for causing serious injury to a worker.

Workers Compensation Act Part 3 Division 10 Subsection 173 (1) does not apply in the case of a vehicle accident occurring on a public street or highway.

The employer is ordered to develop a system for notification, or "flagging" of incidents which require investigation under Section 173 of the WCAAct, to ensure that the JOSHC is notified of all such incidents and that all incidents are investigated in accordance with Sections 174-176 of the WCAAct.

Order No.	2	Decision	AL	WCB Reference	WCA176.(2)
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Based on the review of documentation and interviews with the JOSHC members it was determined that the employer does not prepare and provide, a follow-up report of corrective actions implemented as a result of an accident investigation, to the JOSHC.

This is in contravention of the Workers Compensation Act Section 176 (2) .

As soon as is reasonably practicable, the employer must prepare a report of the action taken under Workers Compensation Act Part 3 Division 10 Subsection 176 (1) .

The employer is ordered to develop a system for tracking the implementation of corrective actions recommendations resulting from an accident investigation by the JOSHC, and to ensure that a follow-up report is produced and provided to the committee detailing what corrective actions were implemented and when.

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Order No.	3	Decision	AL	WCB Reference	WCA115.(2).(e)
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As a result of documentation review, site inspection, and interview with employer and worker representatives it was determined the employer has not provided workers with adequate information, instruction and training to ensure the health and safety of those workers in carrying out their work. Evidence of this is, in part, the following:

- Not all workers who assume the Correctional Supervisor (CS) role had received the health and safety training component of that position, prior to assuming the role.
- Some employer representatives and worker representatives who carried out accident investigations had not received appropriate training to ensure that investigations were adequately conducted.
- Some employer representatives and worker representatives who carried out VITW risk assessments had not received appropriate training to ensure that assessments were adequately conducted.

This is in contravention of the Workers Compensation Act Section 115 (2) (e).

An employer must provide to the employer's workers the information, instruction, training and supervision necessary to ensure the health and safety of those workers in carrying out their work and to ensure the health and safety of other workers at the workplace.

The employer is ordered to amend and/or develop new procedures/protocols to address each of the items documented in this Order, to ensure workers are being provided with adequate information, instruction and training to ensure the health and safety of those workers in carrying out their work.

Order No.	4	Decision	AL	WCB Reference	WCA118.(2)
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As a result of documentation review, site inspection, and interview with employer and worker representatives it was determined the employer (prime

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contractor) has not ensured the coordination of the contractor activities at this workplace relating to occupational health and safety. The employer has not done everything that is reasonably practicable to establish and maintain a system or process that will ensure compliance with this Part and the regulations in respect of the workplace.

Evidence of this is, in part, the following:

1) Some Contractors have been permitted to work at this site prior to receiving a corrections contractor-specific health and safety orientation, contrary to the requirements of OHS Regulation 3.23(1).

2) A contractor was observed not wearing a Personal Alarm Locator (PAL) or any form of visible identification, contrary to the requirements of this employer's Standard Operating Procedure (SOP), while working in a secure area of the facility.

3) The employer has not been enquiring whether contractors conducting work at this site have a site specific violence in the workplace risk assessment.

This is in contravention of the Workers Compensation Act Section 118 (2).

The prime contractor of a multiple-employer workplace must:

- ensure that the activities of employers, workers and other persons at the workplace relating to occupational health and safety are coordinated, and
- do everything that is reasonably practicable to establish and maintain a system or process that will ensure compliance with this Part and the regulations in respect of the workplace.

The employer is ordered to amend and/or develop new procedures/protocols to address each of the items documented in this Order, to ensure that:

- The activities of employers, workers and other persons at this workplace relating to occupational health and safety are coordinated, and
- All reasonably practicable measures are implemented to establish and maintain a system or process that will ensure compliance with this Part and the regulations in respect of the workplace occurs.

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Order No.	5	Decision	AL	WCB Reference	OHS4.28.(2)(c)	
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The risk assessment performed to address the change in the nightshift staffing compliment in response to closing some of the units, and women offenders being moved from the centre, has not adequately addressed the closing of the Health Care Unit during the nightshift and the additional responsibilities of OFA designation for workers.

This is in contravention of the Occupational Health and Safety Regulation Section 4.28 (2) (c) .

The risk assessment must include the consideration of the location and circumstances in which work will take place.

The employer is ordered to revise the risk assessment to include the impact of closing the Health Care Unit and adding responsibilities of OFA designation for workers, the impact on escorts and resulting staff compliment shortages, and the ability of the response team to respond to emergencies. The employer must ensure that the risk assessment includes a written survey of workers.

Order No.	6	Decision	AL	WCB Reference	OHS3.18.(2)	
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Due to the closure of the Health Care Unit on nightshift, the workers have been designated as Occupational First Aid (OFA) coverage for that shift, including the Corrections Supervisors (CS). The role of the CS on nightshift is to run the facility as Officer in Charge(OIC). This may interfere with their ability to respond promptly to a first aid request.

This is in contravention of the Occupational Health and Safety Regulation Section 3.18(2) .

The employer must not assign, and the first aid attendant must not undertake, employment activities that will interfere with the attendant's ability to receive and respond to a request for first aid.

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The employer must not designate a CS who is acting as the Officer in Charge on nightshift to be the OFA for that shift.

Order No.	7	Decision	AL	WCB Reference	OHS8.5	
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Two types of respirators were available in this facility: full face respirators with multi-contaminant cartridges (MSA) and N95 particulate respirators/"dust masks" (3M).

The employer representative does not have an effective respirator program. Evidence of this is, in part, the following:

- 1)The employer does not have written procedures for the selection, use, inspection, cleaning, maintenance and storage of these types of respirators.
- 2)Not all of the Corrections staff interviewed were aware of when these respirators should be worn.
- 3)Workers assigned full-face respirators have not been fit tested in accordance with CSA Z94.4-02 Selection, Use and Care of Respirators (re: OHS Regulation 8.40(2)).

This is in contravention of Occupational Health and Safety Regulation Section 8.5.

If personal protective equipment is required to protect against a chemical exposure or an oxygen deficient atmosphere the employer must implement an effective protective equipment program at the workplace which includes

- (a) a statement of purpose and responsibilities,
- (b) written procedures for selection, use, inspection, cleaning, maintenance and storage of protective equipment, when required,
- (c) instruction and training in the correct use and maintenance of the equipment,
- (d) for respirators, medical assessment of respirator wearers, when required,
- (e) documentation when required, and
- (f) program review.

If personal protective equipment is required to protect against a chemical

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exposure or an oxygen deficient atmosphere the employer must implement an effective protective equipment program at the workplace which includes written procedures for selection, use, inspection, cleaning, maintenance and storage of protective equipment, when required.

The employer is ordered to

- 1) Develop written procedures for the selection, use, inspection, cleaning, maintenance and storage of the respirators in use in this facility (including N95 masks).
- 2) Provide Corrections staff with training on these procedures.
- 3) Ensure all respirator wearers are fit tested in accordance with CSA Z94.4-02.
- 4) Maintain records of this fit testing which conform to the record keeping requirements of this standard. Specifically, the record must record: the name of the employee tested, type of test performed, make/model/size of respirator, date of the fit test, result of a fit test and the name of the person conducting a fit test. As well it must indicate whether the worker was clean shaven (which is a requirement for the fit test). A sample fit testing record has been provided for reference.

Order No.	8	Decision	AL	WCB Reference	OHS6.34.(1)	
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Correction officers/supervisors may have an occupational exposure to a biological agent via blood and body fluids (BBF) and other potentially infectious material (OPIM) due to the nature of the work they conduct. First aid records for August, September and October 2012 and the exposure record (2012 year to date) provided by the employer representative documented that correctional staff had reported exposures to body fluids (e.g., blood, saliva, faeces, urine) as a result of incidents involving inmates.

Based on a review of the site-specific Exposure Control Plan (ECP) and interviews with staff, there is evidence that the employer has implemented some but not all elements of an exposure control plan. Evidence of this is, in part, the following:

- 1) The ECP does not include the procedures to follow should an exposure

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Gord Davis	Schouten, Ronald

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The Occupational Health & Safety Regulation requires that one copy of this report remain posted in a conspicuous place at or near the operation inspected for at least seven days, or until compliance has been achieved, whichever is the longer period.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
2012/12/05	2012157520329	8	4000	306	841102	8.00	1.00

occur during the hours when the health centre is closed.

2) Workers have not received training on the ECP,

3) Not all workers interviewed were aware of the site specific procedures developed to minimize worker exposures to BBF.

This is in contravention of the Occupational Health and Safety Regulation Section 6.34(1).

If a worker has or may have occupational exposure, the employer must develop and implement an exposure control plan, based on the precautionary principle, that meets the requirements of section 5.54 and that includes the following:

- (a) a risk assessment conducted by a qualified person to determine if there is a potential for occupational exposure by any route of transmission;
- (b) a list of all work activities for which there is a potential for occupational exposure;
- (c) engineering controls and administrative controls to eliminate or minimize the potential for occupational exposure;
- (d) standard or routine infection control precautions and transmission-based precautions for all work activities that have been identified as having a potential for occupational exposure, including
  - (i) housekeeping practices designed to keep the workplace clean and free from spills, splashes or other accidental contamination,
  - (ii) work procedures to ensure that contaminated laundry is isolated, bagged and handled as little as possible, and
  - (iii) work procedures to ensure that laboratory or other samples containing a biological agent designated as a hazardous substance in section 5.1.1 are handled in accordance with the Laboratory Biosafety Manual issued by the World Health Organization, as amended from time to time, and the Laboratory Biosafety Guidelines issued by Health Canada, as amended from time to time;
- (e) a description of personal protective equipment designed to eliminate or minimize occupational exposure;
- (f) a program to inform workers about the contents of the exposure control plan and to provide them with adequate education, training and supervision to work safely with, and in proximity to, a biological agent designated as a hazardous substance in section 5.1.1;
- (g) a record of all training and education provided to workers in the

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program described in paragraph (f) ;

(h) a record of all workers who have been exposed, while performing work activities, to a biological agent designated as a hazardous substance in section 5.1.1.

The employer is ordered to ensure the site specific ECP includes all the applicable elements required under the above section.

As part of the implementation of the exposure control plan, the employer must provide all workers with training about the contents of the exposure control plan.

This training must include but not be limited to:

1)Description of the engineering and administrative controls in use to eliminate or minimize the potential for occupational exposure to blood and other body fluids (e.g., saliva, faeces, urine),

2)Review of procedures to follow

- for extracting an inmate from a cell that has been smeared with faeces or when the inmate has body fluid on them (including the type of PPE to be worn),
- when a correction officer/supervisor's clothing is contaminated with BBF (including how Tactical gear is to be decontaminated)
- when the CO/CS receives a potential BBF exposure while the Health Centre is closed.

For more information about the topics to be covered, the employer is referred to WorkSafeBC guideline G6.34-4 Program to inform workers of the exposure control plan. A copy of this guideline was provided to the employer representatives.

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