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|---------------|---------------|------------------|----------|----------|----------------------------|-------------------------|-----------------------|
| Date of Issue | Number | Number of Orders | Employer | Location | Classification Unit Number | Activity Time Recorded* | Travel Time Recorded* |
| 2013/06/14 | 2013165930107 | 5 | 4000 | 307 | 841102 | 7.00 | 1.50 |

*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.

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|-------------------|----------------|-----------------|-------------------|-----------------|-------------------|------------------------|
| Number of Workers | Project Number | Site Visit Date | Lab Samples Taken | Direct Readings | Results Presented | Sampling Inspection(s) |
| 101 or more | | 2013/06/05 | 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 | Alouette Correctional Ctr Women Alouette Road MAPLE RIDGE BC |

| | |
|-------------------|---|
| Portion Inspected | Corrections Centre Initiative |
| Violations | REFER TO ORDERS ON FOLLOWING PAGE(S) |

| | |
|----------------------------------|---|
| Employer Representative Name | Accompanied by Employer Representative |
| Debbie Hawboldt | Eileen Johnston |
| Employer Representative Position | Accompanied by Worker Representative |
| Warden | Barb Collis/Co-chair JOHSC |
| Phone Number | Organization |
| (604) 476-2956 | BCGEU |
| Signature | Officer of the Board / Signature Campbell, Jeanette |

For Internal Use Only

Delivery Method: In Person

Regulation(s) Referenced in Inspection Text

WCA 172.(1), WCA 173.(1), WCA 179.(3), OHS 8.40.(2.1)(a), OHS 8.40.(2.1)(b), OHS 8.40.(2.1)(c), OHS 8.40.(2.1)(d)

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Inspection Text

As part of the Provincial Correctional Centre Initiative, WorkSafeBC Prevention Officers Allan Goodman, Ron Schouten, and Jeanette Campbell conducted an inspection of Alouette Correctional Centre for Women (ACCW) on June 4, 5, 6 and 7, 2013.

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 ACCW. A copy of the form used in the assessment is attached to this report in the employer's firm file. This assessment focused on 3 key areas:

- * Workplace Accountabilities and Responsibilities
- * Violence in the Workplace
- * Blood and Body Fluid Exposures.

During the completion of the assessment, the officers reviewed documentation, interviewed Corrections staff and conducted a site inspection. Both an employer representative and a worker representative from the local joint occupational health and safety committee accompanied the officers on the inspection.

Staff interviewed included employer representatives and correctional officers/supervisors from secure and medium living units, SSP, pod control, health care, programs and segregation.

Representatives from several key contractors (Sentry Correctional Health Services, Compass/Eurest Services and WSI) were also interviewed. On June 5, 6 and 7, a site inspection was conducted of SSP, Pod Control, Bravo living unit (secure), Birch House (medium), Segregation, Records and Health Care.

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

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- d. Supervision and Training of Workers
- e. Joint Health and Safety Committee
- f. Records and Statistics
- 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, Orders have been issued as documented on this Inspection Report.

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

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 to the joint committee.

The notice of compliance must be submitted by July 15, 2013.

DOCUMENTATION REQUESTED

Pursuant to Section 179.(3)(g) of the Act, the employer is requested to provide a copy of the consultant's report into the incident that occurred at Cedar Living Unit.

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GENERAL DISCUSSION

These additional items were discussed with the employer and worker representatives:

A) Inspections:

The employer must ensure that workplace inspections continue to include the consideration of work methods/tasks in addition to the inspection of the physical facility.

B) Incidents:

The following sections of the Act apply with respect to the types of incidents that must be immediately reported to the Board and the type to be investigated.

1) An employer must immediately notify the Board of the occurrence of any accident that:

- (a) resulted in serious injury to or the death of a worker,
- (b) involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation,
- (c) involved the major release of a hazardous substance, or
- (d) was an incident required by regulation to be reported (WCA 172.(1)).

For more information see Guideline G-10-172-1 and Policy D10-172-1 (provided).

2) An employer must immediately undertake an investigation into the cause of any accident or other incident that:

- (a) is required to be reported by section 172,
- (b) resulted in injury to a worker requiring medical treatment,
- (c) had a potential for causing serious injury to a worker, or
- (d) was an incident required by regulation to be investigated (WCA 173.(1)).

Examples of incidents that have a potential for causing a serious injury are incidents of violence or near misses with respect to blood and body fluid exposures. The employer may wish to modify the worksheet used to track incident investigations to include a place to document the type of incident and whether it is required to be investigated.

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C) Check Ins: It should be confirmed that the check in frequency during hospital escort has been reviewed since the facility began housing secure inmates.

D) Communication: In order to ensure the daily muster communications continue to be effective, they must include information related to all code yellows, staff injuries, incidents from the control summaries, known safety hazards, and reasons for administrative moves of inmates due to peer to peer violence from either within the facility or external.

E) Medical Confidentiality

FIPPA and other privacy legislation does not limit the sharing of an inmate's medical information when it is necessary to protect the health and safety of workers. Questions to consider when evaluating the need to share medical information are whether (1) disclosing this information is necessary to protect the worker's safety and (2) disclosing this information will lead to changes in work practices to reduce the risk of injury.

Specific examples discussed were inmates who may become violent due to a psychiatric condition and those inmates with known respirator diseases that may be spread through the airborne route.

This information is a component of risk identification and must be communicated to staff as part of the ECP training.

Documentation Provided by WorkSafeBC

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

- 1) Policy D10-172-1 "Accident Reporting and Investigation - Immediate Notice of Certain Accidents (Major Release of Hazardous Substance)" (WorkSafeBC)
- 2) Guideline "G-10-172-1 Notification of Serious injuries/Hazardous releases" (WorkSafeBC),
- 3) Incident Investigation form and Incident Investigation Reference Guide (WorkSafeBC)
- 4) Guideline G6.34-4 Program to inform workers of the exposure control plan (WorkSafeBC),

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5) Communicate Patient Information: Prevent violence - related injuries to health care and social services workers (WorkSafeBC)

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. These documents were returned to the employer at the conclusion of this inspection. WorkSafeBC may request these documents at a later date should the need arise.

For more information or questions regarding these orders, please contact:

Jeanette Campbell
Occupational Hygiene Officer
WorkSafeBC
phone: 604.232.1962
fax: 604.232.1946
e-mail: jeanette.campbell@worksafebc.com

More information about health and safety, including the Workers Compensation Act and the Occupational Health and Safety Regulation may be found at the WorkSafeBC website (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

| Orders | | | | | |
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| Order No. | 1 | Decision | AL | WCB Reference | OHS3.9 |

As a result of documentation review, site inspection, and interview with employer representatives and workers it was determined that unsafe conditions identified during inspections or accident investigations are not always remedied without delay.

Examples of this include:

- The employer changed the procedure that contributed to the incident at the loading dock ramp, which resulted in a worker injury. However, the damaged railing and supports (unsafe conditions) identified in this area

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have not been repaired. The interim measures (barrier tape and cones) have not mitigated the hazard sufficiently to prevent another injury on the loading dock (i.e. at night).

- Faulty cameras and defective door locking indicators have been identified. It was reported that repair of the cameras has been delayed due to the lack of available parts. Although repairs have been made to the door lock indicators, examples were provided at the time of the inspection of locations where the system was reporting an unsecured door, when the door was secured. This may create a false sense of security and result in officers assuming that the doors are secured when they are not.

The cameras and door lock indicators are an integral component of the site's security system. Failure to ensure that these items are addressed promptly may affect worker safety.

This is in contravention of the Occupational Health and Safety Regulation Section 3.9.

Unsafe or harmful conditions found in the course of an inspection must be remedied without delay.

The employer must develop a system for ensuring that unsafe conditions are remedied without delay. This system must include a method for tracking the repairs/remedies and measures for implementing effective interim measures for those situations when the identified remedy is delayed.

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| Order No. | 2 | Decision | AL | WCB Reference | OHS6.34.(1) |
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By the nature of the work that correction officers/supervisors conduct at this workplace they may have an occupational exposure to a biological agent via blood and body fluids and other potentially infectious material (OPIM).

The employer has implemented some but not all elements of an exposure control plan. Examples of this are, in part, the following:

- 1) The risk assessment component of the ECP does not consider some tasks/activities unique to this facility. For example:
 - correctional officers supervise the inmate clean-up team when blood/body fluid incidents occur on the weekends,
 - COs may be required to be involved in the birthing process and therefore

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may be exposed to blood and body fluids,
- COs are required to delivery body fluid samples to outside medical lab/pharmacies.

2) Spill Clean-up:

- the ECP does not identify who does the clean-up and provide guidance for the CO supervising the clean-up,
- the ECP does not identify the situations when a specialized contractor is required to clean-up of blood and body fluids and how that contractor is to be contacted.

4) Training and Record Keeping:

- only 31% of the corrections staff have received training in the ECP,
- training for the contractors identified in the ECP has not been provided.

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

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- 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 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 must revise the Exposure Control Plan to address the above deficiencies. The employer must provide a plan for how additional information will be communicated to the staff who may be required to supervise blood and body fluid clean-ups. The employer must provide a written plan with time lines for completing the training.

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| Order No. | 3 | Decision | AL | WCB Reference | OHS8.4 |
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The employer has made protective vests (protective equipment) available for escorts but has not clearly defined the circumstances when they should be worn or the criteria used to make this determination.

This conclusion is based on the following:

The adult custody policy (1.7.9, 1.8.5) states that protective vests are included in the escort equipment and transport equipment bags but does not define when they are to be worn.

The employer representative reported that the need for a protective vest is determined as part of the inmate escort risk assessment and that if this determination was made then the vest would be required. This is inconsistent with the employer's escort SOP which states that the use of protective vests is optional.

Based on interviews with staff, it was determined that staff did not know when vests were to be worn nor were all staff aware of the method for selecting and fitting of the vests.

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This is in contravention of the Occupational Health and Safety Regulation Section 8.4.

If an evaluation of workplace conditions is required to determine appropriate personal protective equipment, the evaluation, where practicable, must be done in consultation with the joint committee, or the worker health and safety representative, as applicable, and with the worker who will use the equipment.

The employer must document in a SOP (or by other equivalent means) the criteria for determining when a protective vest is required for an escort. These criteria must be discussed with the JOHS committee. Staff, who may conduct escorts must be provided with information about how to properly select and fit a protective vest.

| Order No. | 4 | Decision | AL | WCB Reference | OHS8.40.(2) |
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The majority of the ACCW staff have been fit tested for N95 respirators.

Members of the ACCW emergency response team have been assigned full-face respirators for use during incidents that may expose them to irritating airborne contaminants (e.g., OC spray). Based on information provided by ERT members, it was determined that these staff have not been fit tested in accordance with the CSA Standard Z94.4-02. An improperly fitting respirator is a hazard to a worker since it does not provide adequate protection from airborne contaminants.

This is in contravention of the Occupational Health and Safety Regulation Section 8.40(2).

Fit tests must be performed in accordance with procedures in CSA Standard CAN/CSA-Z94.4-02, Selection, Use, and Care of Respirators.

Without undue delay, the employer must ensure that all ERT members assigned respirators are fit tested in accordance with the procedures described in the CSA Standard Z94.4-02.

These ERT members must be fit tested

- (a) before initial use of a respirator,
- (b) at least once a year,
- (c) whenever there is a change in respirator facepiece, including the brand, model, and size, and

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(d) whenever changes to the user's physical condition could affect the respirator fit (OHS 8.40 (2.1)).

| Order No. | 5 | 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 contractor) has not ensured the coordination of the contractor activities at this workplace as it relates 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.

Examples of this, in part, include:

- The employer does not have a system to ensure major contractors (e.g., WSI/BLJC, Sentry, Compass, School District 42) on the site have conducted violence in the workplace risk assessments or have implemented exposure control plans (ECPs) for blood and body fluids. The contractors' workers have not been included in Corrections' risk assessment or ECP.
- WSI and Compass both confirmed that they do not have a current violence in the workplace risk assessment for their workers at this site.
- There was evidence that work activities conducted by contractors, which may affect the safety of Corrections staff were not being communicated effectively to staff. For example, JOHSC representatives were not aware of the recent asbestos remediation.

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

The prime contractor of a multiple-employer workplace must:

- (a) ensure that the activities of employers, workers and other persons at the workplace relating to occupational health and safety are coordinated, and
- (b) 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.

Without undue delay, the employer must implement a process/system to ensure that contractors' activities related to health and safety are coordinated to ensure compliance with the Act and the Regulation.

| Employer Representative | Officer of the Board |
|-------------------------|----------------------|
| Debbie Hawboldt | Campbell, Jeanette |



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.

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* |
|---------------|---------------|------------------|----------|----------|----------------------------|-------------------------|-----------------------|
| 2013/06/14 | 2013165930107 | 5 | 4000 | 307 | 841102 | 7.00 | 1.50 |

This must include a mechanism to determine that

- (1) contractors' health and safety programs include safety meetings and a record of these meetings,**
- (2) there is an established means for contractors' health and safety concerns to be reported to Corrections,**
- (3) contractors have conducted violence in the workplace risk assessments and, where required, a blood and body fluid exposure control plan.**

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