

The *Workers Compensation Act* requires that the employer must post a copy of this report in a conspicuous place at or near the workplace inspected for at least seven days, or until compliance has been achieved, whichever is the longer period. A copy of this report must also be given to the joint committee or worker health and safety representative, as applicable.

Inspection Report #201615624043A

Employer Name	Jobsite Inspected	Scope of Inspection
PROVINCIAL GOVERNMENT (WORKERS' COMP CO-ORDINATOR)	CENTRE 2250 WEST TRANS CANADA HWY KAMLOOPS BC	KAMLOOPS REGIONAL CORRECTIONAL

Date of Initiating Inspection	Date of This Inspection	Delivery Date of This Report	Delivery Method
Sep 27, 2016	Sep 27, 2016	Sep 28, 2016	In Person

THERE IS ONE (1) ORDER OR OTHER ITEM OUTSTANDING

ACTION REQUIRED

Summary of Orders or other Items

See "Orders/Items - Full Details" section of this Inspection Report for orders/items cited

Order/Item No.1 <input type="checkbox"/>	Status: Outstanding	Cited: OHS4.28(1)
Notice of Compliance Required.		

ORDER STATUS LEGEND

Order Status	Description
Outstanding	Order Outstanding - Action Required to Achieve Compliance
Complied	Compliance Achieved - No Further Action Required
Closed	Order is Closed
Rescinded	Order has been cancelled - No Further Action Required

INSPECTION NOTES

In late October 2012 WorkSafeBC launched an initiative to inspect all nine adult custody correctional centres in the province. The purpose of the Provincial Correctional Centre Initiative at that time was to assist parties in achieving regulatory compliance. The inspections focused on 3 Key Areas: workplace accountabilities & responsibilities (supervision), violence in the workplace, and blood and body fluid (infectious disease).

This current inspection is the result of a new inspectional initiative focusing on workplace violence and compliance verification. This initiative consists of inspecting a sample of the nine correctional centres with a view towards verifying that key areas of the centre's workplace violence procedures and controls have been operationalized and entrenched in the day to day operations. The definition of workplace violence in the OH&S Regulation will be used to determine compliance during these site inspections. Verification & validation of the workplace violence procedures during these inspections will focus in the following key areas:

- All violence in the workplace (VITW) risk assessments conducted since 2012, including recommended corrective actions, status of corrective action implementation and participants in the assessment process
- Current makeup of inmate population (general population, inmates with mental health needs (IMHN), gang and related peer-to-peer concerns) in relation to any notable change in population makeup since 2012
- Staff incident reports (ICON) filtered for violence against staff
- Standard Operating Procedures (SOPs) related to Code Yellow Staff Assaults, Escorts, Transports, Cell Extractions, Exercise Periods
- Facility/work area changes (new blocks, living units, changes to layout/function) since 2012
- Work procedure changes (e.g. rotational lockdown, direct/indirect supervision, medication distribution) since 2012
- Joint Health and Safety Committee (JHSC) meeting minutes for the past 12 months
- Employer incident investigation reports (EIIRs) for the past 12 months
- Workplace inspection reports for the past 12 months
- Joint Health and Safety Committee functioning
- Training & supervision of workers in the top high risk activities involving inmate interaction
- Site inspections

This inspection included interaction and engagement with corrections staff and front line workers to gauge their understanding of the workplace procedures and controls. This inspection included the participation of a worker representative (who is also a JHSC member) and an employer representative. The intention was to ensure that the policies, practices and procedures have been made operational. Focus was on those work activities that present with a high risk of violence to staff with inmate interaction and that haven't been controlled by engineering measures.

Verification & validation of the workplace violence procedures focused on the following key areas:

- Process of timely implementation of best practices among the sites
- Accident and incident investigations
- Inspections
- JHSC functioning
- Training & supervision of workers in high risk activities involving inmate interaction

Considerations was given to possible changes in the work environment which may affect the risk of workplace violence and the site's risk assessment and procedures, such as:

- Increase in inmates with mental health issues,
- Increase in multiple gang and related peer to peer issues.

Centre Description

The Kamloops Regional Correctional Centre houses 9 Living Units consisting of a mix of open custody, medium and secure inmates as well as a segregation unit. The centre has recently averaged between 275 and 310 inmates with an overall bed count

of 370. The population consists of 66% remand and 34% sentenced inmates.

The inspection included the review of Code Yellow incidents from January 1, 2015 to Sept 9, 2016 including the Employer Incident Investigation Reports which resulted from those incidents. All incidents had corresponding EIIR's that were found to be in accordance with Sections 175-176 of the Workers Compensation Act.

All EIIR's were reviewed by the JHSC, and the employer has maintained a follow up report spreadsheet to track the status of the implementation of the recommendations, or the reasons why a recommendation has not been implemented.

The employer implemented an interim procedure in 2015 which communicates the risk of violence to workers from persons who have a known history of violent behaviour towards workers. The computer based system (CORNET) has been updated to provide a "Staff Assault" alert type as means of 'flagging' inmates with a documented history. It was reported that the procedure of communicating specific risks at morning muster and passing information down through Correction Supervisors will continue to be utilized, in addition to the new alert type on CORNET.

Risk Assessments

Centre

The Occupational Health and Safety Regulation defines violence as follows -

In sections 4.28 to 4.31,

"violence" means the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.

The Centre conducted a review of its existing Workplace Violence risk assessments in July 2016 including the overall Centre VITWRA (Violence in the Workplace Risk Assessment) and only minor amendments were required to address current issues identified by the assessment team. This resulted in very little change to policies and practices implemented from the 2014 risk assessments.

Microwave

An assessment was carried out in April 2016 for the use of microwave ovens in the facility. The initial result of the risk assessment recommendation was that the microwaves posed a low risk and would not be removed from the units. The assessment included a review of incidents and statistics involving microwave ovens in the centre and at the other eight provincial centres. Subsequent statistical information was provided by the employer after completion of the RA and the JOHSC worker representative has recommended reviewing the risk assessment with consideration of the new information.

ESP-1 Inmates on Living Units

An assessment was carried out in September 2016 to address concerns with the implementation of introducing ESP-1 (Enhanced Supervision Program Level 1) inmates in the regular living units (general population). The assessment determined that as there are only 1-2 ESP-1 inmates in the centre per month on average, that there was no additional risk in having the ESP-1 in the regular living unit.

Violent Incidents

The officers reviewed the last 20 months of code yellow incident data (beginning of 2015) and found that all reported incidents had been investigated, including those which involved a staff member. All these incidents were investigated by a worker and employer representative, and reviewed by the joint committee. The incident investigations (EIIR) met the requirements of the Act and

Regulation.

Inmate Population

The facility estimates that inmates with complex needs have increased over the last few years and the evidence found was that the facility has been able to manage the risks. Although there is a perceived increase in gang-affiliated inmates, the employer and worker representatives report that concerns related to gang activity are currently adequately managed at this centre.

Hospital Escorts

At this facility the employer has minimized the Corrections Officer risk of exposure to violent incidents related to off-site escorts through strict adherence to the risk assessment procedure set out in the Adult Custody Policy. A risk assessment is conducted for each escort and the recommendations for the number of escorts are supported by management.

Other Issues

Suboxone

The use of suboxone as an alternative to methadone treatments for inmates to treat narcotic(opiate) addiction has been implemented at this centre. The dispensing of suboxone is being administered by the Health Care staff in the Living Units, however a Living Unit Officer(LUO) is required to monitor the inmate usage for a period of 5 minutes to ensure that the sublingual strip is dissolved. This increases the risk of violence to the officer for the period of time that the LUO is required to monitor this activity as they are not able to observe what the remaining inmates are doing in the Living Unit. This situation is regular and predictable and could present a risk of violence to officers as a result of being distracted. The employer has not carried out a risk assessment to determine what level of risk this poses to the officer and what measures can be implemented to eliminate or minimize the risk of violence (see order #1).

ORDERS/ITEMS

An employer who fails to comply with Part 3 of the *Workers Compensation Act*, the *Occupational Health & Safety Regulation*, or WorkSafeBC orders may be subject to monetary or other sanctions as prescribed by the *Workers Compensation Act*.

Orders/Items - Full Details

Order/Item No.1 <input type="checkbox"/>	Status: Outstanding	Cited: OHS4.28(1)
<p>A significant change has occurred that involves the dispensing of an opioid treatment medication (Suboxone). The administration of this drug requires that the recipient be directly monitored for five minutes to ensure that the drug is not diverted. It was reported that the current practice requires the living unit officer to monitor inmates after the health care worker has dispensed the product. This situation is regular and predictable and could present a risk of violence to officers as a result of being distracted.</p> <p>This is in contravention of the Occupational Health and Safety Regulation Section 4.28(1).</p> <p>A risk assessment must be performed in any workplace in which a risk of injury to workers from violence arising out of their employment may be present.</p> <p><u>Measures to Ensure Compliance:</u></p> <p>A risk assessment specific to the administration of Suboxone and the requirement to monitor inmates receiving Suboxone must be conducted, and controls to eliminate or mitigate the risk of violence must be implemented.</p> <p>Pursuant to section 194 (1) of the Workers Compensation Act, the employer must prepare a Notice of Compliance report. In accordance with section 194 (2), this report must detail what has been done to comply with the order, and where compliance has not been achieved by the time the report has been submitted, include a plan of what will be done to comply and when compliance will be achieved. Please submit the report no later than October 31, 2016.</p>		

REFERENCES

In addition to any orders, or other items, and the information provided in the Inspection Notes section in this Inspection Report, the officer may discuss other health and safety issues with the employer arising out of the inspection. The information below sets out the health and safety requirements discussed with the employer, and unless otherwise noted, violations of these requirements were not observed.

Reference	Details Discussed
WCA194(1) This Inspection Report contains one or more orders requiring you to submit a Notice of Compliance report. This report must be prepared in accordance with section 194(2) of the Workers Compensation Act.	Notice of Compliance
WCA194(2) The employer or other person directed by an order under subsection (1) must prepare a compliance report that specifies: (a) what has been done to comply with the order, and (b) if compliance has not been achieved at the time of the report, a plan of what will be done to comply and when compliance will be achieved.	Notice of Compliance

Employer #	Mailing Address	Classification Unit #	Operating Location
4000	WORKERS' COMPENSATION PROGRAMS BC PUBLIC SERVICE AGENCY PO BOX 9404 STN PROV GOVT VICTORIA BC V8W 9V1	841102	033

Lab Samples Taken	Direct Readings	Results Presented	Sampling Inspection(s)
N	N	N	

Workers onsite during Inspection	Notice of Project Number
35	

Inspection Report Delivered To	Employer Representative Present During Inspection	Worker Representative Present During Inspection	Labour Organization & Local
ADW Morris	ADW Morris	K Hayes	

WorkSafeBC Officer Conducting Inspection
Vincent Strain

*Inspection Time	*Travel Time
15.00 hrs	1.50 hrs

*The time recorded above reflects the inspection time and travel time associated with this inspection report and includes time spent on pre and post-inspection activities. Additional time may be added for subsequent activity.

Right to Review

Any employer, worker, owner, supplier, union, or a member of a deceased worker's family directly affected may, within 45 calendar days of the delivery date of this report, in writing, request the Review Division of WorkSafeBC to conduct a review of an order, or the non-issuance of an order, by contacting the Review Division. Employers requiring assistance may contact the Employers' Advisers at 1-800-925-2233.

WorkSafeBC values your feedback. To obtain that feedback, an external market research provider may be contacting you to complete a survey.