

November 1, 2018

CLIFF: 1055195
File: 450-30

Lisa Lapointe
Chief Coroner, Province of British Columbia
4720 Kingsway, Suite 800, Metrotower II
Burnaby, BC
V5H 4N2

Re: Coroner's Inquest; Ebony Aaron Wood
BCCS Case Files # 2016:0750:0040

Ms. Lapointe,

Thank you for your letter regarding the inquest into the death of Ebony Wood. BC Emergency Health Services (BCEHS) has reviewed the verdict and, the jury recommendations involving BCEHS ("BC Ambulance Services") and other agencies and provides the following responses to the recommendations contained in the verdict:

Recommendation 1: 'Implement Changes to Ambulance Design to allow for two-way communication between Paramedics'

As a consequence of this incident, new units will now come equipped with a two-way intercom system to allow Paramedics in the patient compartment to communicate with the Paramedic who is in the role of driver.

Recommendation 2: 'Routine check and inspection of ambulances should include the features of the vehicle that are operational while the vehicle is in motion; this would include requiring completing checks while the vehicle is in motion'

Unfortunately, this recommendation contravenes the *Motor Vehicle Act* seat belt laws and as such, BCEHS is not able to implement or accept this recommendation.

Recommendation 3: 'Add visual indicators to the ambulance that inform both the driver and the attending Paramedic that all vehicle doors are closed and locked'

BCEHS is unfortunately not able to accept or implement this recommendation. All ambulances are equipped with an indicator light that shows a door is ajar or improperly secured. Such a product or device would need to be an after-market purchase. As a result, such a device is not supported by manufacturer's warranties on the vehicles and would be cost prohibitive to deploy.

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Recommendation 4: 'Upgrade the GPS technology available to ambulance drivers to allow for different directional orientation of the mapping information'

BCEHS accepts this recommendation: BCEHS uses Computer Assisted Dispatch (CAD) mapping software to assist Paramedics in navigating to and from events. The current version of the mapping software does not allow for directional re-orientating of mapping information feeds. A planned CAD upgrade to a newer software version will allow the mapping software to re-orient the vehicle display. This upgrade work is underway and is anticipated to roll out in the first or second quarter of 2019.

Recommendation 5: 'Implement changes to rear door lock mechanism so as to limit patient's access to the door locking mechanism'

BCEHS is unable to accept this recommendation. Unfortunately this recommendation also contravenes the *Motor Vehicle Act*, in addition to an unsafe work practice, as access to the door locking mechanism is required to ensure that the occupants of the patient compartment are able to safely exit the vehicle, should the vehicle be involved in an accident. Canadian Motor Vehicle Safety Standard, Technical Standards Document 206, requires that passenger doors have lock mechanisms that "is readily accessible to the driver of the vehicle or an occupant seated adjacent to the door". New units are now equipped with a lock switch located near the attendant seat, which allows Paramedics to control the rear door locks from the patient compartment.

Thank you for bringing this matter to our attention.

Yours truly,



Barb Fitzsimmons
Chief Operating Officer
BC Emergency Health Services