



WORKING TO MAKE A DIFFERENCE

**Roberta Ellis**  
Senior Vice President  
Corporate Services and Human Resources

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January 12, 2015

Lisa Lapointe, Chief Coroner  
Office of the Chief Coroner  
Metrotower II  
Suite 800-4720 Kingsway  
Burnaby, BC V5H 4N2

**RECEIVED**

**JAN 20 2015**

MINISTRY OF JUSTICE  
OFFICE OF THE CHIEF CORONER

Dear Ms. Lapointe:

**Re: Coroner’s Inquest into the death of  
HASLAM, Bradley Michael Thomas  
- BCCS Case File #2013-5008-0011**

I am writing in response to your letter dated December 16, 2014, regarding the jury’s findings and recommendations from the Verdict at Inquest concerning the death of Bradley Haslam. We have carefully reviewed and considered the recommendations directed to WorkSafeBC, and are taking action as outlined below.

**Recommendation #1: To develop an educational tool about the risks associated with worker fatigue.**

*Coroner’s Comments: The jury heard evidence that the safety meetings are no longer held during the final break of the graveyard shift as some student workers were approaching exhaustion and therefore reducing their attentiveness. It was stated that one young worker fell asleep while driving home.*

WorkSafeBC does publish information regarding fatigue on its website. In response to the recommendation we commissioned a jurisdictional scan and review of other resources, scholarly research, and best practices on the topic of worker fatigue. With the knowledge gathered through this environmental scan and analysis, a set of tools both general, and sector specific, is being developed. These materials will form a consolidated set of tools for workplace parties seeking information and resources to recognize and address worker fatigue.

One of these educational resources, a new bulletin providing general awareness and information on the signs, symptoms, effects, and causes of fatigue, as well as strategies for reducing fatigue in the workplace, has

already been developed. Entitled *The Dangers of Fatigue in the Workplace*, the bulletin was posted online at worksafebc.com on December 9, 2014. Planned distribution includes circulation to over 20,000 subscribers in the mid-January 2015 WorkSafeBC e-newsletter, and links being added to the bulletin from:

- The BC Municipal Safety Association website
- The Tourism industry Health and Safety Association (go2hr) website
- The Manufacturing and Food Processing Health and Safety Association (FIOSA-MIOSA) website
- The Farm and Ranch Safety and Health Association (FARSHA) website.

A request to post a website link to the new bulletin has been made to the BC Dairy Association and BC Ranching Associations. The Oil and Gas Health and Safety Association (Enform) will be including information on the bulletin in its next e-safety newsletter, sent to northeast BC industry stakeholders, and a link has been provided to the Enform Fatigue Management Committee.

Early in 2015, WorkSafeBC will post additional materials on fatigue, including links to other useful resources on worksafebc.com, and will be developing industry-specific bulletins to provide more targeted information and guidance to address unique workplaces and activities.

An advisory group is being assembled to support the development of additional materials. WorkSafeBC will also work with Tolko Industries Ltd., which is in a position to share developed resources with the Manufacturers' Advisory Group (MAG) to support broader industry uptake.

**Recommendation #2: To include worker fatigue as a component of the COR Audit.**

*Coroner's Comments: The jury heard evidence that fatigue was a safety risk factor facing the graveyard clean-up shift worker. WorkSafeBC has a Certificate of Recognition ("COR") that promotes workplace safety, in part, by providing employers with financial incentive to take a proactive role in promoting occupational health and safety systems.*

In British Columbia, employers and workers have specific duties assigned under the *Workers Compensation Act*. The general duty clause (section 115 (1)(a) of the *Act*) states: "every employer must ensure the health and safety of all workers working for that employer". Section 116 (2)(d) of the *Act* provides that "a worker must ensure that the worker's ability to work without

risk to his or her health or safety, or to the health or safety of any other person, is not impaired by alcohol, drugs or other causes.”

WorkSafeBC’s Occupational Health and Safety Regulation (OHSR 4.19 and 4.20) goes on to describe such impairment as an occupational hazard. A required element in the existing COR Standards and Guidelines, and the associated audit tools that validate that employers are satisfying these elements, is that employers must abide by the OHSR, and should recognize fatigue as a hazard which requires a risk assessment. As such, there is already a mechanism within the current COR auditing structure to insist that employers consider fatigue a hazard. In order to ensure that auditors are aware of this requirement, WorkSafeBC will educate the Certifying Partners (responsible for oversight of the auditors) by communicating that this factor needs to be addressed by auditors when looking at hazard identification and controls provided by the certified employer. This communication with the Certifying Partners will be completed by the end of the first quarter of 2015.

**Recommendation #3: Review and research with industry new training styles/curriculum for young/new workers.**

*Coroner’s Comments: The jury heard evidence that revealed the students found the training somewhat abstract and challenging as it was initially based on materials on paper. Subsequent orientation tours were helpful as they included a direct visual observation of various mill features. It was heard that computerized video means of training may well prove more effective.*

Student WorkSafe is a resource developed by WorkSafeBC that addresses workplace safety outcomes for a wide range of provincial curricula, including Planning 10, Graduation Transitions 10-12, Ministry-Authorized Work Experience 12, Secondary School Apprenticeship programs, and technology education classes. By the end of the first quarter of 2015, the issue of fatigue will be integrated into all components of Student WorkSafe, including the Resource for Teachers, Independent Learning Guide, and Student Resource Page. In addition, the Dangers of Fatigue in the Workplace bulletin will be added to the student web page.

WorkSafeBC is a question provider for ChatterHigh, an interactive student engagement website where questions are asked and students are given links to web pages where they can find the answers. WorkSafeBC will add new fatigue-related questions to our question bank, with links to WorkSafeBC resources. In addition, an e-newsletter aimed at young workers will highlight resources for addressing workplace fatigue, including the fatigue bulletin and any new materials developed for Student WorkSafe.

The theme of "Impairment and Distraction" (including fatigue as an impairment) will be used for the 2016 Student Video Contest, which creates opportunities for interactive learning and enhances awareness of workplace health and safety amongst secondary and post-secondary students.

Finally, the WorkSafeBC Supervising for Safety course is being reviewed and revised to include the topic of fatigue, adjusting the core competency and learning outcomes for the Substance Abuse module to reflect a focus on fatigue in relation to impairment.

**Recommendation #4: That workplace inspections incorporate all shifts, including Day, Afternoon, Graveyard and Weekend shifts.**

*Coroner's Comments: The jury heard evidence that WorkSafeBC site inspections of the mill did not include the student's weekend graveyard shift.*

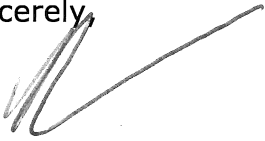
WorkSafeBC's prevention officers currently conduct workplace inspections primarily during regular business hours, Monday to Friday. However, WorkSafeBC prevention officers are also often assigned to conduct inspections outside of regular business hours, including late at night, as well as on weekends. These after-hours inspections typically occur in response to an identified need, such as a focused inspection initiative, newly identified or targeted hazards, or to align with a particular industry's work activities occurring outside of typical business hours.

As part of a commitment to ensuring that we maintain an appropriate field presence outside of regular business hours, WorkSafeBC is adopting new, more flexible shift scheduling for many of our officers that will see more regular evening and Saturday inspections. In addition to this increase in evening and Saturday inspection work, WorkSafeBC will continue to identify opportunities to conduct targeted inspections outside regular business hours, including late at night. Complementing expanded scheduled inspections on evenings and weekends with targeted late night work will allow WorkSafeBC to adopt a strong field presence that reflects the needs of our stakeholders.

Additionally, please note that WorkSafeBC's Industry & Labour Services manager responsible for product and program development spoke with James McLeod (manager, Occupational Health and Safety) at Tolko Industries Ltd. in December 2014 to collaborate on the development of any health and safety resources on fatigue. Mr. McLeod has agreed to be involved in reviewing all of the resources created by WorkSafeBC and will integrate these resources into Tolko training materials, ensuring a high degree of consistency and quality in educating workers on recognizing and addressing fatigue.

Please accept this response to the jury's findings and recommendations.  
Should you require further information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to be 'Roberta Ellis', written over a horizontal line.

Roberta Ellis  
Senior Vice President  
Corporate Services and Human Resources

Cc Diana Miles, President and CEO  
Trevor Alexander, Sr Vice President, Operations

JAN 20 2015

MINISTRY OF JUSTICE  
OFFICE OF THE CHIEF CORONER

January 14, 2015

Lisa Lapointe  
Chief Coroner  
Metrotower II  
Suite 800 – 4720 Kingsway  
Burnaby BC V5H 4N2

Cliff#: 1005793  
File#: 51020-50

Dear Ms. Lapointe:

**Re: Coroner's Inquest into the death of HASLAM, Bradley Michael Thomas  
BCCS Case File #2013-5008-0011**

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Thank you for your letter of December 16, 2014, regarding the Coroner's Inquest into the death of Bradley Haslam. BC Emergency Health Services (BCEHS) has reviewed the verdict and the jury recommendation regarding the BC Ambulance Service, and provides the following response.

*Recommendation #5: Ensure that counselling be made available in a timely fashion to Ambulance Attendants following calls of traumatic arrest and similar critical incidents.*

BCEHS recognizes that our paramedics often encounter extremely difficult and stressful situations in the course of their work. Since 1990, we have had the Critical Incident Stress Management (CISM) program to help employees exposed to such stress. Any employee suffering distress can contact the CISM program and be put in touch with our network of peer counsellors. These counsellors are fellow paramedics who understand the nature of the job, and they are trained to provide effective support to their colleagues.

BCEHS is currently in the process of reviewing and strengthening the CISM program to ensure availability across the province, to improve training for all members, and to train management and front line leaders to refer staff appropriately after critical events. Since 2013, we have significantly increased the number of CISM peer team members available to perform defusings and arrange debriefings, and now have over 30 people working on the CISM peer team.

In addition, all BCEHS employees have access to our Employee and Family Assistance Program, which provides general counselling services addressing any concerns an employee may have. It is available without charge to employees, their partners and dependent family members at any time. BCEHS makes efforts to publicize the availability of this service; in the past year, these have included sending promotional materials to stations across the province.

I appreciate having the opportunity to respond to this recommendation.

Yours truly,



Jodi Jensen  
Chief Operating Officer

April 23, 2015

Lisa Lapointe, Chief Coroner  
Office of the Chief Coroner  
Metrotower II  
Suite 800-4720 Kingsway  
Burnaby, BC V5H 4N2

RECEIVED

APR 28 2015

MINISTRY OF JUSTICE  
OFFICE OF THE CHIEF CORONER

Dear Ms. Lapointe:

**RE: Coroner's Inquest into the death of  
Haslam, Bradley Michael Thomas  
BCCS Case File #2013-5008-0011**

This letter is in response to the December 16, 2014 letter from the Coroners Service regarding the inquest into the death of Bradley Haslam. Due to unforeseen circumstances, Tolko's response was delayed. We would like to apologize as this was not our intent.

**Recommendation #6: To produce an educational tool to share across all Tolko operations and industry that describes the lessons learned and depicts the safety standards accomplished since the death of Bradley Haslam.**

Tolko has developed a PowerPoint presentation entitled "We Thought We Were in Compliance". The slide show depicts where Tolko Lavington Planer Mill was before and what was implemented after the tragic loss of Mr. Haslam. The presentation looks at four key components of our Safety Program;

- Lock Out
- Guarding
- Worker Training
- Supervision

This presentation will be shared with all Tolko operations and presented to MAG (Manufacturing Advisory Group), who represents major forestry companies in British Columbia. This group will review the findings and in turn forward the presentation to the BC Forest Safety Council for distribution.

Should you require additional information, please do not hesitate to call me.

Ryan Johnson



**BC Forest Safety**  
*Unsafe is Unacceptable*

January 28, 2014

Lisa Lapointe, Chief Coroner  
Office of the Chief Coroner  
Metrotower II  
Suite 800-4720 Kingsway  
Burnaby, BC V5H 4N2

Dear Ms. Lapointe:

**Re: Coroner's Inquest into the death of HASLAM, Bradley Michael Thomas BCCS Case File #2013-5008-0011**

I am writing in response to your Dec. 16, 2014 letter that contained the recommendations from the Coroner's Inquest into the death of Bradley Haslam. The BC Forest Safety Council has reviewed the recommendations and in particular the one addressed to our organization.

**Recommendation 7: The BC Forest Safety Council and the Manufacturing Advisory Group utilize Tolko Lavington's Planer Mill safety measures as a benchmark.**

The BC Forest Safety Council has contacted Tolko Industries Ltd. and they have agreed to share the best practices that were developed for the Lavington Planer Mill after the incident occurred. The document that outlines these practices is currently under review by Tolko's Corporate Management and will be released to the BC Forest Safety Council once approved.

Once the Council has obtained these best practices, the information will be made available on our website for the industry to view. We will share this information with the Manufacturing Advisory Group and work with them to make sure these practices become well known across the forest industry. Additional steps to communicate and distribute this information may be taken after the initial posting of the material.

If further information is required, please don't hesitate to contact me.

Sincerely,

Reynold Hert  
CEO  
BC Forest Safety Council

cc: *Tom Pawlowski*  
*Ken Higginbotham*