

**MINISTRY OF CHILDREN & FAMILY DEVELOPMENT  
INFORMATION BRIEFING NOTE**

**CLIFF # 215959**

**PREPARED FOR:** Stephanie Cadieux, Minister of Children and Family Development -  
**FOR INFORMATION**

**TITLE:** Ministry response to FOI Request regarding WorkSafeBC (WSBC) and the Maples Adolescent Treatment Centre

**PURPOSE:** To brief the Minister on the background and issues regarding WSBC Inspection Reports, Consultation Records, and Notices of Incidents; and concerns of risk of violence to workers in the Maples Adolescent Treatment Centre.

**BACKGROUND:**

- The Maples Adolescent Treatment Centre is one component of the provincial Child and Youth Mental Health services network. It is designated under the *Mental Health Act* as a provincial tertiary mental health facility, providing a mix of assessment, treatment, consultative, and training services. Comprehensive multidisciplinary Care Plans with ongoing supports are provided by the Maples to youth and their communities until the youth's 19th birthday.
- One of the programs at the Maples is the Crossroads Unit, an 8-bed inpatient program for youth diagnosed with significant psychiatric and behavioural difficulties, including youth found Unfit to Stand Trial or Not Criminally Responsible by Reason of a Mental Disorder.
- Maples staff deal with some of the highest risk youth in BC, each requiring intensive therapy and Care Plans developed within the clinical hospital environment.
- Ensuring the safety and well being of our staff is our primary concern, while at the same time balancing the need to manage the safety of our youth in the Maples treatment programs.
- Management and staff at the Maples have been working in collaboration with WSBC and the ministry Occupational Health Specialist to eliminate or minimize the risk of violence to staff from clients undergoing treatment at this facility.
- WSBC has inspected the treatment centre at various times since 2010, resulting in a number of their recommendations being implemented at the facility to improve worker safety, including the drafting of a formal Violence in the Workplace Prevention Plan.
- We are continuing to work in collaboration with WorkSafe BC Officers and appreciate their support in raising awareness of potential safety practices for staff to help eliminate or minimize the risk of violence to staff from clients undergoing treatment.

**DISCUSSION:**

- WSBC inspected the Maples in December, which resulted in the following orders:
  - Order #1: Formal written documentation describing aggressive client treatment (vs verbal sharing of information); and a new policy pertaining to documenting violence alerts.

- Order #2: Workers will be adequately instructed, trained and supervised in “baseline” safety measures to ensure compliance when working with clients who may become violent with little or no warning.
- Order #3: Provide WSBC with copies of supporting documentation, referenced in the employer’s compliance report.
- Order #4: Provide confirmation that the 9 front-line staff have completed Non-Violent Crisis Intervention training or annual re-certification; and provide documentation / evidence that staff debrief sessions are regularly held after incidents of client aggressions.
- To address the December orders, a meeting was held with the Maples staff, the ministry OSH manager and WorkSafe BC manager/officers to discuss the challenges faced by the employer in balancing client care with worker safety, and proactively develop a plan that would address the needs for both staff and youth at the Maples.
- Following are being addressed to comply with the orders:
  - 1) The management of Care Plans for clients is being revised to include the following items to enhance patient care and worker safety:
    - The potential for violent behavior and history from a client in collaboration with clinical health care specialists
    - Identification of triggers, behavior or situations which facilitate recognition of violence
    - Revision of administrative procedures, policies and work environment to mitigate the risk of violence
    - Providing instruction, training and mentoring of staff on how to respond, report, document incidents of violence
    - Development of procedures for workers to obtain assistance with violent clients-including safety planning prior to performing an intervention
    - Disseminating the above information to workers who may be required to interact with violent patients and ensure their understanding
  - 2) The development of a health and safety sub-committee for the Crossroads program to:
    - Conduct a risk assessment specific to the work environment to review and revise procedures for workers that minimize the risk of violence
    - Conduct an environmental risk assessment to identify and recommend improvements to patient and worker safety
    - Review of training in (Non-Violent Crisis Intervention (NVCi) in the following ways:
      - Assessment of training and monitoring of staff trained to perform NVCi procedures that minimizes potential of injury to patients and workers
      - Debriefing of incidents that require the use of NVCi to identify potential for injury and revise safety procedures for all stakeholders
      - Mentoring and coaching of staff as required or requested by workers to ensure proficiency with NVCi
- Another inspection report was forwarded to the Ministry today (February 20, 2014), outlining the following 2 additional orders. When the ministry met with WSBC these issues were discussed and the ministry has already begun working on them.

- Order #1: The committee needs to elect a worker co-chair so there is both employer and worker co-chair representation on the JOSH committee.
  - Order #2: Ensure all staff on the floor of Crossroads have keys to ensure they can safely exit in the event of an emergency. Also, should assistance be required for additional staff to assist in a violent incident they are able to enter the secure area.
- The following actions are in progress to comply with these orders:
  - Order #1: The Ministry has contacted the BCGEU to get a worker co-chair representative appointed to the Maples JOSH committee.
  - Order #2: The Ministry is currently reviewing options with facilities, in conjunction with the existing guidelines at the Maples for transfer of keys with staff. Maples will be implementing new guidelines in the near future to address this.

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**Program ADM/Branch:** Allison Bond, ADM, Service Delivery

**Program Contact (for content):** Lenora Angel, ED Youth Justice; Tom Jensen, Maples

**Drafter:** Cheryl Howarth

**Date:** February 25, 2014