

A banner image showing a BCFerries ferry boat docked at a rocky shore with a forested hillside in the background. The text 'Safety Update' is overlaid on the left side of the image.

Safety Update

Date: January 25, 2019

Alert Summary

Thirteen new injury prevention opportunities (ALERTS) were submitted last week. Six of these have been submitted as resolved due to the successful implementation of proper control measures. The remaining items will be addressed through the ALERT process.

Questions or concerns regarding the ALERT process can be forwarded in confidence to **alerts@bcferries.com**. This address is monitored by one Bargaining Unit and one Management representative. This is not intended for ALERT submission.

FLEET OPERATIONS

TSA-8822 Tsawwassen

A high voltage electrical ground was suspected during storm flooding conditions.

REN-8821 Coastal Renaissance

The ramp was not put into auto and as the ship discharged, the apron angled up as the ship raised out of the water.

RAV-8813 Salish Raven

There is no secondary securement to secure the pin on the self-slew handle shackle and it came undone on the #2-end boat. (Resolved)

TERMINAL OPERATIONS

VB-8826 Village Bay

Terminal staff are required to prepare for ship to shore procedures in darkness, alone and without the ability to disconnect the power supply in an emergency. (Resolved)

TSA-8822 Tsawwassen

Hazardous conditions for crew and passengers were present during storm conditions at high water.

TSA-8820 Tsawwassen

The terminal tugger was offloaded down the ramp while vehicles were loading up.

SWB-8816 Swartz Bay

While moving oil drums, one had solvent in it and was not labelled. (Resolved)

PR-8815 Prince Rupert

Deckhands on the Northern Expedition failed to wait for the line handler's signal which caused one line handler to let go before getting to a safe place and causing the weight to fall to the other line handler's arms and hands. Both could have fallen into the water if they had not let go of the lines. (Resolved)

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FLEET MAINTENANCE UNIT

DEAS-8818 Fleet Maintenance Unit

Buckets of oily rags were dumped into the garbage bins. Oil leaked from the bins over to the drains.

DEAS-8817 Fleet Maintenance Unit

There are no properly working impact wrenches, which increase the risk of grip force related injuries.

CATERING AND RETAIL SERVICE

ALB-8825 Queen of Alberni

The garbage chute lid is very hard to close and open. (Resolved)

INS-8824 Coastal Inspiration

The shelf above where plates go for dishwashing is likely to be struck by an employee's head while performing duties.

REN-8814 Coastal Renaissance

The mat at the deck 5 zone 1 elevator was curled on one corner. (Resolved)

There were no new ALERTs in Engineering, Terminal Maintenance, Commercial Services, Supply Chain Management, Stores, Office or Other.

For more information on a specific ALERT, please see your worksite's SMS [dashboard](#).

Safety Briefing Tips / Ideas

Human Factors

The study of **Human Factors** is a full-fledged discipline, but in simple terms, it is the study of how human beings interact (*and react*) with tools, tasks and each other in their environment.

Having an awareness of Human Factor fundamentals, puts you in a better position to reduce risks and prevent recurrence of incidents at your worksite – supervisors take notice! Let's start with some real-world examples:

- Better selection of personnel for the job or task (and on a personal level ... choosing the right job for *you*)
- Better Standard Operating Procedures (i.e. adapting *procedures* to match employees - not the other way around)
- Improved training (i.e. noticing/identifying gaps in your team's knowledge and understanding the realistic capabilities and limitations of people)
- Designing (and modifying) equipment setup and workstations to **improve safety** and performance (i.e. ergonomics)

Pretty straightforward stuff really, but you need to work at it, to make it a regular part of your supervision strategy.

Next ... let's consider some Human Factors fundamentals – applicable to both work and our personal lives.

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COMMUNICATIONS

Think quality not quantity. Is the message being understood? Is the context understood? Is the communication tool being used the most effective for the task? (i.e. email, phone, in-person meeting, WebEx) What are its limitations ... what are the risks?

Further Considerations:

- Lack of knowledge or experience by the receiver (will they get the meaning?)
- Technical problems (redundancy required?)
- Language barriers (confusion or misinterpretation?)
- Context (potential for misunderstanding? – email is a classic example)
- Noise (can they literally hear me?)
- Sightlines and visibility (impediments to seeing or being seen?)

DECISION MAKING

Based on safety's "*Knowledge – Rules – Skills*" model. Essentially, when making a decision (i.e. a judgment call) your brain will seek alternatives based on your level of experience and understanding of the rules. When investigating incidents (an IAR for example), it's important to take some time to analyze the decisions that were made to determine if the decisions **made sense** to the person at the time – given their experience and understanding. If they made sense (but were the wrong decision) this model helps us figure out why and look for ways to help the individuals *and* to improve the system.

LEADERSHIP

We all know that a leader influences a group – both positively and negatively. Can you identify with any of these?

- **Autocratic** – authoritative, dominant, bully-mentality, traditional, lack of team synergy
- **Laissez-faire** – neutral, everyone's buddy – but who's in charge?, disorder during key moments
- **Self-centred** – everyone out for themselves, lack of team synergy, communication and efficiency
- **Synergistic** – balanced, authority when appropriate, open lines of communication, learning/improvement management

STRESS (& FATIGUE)

Stress is the body's reaction to change that requires a physical, mental or emotional adjustment. Don't forget that humans **react quite differently to stressors** and have different 'thresholds'. Awareness is the first step to better managing our own and our team's stress. Considerations:

- Is there too much responsibility being placed on a team member?
- Are there too many projects (work and personal life) for them to handle effectively?
- Are there poor leadership choices adding stress onto team relationships?
- Is there any sort of bullying or harassment involved?

TEAM SKILLS

Good teams start with a **synergistic leadership style** from their leader, to establish co-operation, understanding and open communication between members. Awareness of other member's needs – what drives them – is critical. Invest the time to find out what your team really needs. Good teamwork makes work ... much easier. It *leads to* safe, efficient, productive and healthy work environments.

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SITUATIONAL AWARENESS

Situational awareness – in technical terms – is the perception of the elements in the environment and how our brains process that information. The "PCP model" is:

- **P**erception – What your eyes literally see (are you aware of your surroundings)
- **C**omprehension – How you interpret what you see (based on your experience)
- **P**rojection – What you think will happen next (again, based on your experience)
- Then ... you make a decision.

Communicating with your teams and putting an emphasis on situational awareness is extremely valuable from a safety perspective. It allows you as a group to run through scenarios (and potential outcomes) to assess your worksite risks and reduce the potential for incidents. It's a great mentoring tool as well, providing real-world examples (experience) to new and young employees. Our own **Think, Plan, Act** strategy is situational awareness in action!

Resources:

[Human Factors at BCF - Guide](#)

[Initial Assessment Reports \(IARs\)](#)



Increase your safety at home and at play!

Simply [logon](#) to *Sprout* and join the "**Living Safe**" group to receive weekly updates and to be a part of the growing conversation.

SMS Safety Flash



Stay in the loop with the latest SMS news & fleet-wide shared learnings.

[Safety Flash](#)

Safety Flashes are always available on the SMS Dashboards or BCF Intranet/Safety Links

Employee Occupational Injuries

Since all accidents are preventable – what key safe behaviours would have prevented these accidents and what will **you** do to prevent recurrence in your own workplace?

The following are recent time loss injuries that have been accepted by WorkSafeBC:

Bruising and Swelling to Face – A Painter was setting up an airline to dry the vehicle deck and opened the valve on the manifold. At that point the airline disengaged from the manifold and struck the employee in the face knocking his safety glasses off.

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Back Strain –An Engine Room Assistant was collecting garbage from the engine room work shop when he twisted his back.

Back Strain - ERA was cleaning under the propeller shaft in a cramped location. Afterwards he felt pain in his mid to lower back.

Date: April 1 – January 23	2017/18	2018/19	2018/19 objective is to reduce injuries and to reduce days lost by 18% over last year
All employee injuries including time loss	1044	1127	8% Increase
All employee time loss injuries	123	143	16% Increase