



WORKING TO MAKE A DIFFERENCE

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## Agency Bulletin

September 2009

As most of you know, Wayne Bingham has retired from WorkSafeBC. My name is Christine Harrison and I am the new **Manager of Certification Services**. Although I am new to the department, I have worked at WorkSafeBC for 32 years and have known most of the Certification Services staff for many years. I am a certified audiologist by occupation and most recently was in charge of all occupational hearing conservation programs in BC. In addition to my academic credentials for my certification, I also have the Provincial Instructor's Diploma and Diploma in Adult Education.

I would also like to take this opportunity to tell you about other recent staff changes in Certification Services and to provide an update on the agency/partner audit practices.

### **1) New Certification Services Staff**

Daniel Westerby is the new **Senior Certification Officer**. He has replaced Shelley Baldry, who moved into an Industry & Labour Specialist position in the Certificate of Recognition (COR) Program. Dan has worked in low, moderate and high hazard industries for more than 26 years as a safety practitioner. He has also worked as an OFA Instructor, OFA Evaluator and more recently as an OH&S Consultant (for more than a decade). He is a member of the Canadian Society of Safety Engineers (CSSE).

Ken Merrells is the new **Certification Officer** responsible for the Lower Mainland and Fraser Valley area. Ken has a long history of first aid instruction and evaluations and he previously worked for WCB as an OFA examiner at the Richmond and Abbotsford offices. He has replaced Annie Strauss who moved into an Occupational Safety Officer position in the Richmond Region. Ken has worked in low, moderate, and high hazard industries for 39 years as well as in the field of maintaining OFA standards.

Scott Parker is a registered Engineering Technologist and is the new **Blasting and Diving Coordinator**. Scott has over 38 years of industrial experience as an explosives engineering consultant primarily working in the functional design, and project management of diving, heavy construction, commercial blasting, tunneling and mining projects throughout Canada and overseas.

The other staff in the department are: Betty-Ann Lee (Industry Specialist), Cliff Carswell (Certification Officer—First Aid), Jim Launay (Certification Officer—First Aid and Blasting), Warren Fulton (Certification Officer—Diving and Blasting), Daryl Mellquist (Certification Officer—Diving and Blasting), Renee Timms (Certification Clerk), Carol Prest (Certification Clerk), and Valerie Egginton (Administration support).

## 2) Audit Process

### **a. General**

Certification Services will be increasing our auditing (quality assurance) of First Aid Training Agencies and Worksafe Education Partners throughout the rest of 2009. Our Certification Audit Team will continue to focus on that activity throughout 2010. Emphasis will be on auditing the agencies that have not been audited during the 2008/09 audit period and responding to any issues which are brought to our attention. As a reminder, an audit may include both a review of all training records as well as observations of actual classes. An audit team's members may include the Senior Certification Officer, one or more Certification Officers, the Industry Specialist, and a Certification Clerk, depending on the scope of the audit.

### **b. Logo Use**

The audit process will also include the review of an Agency/Partner website and the content of other advertising materials. During a recent review of a random sample of the first aid training agencies registered with WorkSafeBC, we found that some agencies were using the WorkSafeBC Corporate logo on their websites. Although I know that this is done in all innocence, it is important for all our Agencies/Partners to know what the policy is regarding the use of logos.

You are only authorized to use the **Certified WorkSafeBC** logo which is different from the WorkSafeBC Corporate logo. In fact, the Certified logo was developed, in 2005, specifically for the use of First Aid Agencies and WorkSafe Education Partners.

The Agreements (which have been combined for brevity), state that you will:

8. *Adhere to the following conditions for promotion or advertisement of Occupational First Aid courses or WorkSafe courses:*

*a. During the term of this Agreement the Training Agency/WorkSafe Education Partner may place the Certified WorkSafeBC logo beside the... course name only and in no other place. (Any other use of the Certified WorkSafeBC logo is prohibited and **any use at all of the corporate WorksafeBC logo is prohibited.**)*

*c.. Shall NOT use the following words or phrases: "WorksafeBC Approved", "WorksafeBC Authorized", "WorksafeBC Certified", "WCB Approved", "WCB Certified", "WCB Authorized", "Workers' Compensation Board Approved", "Workers' Compensation Board Authorized", "Workers' Compensation Board Certified", or any wording other than the above mentioned in the preceding paragraphs for advertisement, promotion, or any other reason.*

Please check your websites and other advertising and make any revisions necessary to ensure compliance with the conditions in the Agreement. For help with acquiring the Certified WorkSafeBC Logo, please contact Betty Ann Lee at 604 276-3090 or 1-888-621-7233, extension 3090.

### **3) Continuing as an Agency or Partner “in good standing”**

At the annual round of Agency and Partner meetings in 2008, the attendees were canvassed about the need for remaining current with teaching the courses. A decision was reached that after two years with no evidence of training (based on the annual report) an Agency/Partner would be removed from our list of training providers. A review of the annual reports will commence immediately. Special circumstances will be considered and an Agency/Partner wishing to re-activate may re-apply for provider status.

If you have any other questions or concerns, please contact me at 604 276-3090 or 1-888-621-7233, extension 3090. I look forward to working with all of you, continuing in the spirit of co-operation that Wayne and his team have established.