



An employer who fails to comply with the Occupational Health & Safety Regulation or Board orders or directions is subject to sanctions as prescribed in the Workers Compensation Act.

The Occupational Health & Safety Regulation requires that one copy of this report remain posted in a conspicuous place at or near the operation inspected for at least seven days, or until compliance has been achieved, whichever is the longer period.

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Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
2009/06/22	2009163500176	5	814819	153	764014	2.00	1.00

*The Time Recorded reflects only that time which has been charged to this inspection up until the document was printed for delivery. Subsequent time may be added for additional activity related to this inspection.

Number of Workers	Project Number	Site Visit Date	Lab Samples Taken	Direct Readings	Results Presented	Sampling Inspection(s)
51 - 100		2009/06/15	N	N	N	

Head Office	Job Site
COMPASS GROUP CANADA LTD 1907 OXFORD STREET E PO BOX 5644 STN B LONDON ON N6A5M9	ROYAL JUBILEE PATIENT/TIM'S BEGBIE/ERIC MARTIN/MEM. HOSP. 1952 BAY ST VICTORIA BC Victoria BC

Portion Inspected	Jobsite
Violations	REFER TO ORDERS ON FOLLOWING PAGE(S)

Employer Representative Name	Accompanied by Employer Representative
	Curtis Corbin
Employer Representative Position	Accompanied by Worker Representative
	Syd Portman
Phone Number	Organization
Signature	Officer of the Board / Signature Ianson, Dawn



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Inspection Text

This was a follow-up inspection to authenticate appropriate compliance with the order(s) noted.

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	Ianson, Dawn



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Order No.	1	Decision	C	WCB Reference	WCA138.(b)	
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THIS IS A FOLLOW UP TO INSPECTION 2009163500149 ORDER 1.

THIS ORDER HAS BEEN COMPLIED WITH.

ORIGINAL ORDER

 The employer has not posted the 3 most recent joint committee meetings.

This is in contravention of the Workers Compensation Act Section 138 (b).

At each workplace where workers of an employer are regularly employed, the employer must post and keep posted the reports of the 3 most recent joint committee meetings.

Order No.	2	Decision	D	WCB Reference	WCA115.(2).(e)	
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THIS IS A FOLLOW UP TO INSPECTION 2009163500149 ORDER 2.

A DATE EXTENSION HAS BEEN GRANTED TO ACHIEVE COMPLIANCE BY JULY 5, 2009

OUTSTANDING ORDER

 This employer has not provided the workers with adequate information, instruction, training and supervision specific to the use of Virox 5 disinfectant solution to ensure the health and safety of those workers. Workers appear to be aware of procedures for using this solution to protect patient and environment health. However these same workers were not aware of standard protocols to protect themselves as front line workers exposed to a products which is intended to kill living organisms.

This is in contravention of the Workers Compensation Act Section 115 (2) (e).

An employer must provide to the employer's workers the information,

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instruction, training and supervision necessary to ensure the health and safety of those workers in carrying out their work and to ensure the health and safety of other workers at the workplace.

It is acknowledged that this particular cleaning product is the recommended product for sanitation in the health care setting. However given that it is predominately made up on phosphoric acid (1-5%) Hydrogen Peroxide (5-10%) and dodecylbenzene sulfonic acid (5-10%) in the concentrate form it is expected that even in the dilute solution of 1:16 that the dilution factor only reduces the pH from .7 to 1, thus continuing to expose worker to a highly acidic solution. The OH&SR requires that the first line of defence is to substitute this product. However understanding that this is not possible this employer must establish safe working procedures to protect the workers. Further there is a need for ongoing monitoring to ensure these procedures are followed and that a adequate supply of prescribed PPE (whether it be respirators, chemical resistance gloves, glass etc) in readily available.

Note: This order requires a notice of compliance submission under Section 194 (1) of the WCA.

Order No.	3	Decision	D	WCB Reference	WCA174.(2)
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THIS IS A FOLLOW UP TO INSPECTION 2009163500149 ORDER 3.

A DATE EXTENSION TO ACHIEVE COMPLIANCE HAS BEEN GRANTED. ITEM DUE JULY 5, 2009.

OUTSTANDING ORDER

 Through discussion with the employer representatives and a review of some of the employers investigations reports indications are that in general, the employers investigation process at this facility, does not meet the requirements under the Act and the Regulations:

- investigation are in general, at least as related to what is documented on the incident investigation reports which have been completed do not determine all the root causes and contributing factors, nor make recommendations that can be reasonably expected to prevent recurrence of

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similar incidents (i.e one report suggest a worker was splashed in they eye with a with a solution while cleaning the wall and the worker should therefore where goggles). The report does not tell how this happened, why it happened, what was the solution or provide a achievable recommendation. Further even if the reasonable recommendation was to wear goggles (which it is not)when washing the wall employees have not been provided with this PPE nor has there been blanket communication directing them to do so.

- investigations reports do not contain a description of the incident from the investigators view point (only the injured worker's account) and hence do not necessarily contain statements of the sequence of events which preceded the incident, nor the relevant details on which the investigators based their incident analysis upon.
- incident investigation reports have not been submitted to WorkSafeBC

This is in contravention of the Workers Compensation Act Section 174 (2).

As far as possible, the investigation must:

- (a) determine the cause or causes of the incident,
- (b) identify any unsafe conditions, acts or procedures that contributed in any manner to the incident, and
- (c) if unsafe conditions, acts or procedures are identified, recommend corrective action to prevent similar incidents.

In order to prevent or at least reduce the likelihood of similar occurrences, especially as related to the types of incidents which continue to injure workers on an ongoing basis (i.e respiratory ailments), and at least to ensure compliance with the Act and regulations, the employers incident investigation process must be improved.

What is most important is that those type of incidents which are routinely injuring workers are investigated through the lens or within the framework of the employer's injury prevention process related to that particular injury/incident type and both the employer and worker representative are given the opportunity for input. The investigation must seek to identify the gaps or deficiencies in the injury prevention process that resulted in the injury. The underlying or root causes of the incident must be determined by asking the "why" questions during the investigation; "why was there no safe work procedure established?", "why did the worker not follow the established procedure?", "why is saving time more important?", "why is the worker over-tasked?" etc.

It is not sufficient to simply make changes related to the particular incident after the fact. In order for the employer to meet the highest compliance test under the Act related to incident investigation, which is

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to prevent the recurrence of similar incidents the corrective action undertaken must seek to address underlying or root causes and/or emerging or developing injury mechanism or causal patterns.

The process for incident investigation is described by the WCA Section 174. WCA Section 172 through 177 apply to accident reporting and investigation. OH&SR 3.4 sets out the content requirement of the incident investigation report.

Note: This order requires a compliance reporting in accordance with section 194 (1) of the WCA.

Order No.	4	Decision	D	WCB Reference	OHS5.55.(2)
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THIS IS A FOLLOW UP TO INSPECTION 2009163500149 ORDER 4.

A DATE EXTENSION FOR ACHIEVING COMPLIANCE HAS BEEN GRANT. ITEM DUE JULY 4, 2009.

OUTSTANDING ORDER

The officer reviewed the MSDS of the concentrated form of Virox 5 with workers. Although this MSDS is available in the site office these workers had not seen it and were unaware of the hazardous components of the product. Rather the employer had reported that it was a much safer alternative than the previously used Sodium Hypochlorite. Depending on the site, 25 - 60% of the workers using this product are reporting adverse respiratory ailments and are puzzled to the reason why. The employer, in selecting a suitable substitute has failed to ensure that the hazards of the substitute were known, or that the risk to workers was reduced by its use.

This is in contravention of the Occupational Health and Safety Regulation Section 5.55(2).

When selecting a suitable substitute, the employer must ensure that the hazards of the substitute are known, and that the risk to workers is

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reduced by its use.

All workers and any person working in the proximity of those workers must be provided with the known hazards associated with not only products used but also work procedures that may cause what initially appears to be a non hazard product to become hazardous. (for example mixing the concentrate with water above room temperature, spray, using any amount in a jetted tub, disturbing the solution in a manner that would create mist.) This is critical for workers who may be on medication or who suffer from asthma and could have adverse affects even from very small concentration.

Order No.	5	Decision	D	WCB Reference	WCA194.(1)
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THIS IS A FOLLOW UP TO INSPECTION 2009163500149 ORDER 5.

A NOC FOR THIS DOCUMENT WAS RECEIVED JUNE 5, 2009. COMPLIANCE IS ACCEPTED FOR ORDER NUMBER ONE. ORDERS NUMBER 2, 3 AND 4 HAVE BEEN REJECTED.

THIS ORDER STILL STAND WITH A DATE CHANGE TO JULY 5, 2009

You are required to notify the Board, in writing, of the steps to be taken to correct the contraventions cited that require a 'Notice of Compliance' [Decision Code will contain the letter N].

The Notice of Compliance shall be delivered to:

Dawn Ianson
 4514 Chatterton Way
 Victoria, BC
 V8X 5H2
 Fax: 250 881 3482
 Email: dawn.ianson@worksafebc.com

by July 5, 2009.

This order includes a requirement for a compliance report in accordance

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with WCA section 194(1).

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