



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
2009/05/25	2009163500163	4	814819	157	764014	2.50	0.50

*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)
101 or more		2009/05/22	N	N	N	

Head Office	Job Site
COMPASS GROUP CANADA LTD 1907 OXFORD STREET E PO BOX 5644 STN B LONDON ON N6A5M9	Victoria General Hospital 1 Hospital Way Victoria BC

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

Employer Representative Name	Accompanied by Employer Representative
Curtis Corbin	Marnie Hamber/ Linda Dunham
Employer Representative Position	Accompanied by Worker Representative
Health and Safety Manager	James Hillard
Phone Number	Organization
Signature	Officer of the Board / Signature Ianson, Dawn

For Internal Use Only

Delivery Method: Email
Requested the Curtis forward to site manager Marnie.



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
2009/05/25	2009163500163	4	814819	157	764014	2.50	0.50

Regulation(s) Referenced in Inspection Text

OHS3.5 , OHS3.23.(1)

Employer Representative	Officer of the Board
Curtis Corbin	Ianson, Dawn



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
2009/05/25	2009163500163	4	814819	157	764014	2.50	0.50

Inspection Text

A worksite inspection occurred on May 22, 2009 at the Victoria General Hospital in the Environmental Services Department operated by Crothall Services.

The focus of the inspection was to examine compliance with the Occupational Health and Safety Regulations of BC. Officer Dawn Ianson (OHO) focused on four primary considerations.

- 1) Safety Committee
- 2) Use and handling of Chemicals
- 3) Incident reporting and Investigation
- 4) Worker orientation and Training

OFFICER OBSERVATIONS

The Safety Committee is established and meeting on a regular basis. The minutes show that on occasion only a worker and management representative have met.

Virex 256 is a One-Step Disinfectant Cleaner and Deodorant Broad-spectrum, 1:256 neutral quaternary disinfectant cleaner for use in health care facilities and where cross-contamination control is critical.

The MSDS described this product as being corrosive with a pH of 10.25 and list one of the potential routes of entry as inhalation. The Officer observed a spray bottle containing this product on a workers cart. It was reported that all the bathrooms in the unit have this product in a spray bottle in them for the patients to use to disinfect the toilet seats. Those bottles are placed there by VIHA staff, who do not use them. Housekeeping staff who use this may be exposed mist from this corrosive substance while spraying. It is worth noting that these workers often carry out their job function using these products and techniques for anywhere from 4 to 8 hours a day 5 days a week.

The employer has reported that education on the proper use of cleaning products will occur in the next week.

Two workers interviewed reported having to use a breathing puffer (prescribed by physicians) as a result of the adverse health effect which they contribute to the cleaning products they are using. For the most part incidents involving chemical/ cleaning product exposures go unreported.

Employer Representative	Officer of the Board
Curtis Corbin	Ianson, Dawn



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
2009/05/25	2009163500163	4	814819	157	764014	2.50	0.50

Workers often do not know what they are suppose to be reporting and the reasoning behind it. At the time of the inspection Incident Report forms where not readily accessible to staff.

A review of a recent incident investigation report documents under preventative action: "use of mask recommended especially due to low tolerance of certain chemicals, perfumes etc." This demonstrates that root causes are not sufficiently identified. Further the descriptor of the incident does not lead the investigators to sufficiently determine the root cause. For example: How (process) was the jettted tub cleaned? and where did the break down occur? Was it technique, product information and training?

Workers reported being aware of both the first aid attendant (and how to call for help) and their safety committee representative.

There is a list of trained First Aid attendants on the Safety Board in the main housekeeping area. This officer requested that the attendant who is on shift each day have their name and work location clearly posted.

Goggles have been placed in sealed bags along with chemical gloves in the housekeeping closets. Workers have not been given instruction on when and why to use them.

Eye wash bottles have been purchased and are due to be deployed to individual housekeeping carts.

The eye wash bottle at the mixing sink in the housekeeping main room has not been inspected or replenished for sometime.

Workers who have been reassigned to new jobs (all be it similar in nature) do not receive specific safety related instruction for that job, in particular in the use of cleaning products and work practices that assist in eliminating MSI's. Nor has there been a system in place that specifically address the inspection of work practices and methods. A review of the site inspection form indicated that worker job methods (such as use of proper body mechanics) is inspected yet worker this officer spoke with indicated they have not had anybody specially talk to them or inspect and correct/ provide advice on there work methods.

Employer Representative	Officer of the Board
Curtis Corbin	Ianson, Dawn



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
2009/05/25	2009163500163	4	814819	157	764014	2.50	0.50

(OHS3.5) Every employer must ensure that regular inspections are made of..... work methods and practices, at intervals that will prevent the development of unsafe working conditions.

Employer Representative	Officer of the Board
Curtis Corbin	Ianson, Dawn



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Activity Time Recorded*	Travel Time Recorded*	Employer
2009/05/25	2009163500163	2.50	0.50	COMPASS GROUP CANADA LTD

Order No.	1	Decision	DN	WCB Reference	WCA174.(2)
-----------	---	----------	----	---------------	------------

Investigations in general do not thoroughly determined the cause or causes of the incident, identified any unsafe conditions, acts or procedures that contributed in any manner to the incident, and recommended corrective action to prevent similar incidents.

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 similar incidents (i.e one report suggest a worker should wear a mask due to low tolerance of certain chemicals). The report does not tell how the incident happened, why it happened, or provide a achievable/ practical recommendation. Further even if the reasonable recommendation was to wear a mask (which it is not) it does not describe what type of mask and when to wear it.
- 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.

Submit incident report to WorksafeBC

In the Victoria Area these can be faxed to:
 250 881 3470

Employer Representative	Officer of the Board
Curtis Corbin	Ianson, Dawn



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Activity Time Recorded*	Travel Time Recorded*	Employer
2009/05/25	2009163500163	2.50	0.50	COMPASS GROUP CANADA LTD

Employer's Compliance Action	Date	Decision	Initials

Order No.	2	Decision	DN	WCB Reference	WCA115.(2).(e)
-----------	---	----------	----	---------------	----------------

This employer has not provided the workers with adequate information, instruction, training and supervision specific to the use of Virox 5 or Virex 256 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 where not aware of standard protocols to protect themselves as front line workers exposed to a products which are corrosive and intended to kill living organisms.

Further a review of the MSDS binder shows that the Virox 5 concentrate solution MSDS has been removed. This is of particular concern firstly, because there are quantities of this solution on site, and secondly it has been replaced with the MSDS for the Virox 5 dilute (1:16)solution. Under the Hazardous Product Act when a concentration of a hazardous substance falls below a certain percentage it does not have to be reported on the MSDS which could be misleading to workers.

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

Employer Representative	Officer of the Board
Curtis Corbin	lanson, Dawn



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Activity Time Recorded*	Travel Time Recorded*	Employer
2009/05/25	2009163500163	2.50	0.50	COMPASS GROUP CANADA LTD

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

Employer's Compliance Action	Date	Decision	Initials

Order No.	3	Decision	DN	WCB Reference	OHS5.55.(2)

The employer, in selecting a suitable substitute for Sodium Hypochlorite has failed to ensure that the hazards of the substitute were known to the workers, 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 reduced by its use.

Employer Representative	Officer of the Board
Curtis Corbin	lanson, Dawn



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Activity Time Recorded*	Travel Time Recorded*	Employer
2009/05/25	2009163500163	2.50	0.50	COMPASS GROUP CANADA LTD

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.

Employer's Compliance Action	Date	Decision	Initials

Order No.	4	Decision	DN	WCB Reference	WCA194.(1)

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

Employer Representative	Officer of the Board
Curtis Corbin	lanson, Dawn



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.

An affected employer, worker, owner, supplier, union or member of a deceased worker's family may, within 90 calendar days of this report, in writing, request the Review Division of the WCB to conduct a review of an order, or the non-issuance of an order, in this report by contacting the Review Division at the Board's Richmond Office. The time limit may be extended in certain circumstances. Employers requiring assistance can contact the Employers' Advisers at 1-800-925-2233--workers can contact the Workers' Advisers at 1-800-663-4261.

Date of Issue	Number	Activity Time Recorded*	Travel Time Recorded*	Employer
2009/05/25	2009163500163	2.50	0.50	COMPASS GROUP CANADA LTD

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

by June 24, 2009

This order includes a requirement for a compliance report in accordance with WCA section 194(1).

Employer's Compliance Action	Date	Decision	Initials

Employer Representative	Officer of the Board
Curtis Corbin	Ianson, Dawn