

**WORKERS' COMPENSATION BOARD** OF BRITISH COLUMBIA6951 Westminster Highway, Richmond, BC
Mailing Address: PO Box 5350, Vancouver BC, V6B 5L5

WORKING TO MAKE A DIFFERENCE Telephone 604 276-3100 Toll Free 1-888-621-7233 Fax 604 276-3247

INSPECTION REPORT**WORKER AND EMPLOYER
SERVICES DIVISION**

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
2008/09/12	2008116080243	9

Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
691477	040	764014	6	2

*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)
11 - 50		2008/08/12	N	N	N	

Head Office	Job Site
COMPASS GROUP CANADA (HEALTH SERVICES) LTD 1907 OXFORD STREET E PO BOX 5644 STN B LONDON ON N6A5M9	#69327-NANAIMO REGIONAL GENERAL HOSPITAL 1200 DUFFERIN CRES NANAIMO BC

Portion Inspected	Enhanced cleaning procedures
Violations	REFER TO ORDERS ON FOLLOWING PAGE(S)

Employer Representative Name	Accompanied by Employer Representative
GREG YACOBOSKI	GREG YACOBOSKI
Employer Representative Position	Accompanied by Worker Representative
MANAGER	contacted
Phone Number	Organization
(250) 754-2141	HEU
Signature	Officer of the Board / Signature Heitland, Holger

For Internal Use Only

Delivery Method: In Person

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Regulation(s) Referenced in Inspection Text

WCA116.(2).(e)(i), WCA116.(2).(e)(ii), OHS3.4.(f), OHS3.4.(g), OHS3.4.(h), OHS10.4.(1)

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GREG YACOBOSKI	Heitland, Holger

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Inspection Text

This inspection was initiated as a result of reports of eye, nose and throat irritation by workers of this employer and hospital staff during the use of cleaning and disinfectant solutions.

This worksite was visited on the following days: 12, 13, 29 August, and 05, 08 September 2008.

A number of issues related to the full implementation of the health and safety program were identified, as well as deficiencies in safe work procedures.

A modification has been made (10 September 2008) to the loading ramp at the garbage compactor to prevent carts from dislodging.

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2008/09/12	2008116080243	6	2	COMPASS GROUP CANADA (HEALTH SERVICES) LTD

Order No.	1	Decision	L	WCB Reference	OHS5.2
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Enhanced cleaning for control of the infectious agent Clostridium difficile has been conducted using a two-step process. Initially the surface has been cleaned with Virox 5, an acidic hydrogen peroxide solution, diluted 16:1. This was followed by disinfecting with Zochlor, (sodium dichloroisocyanurate) at a concentration of 1600 ppm available chlorine. The cleaning process has recently substituted a second cleaning with Virox 5 for the chlorine solution. The use of Zochlor had produced numerous exposure complaints. The chlorine-like odour results from the reaction of sodium dichloroisocyanurate with moisture to form hypochlorous acid which is an eye, nose, throat and lung irritant.

Written safe work procedures are not available to ensure that these and other controlled or hazardous products are used, stored and disposed of in a safe manner.

This is in contravention of the Occupational Health and Safety Regulation Section 5.2.

If a worker is or may be exposed to a chemical agent, or biological agent designated as a hazardous substance in section 5.1.1, which could cause an adverse health effect, the employer must ensure that

- (a) the identity of the chemical agent or biological agent, its possible effects on worker health and safety and any precautions required to protect the health and safety of the worker are clearly indicated by labels, MSDSs, or other similar means,
- (b) the information required by paragraph (a) is clearly communicated to the worker,
- (c) written procedures are prepared and implemented to eliminate or minimize a risk of exposure to a chemical agent or biological agent by any route that could cause an adverse health effect, and to address emergency and cleanup procedures in the event of a spill or release of a chemical agent or biological agent, and
- (d) the supervisor and the worker are trained in and follow the measures required in this Part and Part 6 of this Regulation for the safe handling, use, storage and disposal of the chemical agent or biological agent, including emergency and spill cleanup procedures.

[Amended by B.C. Reg. 319/2007.]

Written safe work procedures are required for mixing concentrates,

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handling and dispensing solutions, proper usage for cleaning, storage, disposal of waste, and emergency first-aid and spill containment. Work procedures need to identify the proper personal protective equipment, if any, which is required. Ensure that gloves are compatible with the chemicals being handled.

Order No.	2	Decision	L	WCB Reference	OHS5.5
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Controlled products are used in this workplace and the employer has not maintained an effective WHMIS program. This has been demonstrated by inadequate labelling of containers of controlled products, outdated and missing material safety data sheets (MSDS), lack of worker awareness of the location of the MSDSs and lack of written work procedures for the safe use of controlled products.

This is in contravention of the Occupational Health and Safety Regulation Section 5.5.

If controlled products are used in the workplace the employer, in consultation with the joint committee or health and safety representative, as applicable, must establish and maintain an effective WHMIS program, as part of the overall workplace health and safety program, which

- (a) addresses applicable WHMIS Requirements including education and training, and
- (b) is reviewed at least annually, or more frequently if required by a change in work conditions or available hazard information.

Conduct an inventory of controlled products at this worksite and properly dispose of, or store, products no longer in use. Obtain MSDSs for all controlled products and ensure that the MSDSs are current within the last three years. Review the content of the MSDS with workers who use or may be in proximity to these controlled products. Ensure appropriate workplace or supplier labels are applied to containers of controlled products and that work practices and procedures are consistent with the information provided on the MSDS.

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Order No.	3	Decision	L	WCB Reference	OHS3.10	
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There is no formal documented process to indicate that hazard reports are being received or acted upon.

This is in contravention of the Occupational Health and Safety Regulation Section 3.10.

Whenever a person observes what appears to be an unsafe or harmful condition or act the person must report it as soon as possible to a supervisor or to the employer, and the person receiving the report must investigate the reported unsafe condition or act and must ensure that any necessary corrective action is taken without delay.

Establish a written documented process which will permit the tracking of hazard reports.

Workers are obligated to report hazards in accordance with Workers Compensation Act:

WCA116.(2).(e) A worker must report to the supervisor or employer

(i) any contravention of the Workers Compensation Act Part 3, the regulations or an applicable order of which the worker is aware, and

(ii) the absence of or defect in any protective equipment, device or clothing, or the existence of any other hazard, that the worker considers is likely to endanger the worker or any other person.

Ensure that workers are aware of the process to follow in reporting hazards and that hazards are attended to without delay.

Order No.	4	Decision	L	WCB Reference	WCA173.(1).(b)	
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There is no record of any incident investigations having been conducted at this workplace.

This is in contravention of the Workers Compensation Act Section 173 (1)

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(b) .

An employer must immediately undertake an investigation into the cause of any accident or other incident that resulted in injury to a worker requiring medical treatment.

Workers Compensation Act Part 3 Division 10 Subsection 173 (1) does not apply in the case of a vehicle accident occurring on a public street or highway.

An employer must immediately undertake an investigation into the cause of any accident or other incident that:

- (a) is required to be reported by section 172,
- (b) resulted in injury to a worker requiring medical treatment,
- (c) did not involve injury to a worker, or involved only minor injury not requiring medical treatment, but had a potential for causing serious injury to a worker, or
- (d) was an incident required by regulation to be investigated.

Identify all "Reports of Work-Related Injury/Illness" which have been submitted at this workplace since 01 January 2008.

Determine if the Report meets the requirement for conducting an investigation and undertake the investigation without delay.

The investigation, as far as possible, 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.

The investigation must be carried out by persons knowledgeable about the type of work involved and, if they are reasonably available, with the participation of the employer or a representative of the employer and a worker representative.

As part of the investigation required, you are to ensure that an incident investigation report is prepared in accordance with the regulation, including but not limited to the following:

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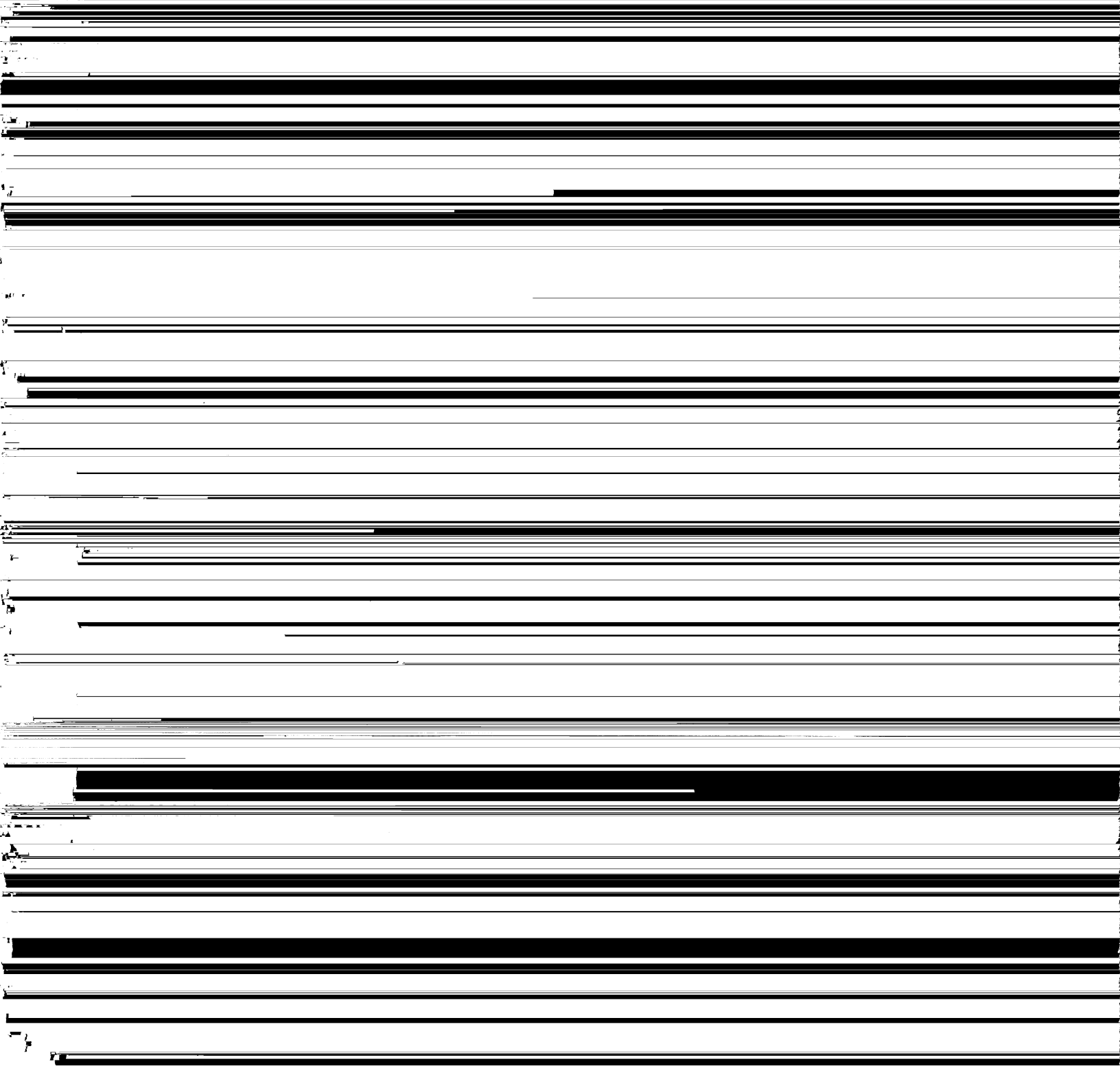
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floor polishers (obstructing emergency spill kit)
waste mobile equipment batteries
broken Ecolab dispensing guns
mop pails and wringer
miscellaneous supplies

This is in contravention of the Occupational Health and Safety Regulation Section 4.39(1).

Floors, platforms, ramps, stairs and walkways available for use by workers must be maintained in a state of good repair and kept free of slipping and tripping hazards.

Equipment must not be stored in front of electrical panels, emergency washing facilities, or emergency response kits.

Order No.	6	Decision	L	WCB Reference	OHS10.3.(1)(c)
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Carts used to move refuse have fallen off the loading ramp and into the garbage compactor. Workers are at risk of injury when retrieving the carts as no lockout procedures for the compactor have been implemented.

This is in contravention of the Occupational Health and Safety Regulation Section 10.3(1)(c).

If machinery or equipment is shut down for maintenance, no work may be done until the energy isolating devices have been locked out as required by this part.

Develop and implement written lockout procedures to ensure the safety of workers maintaining equipment.

OH&SR Section 10.4.(1) requires that "When lockout of energy isolating devices is required, the devices must be secured in the safe position using locks in accordance with procedures that are made available to all workers who are required to work on the machinery or equipment."

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Order No.	7	Decision	L	WCB Reference	OHS3.1.(1)(b)	
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The occupational health and safety program at this worksite has not been adequately maintained by this employer to ensure the program's effectiveness in preventing injury and disease.

This is evidenced by a lack of the following:

- hazard reporting protocols,
- accident investigation,
- adequate safe work procedures for chemical handling,
- an effective WHMIS program, and
- written lockout procedures.

This is in contravention of the Occupational Health and Safety Regulation Section 3.1(1) (b).

An occupational health and safety program as outlined in section 3.3 must be initiated and maintained (b) by each employer that has a workforce of 50 or more workers.

Conduct an audit of the health and safety program at this worksite, and ensure that the effectiveness of the health and safety program is reviewed on a regular basis.

Order No.	8	Decision	L	WCB Reference	WCA115.(2).(e)	
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This employer has not provided the workers with adequate information, instruction, training and supervision 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.

There is no indication that supervisors have received adequate direction in implementing the health and safety program.

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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