

6951 Westminster Highway, Richmond, BC
 Mailing Address: PO Box 5350 Stn Terminal, Vancouver BC, V6B 5L5
 Telephone 604 276-3100 Toll Free 1-888-621-7233 Fax 604 276-3247

The *Workers Compensation Act* requires that the employer must post a copy of this report in a conspicuous place at or near the workplace inspected for at least seven days, or until compliance has been achieved, whichever is the longer period. A copy of this report must also be given to the joint committee or worker health and safety representative, as applicable.

A revised version of the *Workers Compensation Act* took effect on April 6, 2020. The B.C. government's revisions aim to make the Act easier to read and understand, and to reorganize the numbering to make laws easier to find. The revisions make no changes to B.C.'s laws concerning workers' compensation, occupational health and safety, and employers' assessment premiums. Please be aware there may be a transitional period where correspondence from WorkSafeBC may include references to either the previous Act or the revised Act. For more information, visit www.worksafebc.com/WCA2019 or call the Prevention Information Line at 604.276.3100, or toll free within BC at 1.888.621.7233 (SAFE).

Inspection Report #202016337024A

Employer Name	Jobsite Inspected	Scope of Inspection
PACIFIC COMMUNITY RESOURCES SOCIETY	519 Seventh Street New Westminster BC V3M 6A7	Covid-19

Date of Initiating Inspection	Date of This Inspection	Delivery Date of This Report	Delivery Method
Jun 01, 2020	Jun 01, 2020	Jun 02, 2020	Email

THERE ARE ZERO (0) ORDERS OR OTHER ITEMS OUTSTANDING

**ACTION MAY STILL BE NECESSARY TO ENSURE COMPLIANCE
PLEASE READ FULL REPORT**

INSPECTION NOTES

On June 1, 2020, I contacted the employer by phone to perform a Covid-19 inspection.

COVID-19 is an infectious disease that spreads primarily through contact with an infected person when they cough or sneeze or when a person touches a surface or object that has the virus on it and then touches their eyes, nose or mouth. Common symptoms include fever, cough, sore throat, and sneezing and may take up to 14 days to appear after exposure to COVID-19.

The purpose of this inspection is to review this employer's response to the current COVID-19 pandemic in relation to worker health and safety at this workplace.

Measures for COVID-19 are in flux and as such guidance from public health officials may change on a daily if not hourly basis. Employers will need to readily adopt proactive risk management strategies to minimize the potential for contracting COVID-19 in the workplace.

Discussion with employer:

Discussion with an employer representative and a worker representative included, but was not limited to, the following:

- * It was explained that multiple employers share ownership in the workplace with Pacific Community Resources Society having taken on the effective role of prime contractor, such as ensuring that all of the applicable employers meet a basic minimum standard relating to Covid-19 at the site
- * Impact of mental health due to Covid-19, and that I would send a link to the employer with information resources
- * The employer has done a risk assessment of the site and has implemented a variety of controls
- * All but three workers were at home until May 25, when this was revised to half of all workers every other day
- * While this workplace acts as an employment resource centre, most of that function has shifted fully online with only those who are not computer literate served on site. The workplace therefore has been averaging about two clients on site per day.
- * Access to the public to the bathrooms and the resource centre have been removed due to Covid-19.
- * Meetings with clients have been planned with distance maintained and clients following marked entry and exit routes
- * Plexiglass barriers have been installed to protect reception
- * Cleaning of surfaces has been increased
- * Hand sanitizer has been made available to workers
- * Personal protective equipment such as gloves, masks, and faceshields have been made available to workers
- * The employer has a self-isolation policy that applies to workers with known or suspect symptoms of Covid-19, and workers who have travelled recently, guided by BC CDC
- * The employer providing training on protocols through verbal direction and emails, and is monitoring implementation of controls.

Recommended Practice:

Following the recommendations of the BC Provincial Health Officer, employers should consider the following when establishing policies and procedures to reduce the spread of COVID-19 in the workplace, and to ensure these are communicated and

understood by their workers:

1. Plan work to allow for physical distancing (workers spaced at least 2 metres apart)

- If practicable, arrange the workplace to maintain appropriate distance between workers. Where there is not sufficient distance, physical barriers may be used, such as doors, cubicle walls or plexiglass screens/enclosures.
- Actively promote physical distancing.
- Where possible avoid non-essential face to face interactions. Use phones, video conferencing, or other technologies to reduce personal contact.

2. Provide sufficient soap and water or hand sanitizers and post the locations to encourage workers to wash their hands frequently.

- Actively promote handwashing and personal hygiene like coughing into your elbow and sneezing into a tissue and washing hands.
- OHSR 4.85 Washroom facilities outlines regulatory requirements.

3. WorkSafeBC is not requiring workers to wear masks when they cannot maintain physical distancing, but it is an option for employers to consider as part of their preventative measures for their workplace within the hierarchy of controls. If employers provide masks to workers, ensure that workers are informed of the following:

- the limitations of wearing cloth facial coverings and that it may not be safe for all workers, such as those with other respiratory issues. Non-medical masks do not protect the wearer from the virus since they are not meant to form a tight seal to the face, but can reduce the spread of his or her own respiratory droplets.
- that the masks need to be kept clean and dry (i.e., masks become less effective if wet/damp);
- the safe use of wearing any facial mask, such as cleaning and laundering, safe donning and doffing practices, and washing hands before and after putting it on;
- the importance of continuing with the good hygiene along with wearing a mask (e.g., handwashing, sneeze/cough etiquette, and not touching eyes, nose and mouth), and public health measures (e.g., physical distancing, staying at home as much as possible).

4. Enhance cleaning and disinfecting of the workplace, particularly high contact items such as handrails, doorknobs, shared tools or equipment and washroom facilities. It is not known how long the virus causing COVID-19 lives on surfaces, however there is some evidence that it can live on certain objects for a few hours to days.

- Provide necessary cleaning products and items to maintain a clean and safe workplace.
- Create cleaning protocols and procedures and increase frequency for cleaning activities.
- Ensure contaminated cleaning items are disposed of responsibly.

5. Workers who are displaying symptoms must go home and self-isolate. Note, returning travellers from anywhere outside of Canada (including the US) must follow current quarantine and public health law requirements upon returning to Canada.

- Communicate COVID-19 signs and symptoms to workers.
- Workers who test positive for COVID-19 are to self-isolate and follow current public health authority instructions.

It is to be noted that:

- Workers are to use personal protective equipment as required by the OHSR.
- Workers in B.C. have the right to refuse unsafe work if they believe it presents an undue hazard. WorkSafeBC Guideline - G3.12 "Refusal of unsafe work" provides information about work refusals, including a flowchart illustrating the right to refuse process. Employers must immediately investigate reports of unsafe work and ensure that any necessary corrective action is taken without delay
- Mental health is just as important as physical health and to take measures to support mental well-being. Workers in the workplace may also be affected by the anxiety and uncertainty created by the COVID-19 situation. See Available Resources.

Available COVID-19 Resources:

- WorkSafeBC: <https://www.worksafebc.com/en/about-us/covid-19-updates>
- BC Centre for Disease Control: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
- HealthLink BC: <https://www.healthlinkbc.ca/>

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- Government of BC Managing COVID-19 Stress, Anxiety & Depression:
<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/managing-covid-stress>

The Occupational Health and Safety Regulation specifies the 'minimum' requirements for compliance.

For more information on Health and Safety issues please visit www.worksafebc.com

If you would like to discuss this inspection report or other safety related concerns you may have, please do not hesitate to contact me.

See "References" section of this inspection report for some requirements of the Workers Compensation Act and Occupational Health and Safety Regulation that were discussed.

If there are any questions about this inspection report, please contact:

Andrew McSherry

Occupational Hygiene Officer, Prevention Field Services | Phone: 604.232.5961 | Fax: 604.232.5950

WorkSafeBC

450-6450 Roberts St, Burnaby, BC | Mailing Address: PO Box 5350 Stn Terminal, Vancouver, BC V6B 5L5

worksafebc.com

REFERENCES

In addition to any orders, or other items, and the information provided in the Inspection Notes section in this Inspection Report, the officer may discuss other health and safety issues with the employer arising out of the inspection. The information below sets out the health and safety requirements discussed with the employer, and unless otherwise noted, violations of these requirements were not observed.

Reference	Details Discussed
<p>WCA21(1)(a)</p> <p>Every employer must ensure the health and safety of all workers working for that employer, and any other workers present at a workplace at which that employer's work is being carried out.</p>	Reference for Employer
<p>WCA21(2)(c)</p> <p>An employer must establish occupational health and safety policies and programs in accordance with the regulations.</p>	Reference for Employer
<p>WCA31</p> <p>An employer must establish and maintain a joint health and safety committee:</p> <p>(a) in each workplace where 20 or more workers of the employer are regularly employed, and</p> <p>(b) in any other workplace for which a joint committee is required by order.</p> <p>Pursuant to section 44 of Workers Compensation Act, the employer must post any order written under Division 5 of the OHS Provisions and keep it posted for 12 months.</p>	Reference for Employer
<p>OHS3.1(1)(a)</p> <p>An occupational health and safety program as outlined in section 3.3 must be initiated and maintained</p> <p>(a) by each employer that has</p> <p>(i) a workforce of 20 or more workers, and</p> <p>(ii) at least one workplace that is determined under section 3.16 (2) (b) to create a moderate or high risk of injury.</p>	Reference for Employer
<p>OHS3.1(1)(b)</p> <p>An occupational health and safety program as outlined in section 3.3 must be initiated and maintained</p> <p>(b) by each employer that has a workforce of 50 or more workers.</p>	Reference for Employer

Reference	Details Discussed
<p>OHS3.2</p> <p>In any operation where the workforce is less than that referred to in section 3.1 (1) the employer must:</p> <ul style="list-style-type: none"> (a) initiate and maintain a less formal program based on regular monthly meetings with workers for discussion of health and safety matters, (b) ensure that meetings are directed to matters concerning the correction of unsafe conditions and practices and the maintenance of cooperative interest in the health and safety of the workforce, and (c) maintain a record of the meetings and the matters discussed. 	Reference for Employer
<p>OHS3.3</p> <p>The occupational health and safety program must be designed to prevent injuries and occupational diseases, and without limiting the generality of the foregoing, the program must include:</p> <ul style="list-style-type: none"> (a) a statement of the employer's aims and the responsibilities of the employer, supervisors and workers, (b) provision for the regular inspection of premises, equipment, work methods and work practices, at appropriate intervals, to ensure that prompt action is undertaken to correct any hazardous conditions found, (c) appropriate written instructions, available for reference by all workers, to supplement this Occupational Health and Safety Regulation, (d) provision for holding periodic management meetings for the purpose of reviewing health and safety activities and incident trends, and for the determination of necessary courses of action, (e) provision for the prompt investigation of incidents to determine the action necessary to prevent their recurrence, (f) the maintenance of records and statistics, including reports of inspections and incident investigations, with provision for making this information available to the joint committee or worker health and safety representative, as applicable and, upon request, to an officer, the union representing the workers at the workplace or, if there is no union, the workers at the workplace, and (g) provision by the employer for the instruction and supervision of workers in the safe performance of their work. 	Reference for Employer
<p>OHS3.5</p> <p>Every employer must ensure that regular inspections are made of all workplaces, including buildings, structures, grounds, excavations, tools, equipment, machinery and work methods and practices, at intervals that will prevent the development of unsafe working conditions.</p>	Reference for Employer

Reference	Details Discussed
OHS3.9 Unsafe or harmful conditions found in the course of an inspection must be remedied without delay.	Reference for Employer
OHS3.12(1) A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.	Reference for Employer
OHS3.12(2) A worker who refuses to carry out a work process or operate a tool, appliance or equipment pursuant to Subsection 3.12(1) must immediately report the circumstances of the unsafe condition to his or her supervisor or employer.	Reference for Employer
OHS3.12(3) A supervisor or employer receiving a report made under Subsection 3.12(2) must immediately investigate the matter.	Reference for Employer
OHS3.23(1) An employer must ensure that before a young or new worker begins work in a workplace, the young or new worker is given health and safety orientation and training specific to that young or new worker's workplace.	Reference for Employer

Reference	Details Discussed
<p>OHS5.2</p> <p>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</p> <ul style="list-style-type: none">(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.	Reference for Employer
<p>WCA24(1)</p> <p>The prime contractor of a multiple-employer workplace must:</p> <ul style="list-style-type: none">(a) ensure that the activities of employers, workers and other persons at the workplace relating to occupational health and safety are coordinated, and(b) do everything that is reasonably practicable to establish and maintain a system or process that will ensure compliance with the OHS provisions and the regulations in respect of the workplace.	Discussed duties of a prime contractor

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Employer #	Mailing Address	Classification Unit #	Operating Location
325884	UNIT 201 2830 GRANDVIEW HWY VANCOUVER BC V5M 2C9	766007	001

Lab Samples Taken	Direct Readings	Results Presented	Sampling Inspection(s)	Workers onsite during Inspection	Notice of Project Number
N	N	N		9	

Inspection Report Delivered To	Employer Representative Present During Inspection	Worker Representative Present During Inspection	Labour Organization & Local
Tracey Fraser	Tracey Fraser	Jerri Sandie	

WorkSafeBC Officer Conducting Inspection
Andrew McSherry

*Inspection Time	*Travel Time
1.50 hrs	0.00 hrs

*The time recorded above reflects the inspection time and travel time associated with this inspection report and includes time spent on pre and post-inspection activities. Additional time may be added for subsequent activity.

Request a Review

Any employer, worker, owner, supplier, union, or a member of a deceased worker's family directly affected may, within 45 calendar days of the delivery date of this report, in writing, request the Review Division of WorkSafeBC to conduct a review of an order, or the non-issuance of an order, by contacting the Review Division. Employers requiring assistance may contact the Employers' Advisers Office at 1-800-925-2233.

To submit a request online, visit <https://www.worksafebc.com/en/review-appeal/submit-request>

WorkSafeBC values your feedback. To obtain that feedback, an external market research provider may be contacting you to complete a survey.