

Operations Division Occupational Health and Safety

Field Visit Report

OHS Case ID: **02883PHXQ433**
Field Visit no: **02883PHXQ434** Visit Date: **2020-APR-27** Field Visit Type: **INITIAL**

Workplace Identification: **ANSON PLACE CARE CENTRE** Notice ID:
85 MAIN STREET NORTH, HAGERSVILLE, ON, CANADA N0A 1H0

Telephone: **(905) 768-1641** JHSC Status: **Active** Work Force #: **90** Completed %:

Persons Contacted: **REFER TO NARRATIVE FOR PERSONS CONTACTED**
Visit Purpose: **DISCUSS PRECAUTIONS PUT IN PLACE TO MANAGE THE COVID-19 OUTBREAK AT THE WORKPLACE**
Visit Location: **85 MAIN STREET, NORTH, HAGERSVILLE, ON - EAST SUN LOUNGE**
Visit Summary: **ATTEND THE WORKPLACE TO FOCUS ON PRECAUTIONS PUT IN PLACE TO MANAGE THE COVID-19 OUTBREAK AT THE FACILITY AND TO DISCUSS THE INTERNAL RESPONSIBILITY SYSTEM (IRS) AT THE WORKPLACE DURING THIS TIME**

Detailed Narrative:

PURPOSE OF THE VISIT:

The Ministry of Labour, Training and Skills Development (MLTSD) attended the workplace to focus on precautions put in place to manage the COVID-19 outbreak at the facility and the to discuss the Internal Responsibility System (IRS) at the workplace during this time. This field visit was conduct as the first of a series of planned inspections by the MLTSD that will occur on a weekly basis over the next two months at this long term care facility currently in a COVID-19 outbreak.

PERSONS CONTACTED:

- Erin Swent, Business Manager
- Els Vos, SEIU Union Steward/PSW
- Lisa Roth, Executive Director - via telephone
- Don McInnes, MLTSD Regional Program Coordinator (A)
- Denise Madsen, MLTSD Infection Control Consultant
- Shelly Speir, MLTSD Inspector - via telephone

INSPECTOR'S ACTIONS/FINDINGS:

- the Inspector contacted the employer on the 24 April 2020 and made arrangements for attendance at the workplace on the 27 April 2020 and to ensure that SEIU representation was present on-site during the field visit
- at the time of this field visit, 34 workers and 44 residents have tested positive for COVID-19

RESTRICTIONS AND SCREENING:

- the employer confirmed that only asymptomatic workers and essential visitors are permitted into the workplace and only after passing active screening

Recipient	Inspector Data	Worker Representative
Name _____	SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLISHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	Name _____
Title _____		Title _____
Signature _____	Signature 	Signature _____

You are required under the Occupational Health and Safety Act to post a copy of this report in a conspicuous place of the workplace and provide a copy to the health and safety representative or the joint health and safety committee if any. Failure to comply with an order, decision or requirement of an inspector is an offence under Section 66 of the Occupational Health and Safety Act. You have the right to appeal any order or decision within 30 days of the date of the order issued and to request suspension of the order or decision by filing your appeal and request in writing on the appropriate forms with the Ontario Labour Relations Board, 505 University Ave., 2nd Floor, Toronto, Ontario M5G 2P1. You may also contact the Board by phone at (416) 326-7500 or 1-877-339-3335 (toll free), mail or by website at <http://www.olrb.gov.on.ca/english/homepage.htm> for more information.

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- all workers and essential visitors are permitted to enter the workplace only after passing active screening at the main entrance which includes taking of their temperature
- the Inspectors who attended the workplace passed the active screening before being permitted to enter the workplace - the screener is required to unlock the entrance door and provide workers and essential visitors access into the area where the active screening takes place
- the employer needs to ensure that communication between the screener and the person being screened is clear, concise and audible to ensure appropriate screening is conducted before permitted into the workplace - the employer also needs to ensure that there is comprehension by the screener when being instructed on the process to follow for screening persons into the workplace
- it was observed that the worker performing the screening of the Inspectors did so wearing a surgical mask, gown and gloves but was not wearing eye protection while performing the screening within 6 feet from the person being screened - ORDER ISSUED
- it was also observed that the worker performing the screening only asked about headache and cough and did not ask the Inspectors all the screening questions required by the current Ministry of Health COVID-19 Screening Tool for Long-Term Care Homes and Retirement Homes - ORDER ISSUED. It was also noted that one of the Inspectors had to remind the screener three times to take their temperature before they did so.
- the workplace parties confirmed that residents are restricted to their rooms at all times - it was noted that there are a few residents who do not follow these instructions and must be reminded to stay in their rooms
- the employer confirmed that screening of residents takes place at least twice per day by the RN at the workplace which includes taking their temperature
- the employer confirmed that they are not permitting any new admissions into the workplace
- the employer reported that there are new hires in the workplace to ensure adequate staffing levels are maintained - the employer further reported that all new hires are actively screened before entry into the workplace, including taking their temperature, as well as being swabbed by Public Health - the employer also confirmed that two new hires had worked at the workplace before their positive test results were provided by Public Health. The employer confirmed that the workplace is currently adequately staffed and the workplace parties agreed that they need to re-evaluate the process in which new hires are brought into the workplace prior to getting test results.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

- the workplace parties confirmed that all persons in the workplace are required to wear a surgical or procedure mask when in the workplace - the workplace parties confirmed that surgical or procedure masks were in good supply and readily accessible

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Name _____	SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER	Name _____
Title _____	119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	Title _____
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- the Inspectors observed boxes of surgical masks open without covers in the hallways outside resident's rooms - ORDER ISSUED to take every precaution reasonable to protect the surgical masks readily available in the hallway from accidental or inadvertent contamination of any kind
- the workplace parties further confirmed that gloves, gowns (either disposable or reuseable after laundering), eye protection and hand sanitizer are in good supply and readily available in the workplace
- the workplace parties confirmed that wipes to clean reuseable PPE such as goggles or face shields are also in good supply and readily available in the workplace
- the workplace parties confirmed that their N95s are in good supply and readily available in the Med Room of workplace - the workplace parties confirmed that workers are fit tested and a record of the type and size of respirator they have been fitted for is listed in the Med Room. - the workplace parties agreed that not all workers were aware of the employer's process to obtain additional PPE during off hours if it is not readily available and that the process to obtain additional PPE required several steps to be taken - ORDER ISSUED. Access to additional PPE during off hours was discussed in FV Report No. 02883PGZZ409 dated 08 April 2020.
- the workplace parties reported there is only one resident at the workplace who uses a CPAP machine and that signage on this resident's door requires the door to be closed at all times and that workers entering the room, wear an N95 respirator when entering this room. The workplace parties agreed that not all workers are following the posted signage or are unsure of the expectations with respect to PPE and closing the door of this resident's room due to conflicting instructions - ORDER ISSUED

CLEANING AND DISINFECTING:

- the workplace parties confirmed that regular housekeeping staff are cleaning all areas of the workplace every day from 10 AM to 9 PM, seven days a week and are focusing on high touch areas
- the employer confirmed that an outside company comes to the workplace twice per week to disinfect the entire workplace via broadcast spraying
- the workplace parties agreed that there was confusion in regards to how empty rooms were being cleaned prior to moving residents into these rooms - the employer reported that the process involves a deep clean of the room before the resident is moved, however agreed to ensure that the procedure is clearly communicated to workers

PHYSICAL DISTANCING MEASURES IN PLACE:

- the workplace parties confirmed that workers are aware of maintaining physical distancing requirements of at least 2 metres while at the workplace
- during the field visit, workers were observed taking breaks outside while not wearing PPE and maintaining

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physical distancing and physical distancing was confirmed to be achieved in the Sun Lounge where workers can take breaks/lunch
 - the workplace parties agreed that the change room area had not been evaluated to ensure physical distancing between workers was maintained and that due to its size a limited number of workers could be present to ensure that physical distancing is maintained - ORDER ISSUED to instruct workers on usage of the change room to ensure physical distancing requirements are met

INFORMATION AND INSTRUCTION:

- the workplace parties agreed that workers have been provided information on signs and symptoms of COVID-19 and how to protect themselves, donning and doffing of PPE, hand hygiene and physical distancing
- the employer confirmed that this includes all new hires at the workplace
- the employer reported that auditing of donning and doffing of PPE is taking place as well
- it was reported by the workplace parties that workers were provided with ziploc bags to store PPE between use. It was also reported that workers may store their PPE in various locations throughout the workplace while on break (e.g. mask being stored on top of a cleaned face shield while on break) - ORDER ISSUED on how to safely store their PPE when not in use (e.g. breaks, etc.)
- during the field visit, a worker and the screener were observed wearing presumed contaminated masks outside of the workplace, entering their vehicles, the screener left the workplace premise in his vehicle and then both returned into the workplace wearing the masks - ORDER ISSUED to re-instruct workers on when PPE should be removed to ensure that cross contamination does not occur

INTERNAL RESPONSIBILITY SYSTEM (IRS):

- the employer confirmed that the last JHSC meeting took place on the 16 March 2020 and that meeting minutes were obtained
- the employer could not confirm that a JHSC inspection of the workplace was conducted in March 2020 - ORDER ISSUED
- the employer was advised to contact the Unions to designate who will attend the JHSC meetings and conduct the JHSC inspections while the current JHSC Worker Members are off due to the illness
- the employer provided the Inspector via email with the latest ventilation reports for the workplace which were dated January 6 and 24, 2020 and were performed by Layr-Air Mechanical Heating-Cooling Refrigeration
- the employer was advised to ensure that both SEIU and ONA receive updated occupational illness notifications as appropriate by end of business on the 27 April 2020, as provided by the employer to the

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Name _____	SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	Name _____
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Notice ID:

Inspector on the 23 April 2020 (dated 21 April 2020, 4 pages)

- the employer confirmed that workers who tested positive for COVID-19 are permitted to return to the workplace only after being symptom free and receiving two negative test results
- the employer reported that they currently have adequate staffing levels in the workplace
- the employer reported that they perform daily counts of PPE and also distribute PPE daily

9 ORDERS ISSUED.

RESOURCES:

Link to Ministry of Health COVID-19 Screening Tool for Long-Term Care Homes and Retirement Homes:

http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_screening_guidance.pdf

A COPY OF THIS REPORT SHALL BE POSTED IN THE WORKPLACE WHERE IT WILL COME TO THE ATTENTION OF THE WORKERS.

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Order(s) /Requirement(s) Issued To:

To: **RESPONSIVE MANAGEMENT INC.** Org/Ind Role: **Primary Employer**

Mailing Address:
48 GALAXY BLVD, UNIT 415, TORONTO, ON, CA M9W 6C8

Order(s) /Requirement(s) Description:
 You are required to comply with the order(s) /requirement(s) by the dates listed below.

No	Type Code	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
1	Time	OHSA	1990	25	2	h	Pursuant to section 25(2)(h) of the Occupational Health and Safety Act (OHSA/1990), the employer shall take every precaution reasonable in the circumstances for the protection of a worker with respect to COVID-19 while performing active screening of persons in the workplace. At the time of the inspection, a worker was observed actively screening essential visitors within 2 metres for COVID-19 without wearing eye protection. The employer shall comply with this order on or before 01 May 2020.	2020-MAY-01
02883PHXS435								
2	Time	OHSA	1990	25	2	a	Pursuant to section 25(2)(a) of the OHSA/1990, the employer shall provide information, instruction and supervision to a worker to protect the health or safety of the worker with respect to COVID-19. At the time of inspection, the worker actively screening persons within 2 metres for COVID-19 was not asking all the screening questions as set out by the current Ministry of Health screening tool. The employer shall comply with this order on or before 01 May 2020.	2020-MAY-01
02883PHXS436								

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Order(s) /Requirement(s) Issued To:

To: **RESPONSIVE MANAGEMENT INC.** Org/Ind Role: **Primary Employer**

Mailing Address:
48 GALAXY BLVD, UNIT 415, TORONTO, ON, CA M9W 6C8

Order(s) /Requirement(s) Description:
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No	Type Code	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
3	Time	OHSA	1990				Pursuant to section 10(2)(d) of the Health Care and Residential Facilities Regulation 67/1993, the employer shall ensure that personal protective equipment (PPE) that is to be provided, worn or used shall, be stored in a convenient, clean and sanitary location when not in use. At the time of inspection, the workplace was in a COVID-19 outbreak situation and boxes of surgical masks were observed being stored in hallways of the workplace without covers over them exposing the masks to work environment. The employer shall comply with this order on or before 28 April 2020.	2020-APR-28
02883PHXS438		67	1993	10	2	d		
4	Time	OHSA	1990				Pursuant to section 9(4) of the Health Care and Residential Facilities Regulation 67/1993, the employer, in consultation with and in consideration of the recommendation of the JHSC, shall develop, establish and provide training and educational programs in health and safety measures and procedures for workers that are relevant to the workers' work. At the time of inspection, not all workers were aware of the process to follow to obtain additional personal protective (PPE) during off shifts (e.g. weekends,	2020-MAY-01
02883PHXS439		67	1993	9	4			

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Order(s) / Requirement(s) Issued To:

To: **RESPONSIVE MANAGEMENT INC.** Org/Ind Role: **Primary Employer**

Mailing Address:
48 GALAXY BLVD, UNIT 415, TORONTO, ON, CA M9W 6C8

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No	Type Code	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
							etc.). The employer shall comply with this order on or before the 01 May 2020.	
5	Time 02883PHXT440	OHSA	1990	25	2	a	Pursuant to section 25(2)(a), the employer shall provide information, instruction and supervision to a worker to protect the health or safety of the worker with respect to COVID-19. At the time of inspection, it was reported that not all workers were keeping the door to the CPAP resident's room closed at all times and not all workers were aware that they need to wear an N95 respirator when going into this room, regardless of the signage on the door. The employer shall comply with this order on or before 01 May 2020.	2020-MAY-01
6	Time 02883PHXT442	OHSA 67	1990 1993	10	1		Pursuant to section 10(1) of the Health Care and Residential Facilities Regulation 67/1993, a worker who is required by his or her employer or by this regulation to wear or use any protective clothing, equipment or device shall be instructed and trained in its care, use and limitations before wearing or using it for the first time and at regular intervals thereafter and the worker shall participate in such instruction and training. At the time of	2020-MAY-01

	Inspector Data	
	SHELLY SPEIR	
Name _____	OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER	Name _____
	119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7	
Title _____	MOLIHSHAMILTONEAST@ontario.ca	Title _____
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To: **RESPONSIVE MANAGEMENT INC.** Org/Ind Role: **Primary Employer**

Mailing Address:
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No	Type Code	Act/Reg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
							inspection, workers had not been instructed on how and where to properly store their PPE when taking breaks. The employer shall comply with this order on or before 01 May 2020.	
7	Time	OHSA	1990	25	2	h	Pursuant to section 25(2)(h) of the OHSA/1990, the employer shall take every precaution reasonable in the circumstances for the protection of a worker with respect to COVID-19. At the time of inspection, the change room in the basement of the workplace used by workers had not been evaluated to ensure that physical distancing is being maintained. The employer shall comply with this order on or before 01 May 2020.	2020-MAY-01
02883PHXT443								
8	Time	OHSA	1990	9	4		Pursuant to section 9(4) of the Occupational Health and Safety Act (OHSA/1990), the employer shall cause a JHSC to be established and maintained at the workplace. At the time of inspection, the employer reported that the last workplace inspection by a JHSC Worker Member was conducted in February of 2020, more than one month ago as required by section 9(26) of the OHSA/1990. The employer shall comply with this	2020-APR-30
02883PHXT444								

Recipient Name _____ Title _____ Signature _____	Inspector Data SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324 Signature 	Worker Representative Name _____ Title _____ Signature _____
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You are required under the Occupational Health and Safety Act to post a copy of this report in a conspicuous place of the workplace and provide a copy to the health and safety representative or the joint health and safety committee if any. Failure to comply with an order, decision or requirement of an inspector is an offence under Section 66 of the Occupational Health and Safety Act. You have the right to appeal any order or decision within 30 days of the date of the order issued and to request suspension of the order or decision by filing your appeal and request in writing on the appropriate forms with the Ontario Labour Relations Board, 505 University Ave., 2nd Floor, Toronto, Ontario M5G 2P1. You may also contact the Board by phone at (416) 326-7500 or 1-877-339-3335 (toll free), mail or by website at <http://www.olrb.gov.on.ca/english/homepage.htm> for more information.

The Government of Ontario wants to hear from you. You can provide feedback on this visit at 1-888-745-8888

Operations Division Occupational Health and Safety

Field Visit Report

OHS Case ID: **02883PHXQ433**
 Field Visit no: **02883PHXQ434** Visit Date: **2020-APR-27** Field Visit Type: **INITIAL**
 Workplace Identification: **ANSON PLACE CARE CENTRE** Notice ID:
85 MAIN STREET NORTH, HAGERSVILLE, ON, CANADA N0A 1H0

Order(s) /Requirement(s) Issued To:

To: **RESPONSIVE MANAGEMENT INC.** Org/Ind Role: **Primary Employer**

Mailing Address:
48 GALAXY BLVD, UNIT 415, TORONTO, ON, CA M9W 6C8

Order(s) /Requirement(s) Description:
 You are required to comply with the order(s) /requirement(s) by the dates listed below.

No	Type Code	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
							order on or before 30 April 2020.	
9	Time	OHSA	1990				Pursuant to section 10(1) of the Health Care and Residential Facilities Regulation 67/1993, the worker who is required by his or her employer or by this regulation to wear or use any protective clothing, equipment or device shall be instructed and trained in its care, use and limitations before wearing or using it for the first time and at regular intervals thereafter and the worker shall participate in such instruction and training. At the time of inspection, two workers were observed wearing PPE outside of the workplace and into their cars, with one leaving the workplace premise and then both returning into the workplace, allowing for the potential of cross contamination. The employer shall comply with this order on or 01 May 2020.	2020-MAY-01
02883PHXV445		67	1993	10		1		

Recipient Name _____ Title _____ Signature _____	Inspector Data SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324 Signature 	Worker Representative Name _____ Title _____ Signature _____
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