

Operations Division Occupational Health and Safety

Field Visit Report

Page 1 of 9

OHS Case ID: **04482SQGL249**  
 Field Visit no: **04482SSWS356** Visit Date: **2023-OCT-24** Field Visit Type: **CONTINUATION**

Workplace Identification: **CAMPBELLFORD MEMORIAL HOSPITAL** Notice ID:  
**146 OLIVER ROAD, CAMPBELLFORD, ON, CANADA K0L 1L0**

Telephone: **(705) 653-4343** JHSC Status: **Active** Work Force #: **270** Completed %:

Persons Contacted: **JESSICA DROVER - MANAGER HUMAN RESOURCES**  
**CHARITY MEIKLEJOHN - MANAGER OF SUPPORT SERVICES**  
**JOSEPH MANCUSO - SUPERVISOR OF MAINTENANCE AND SPECIAL PROJECTS**  
**BRITTANY PYE - JHSC WORKER REP**  
 Visit Purpose: **TO AUDIT COMPLIANCE WITH THE OCCUPATIONAL HEALTH AND SAFETY ACT AND ITS APPLICABLE REGULATIONS**  
 Visit Location: **MEETING ROOM**  
 Visit Summary: **ORDERS ISSUED**

**Detailed Narrative:**

This visit was conducted to follow up on field visit #04482SQGL250 on August 31, 2023.

DISCUSSION BY MINISTRY OF LABOUR, IMMIGRATION, TRAINING AND SKILLS DEVELOPMENT

The primary activity of this workplace is a hospital.

The employer provided a copy of the Patient - Inmate policy dated September 2021 electronically to the undersigned inspector. It could not be demonstrated that the policy had been reviewed in the last year. Order issued.

The workplace parties indicated a meeting with representatives from Warkworth Penitentiary was held the day after the incident on June 4, 2023. The penitentiary was to provide an action plan to the hospital and then the employer had committed to reviewing/revising their policy. A follow up meeting is scheduled next week to discuss next steps and changes to procedure.

The employer is exploring having a training session to increase hazard awareness when conducting monthly inspections.

The training records for the use of PINEL restraints and the GPA/NVCI methods were not available at the time of the visit. The workplace parties indicated that mandatory training will be scheduled for the new year to ensure all workers have completed the training.

A discussion was held with the workplace parties regarding section 50 of the Occupational Health and Safety Act that states:

No discipline, dismissal, etc., by employer  
 50 (1) No employer or person acting on behalf of an employer shall,  
 (a) dismiss or threaten to dismiss a worker;

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Signature _____	Signature <i>Suzanne Platt</i>	Signature _____

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(b) discipline or suspend or threaten to discipline or suspend a worker;  
 (c) impose any penalty upon a worker; or  
 (d) intimidate or coerce a worker,  
 because the worker has acted in compliance with this Act or the regulations or an order made thereunder,  
 has sought the enforcement of this Act or the regulations or has given evidence in a proceeding in respect of  
 the enforcement of this Act or the regulations or in an inquest under the Coroners Act.

Musculoskeletal disorders (MSDs) are injuries and disorders of the muscles, nerves, tendons, joints, cartilage,  
 and spinal discs. MSDs are caused by excessive force, awkward postures, and repetitive motions. MSDs can  
 cause pain and loss of function in various body parts. The areas affected most often are the lower back and  
 shoulders.

The Ministry of Labour, Immigration, Training and Skills Development (MLITSD) seeks compliance by all  
 workplaces covered under the Occupational Health and Safety Act (OHSA). The MLITSD works with our  
 partners to improve compliance through cooperation, partnership and education of workplace parties and by  
 enforcing compliance with the OHSA.

Prevention Works is the MLITSD's compliance strategy to promote safe and healthy workplace practices. As  
 part of Prevention Works, the MLITSD's MSD prevention campaign is taking place in Ontario health care and  
 community care workplaces.

Today's field visit was carried out as part of the MSD prevention campaign running from April 1 2023 to March  
 31, 2024. At today's field visit, the inspector reviewed the workplace parties' compliance with the  
 Occupational Health and Safety Act (OHSA) and its regulations.

Current versions of Ontario laws including the OHSA can be viewed at or downloaded and printed from  
 e-Laws here: <<https://www.ontario.ca/laws/statute/90o01>>.

There have been 3 MSD injuries reported in the last year.

Items discussed during the inspection:

- The workplaces incident investigation form includes sections to determine root cause and steps taken to

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prevent reoccurrence. Incidents are now tracked and discussed during JHSC meetings. It was noted that some incident reports did not have root cause and corrective actions. There are resources below which may assist the workplace in providing information to workers who fill out the form in order to complete a more consistent detailed root cause analysis. Completing the section that outlines corrective actions is a step that is required in preventing incidents from reoccurring.

- Including MSD Hazard Identification in Workplace Inspections: It is essential to identify musculoskeletal disorder (MSD) hazards and to put preventive measures in place to prevent MSDs. The joint health and safety committee (JHSC) or health and safety representative (HSR) can play a key role in identifying MSD hazards. Monthly inspections are completed. A checklist for MSD hazards that can be used as part of the monthly inspection is available at:  
[www.msdpredvention.com/resource-library/view/workplace-inspection-checklist-for-msd-hazards.htm](http://www.msdpredvention.com/resource-library/view/workplace-inspection-checklist-for-msd-hazards.htm)  
 Inspection items are discussed and documented during monthly JHSC meetings and on the online maintenance system.

- Not all workers at this workplace have received MSD prevention and awareness training (Order Issued). Workers not performing patient handling tasks are provided with iLearn manual material handling training module during onboarding and reviewed annually. The Musculoskeletal Program - Employees (6-060 - October 2016) was available for review. The policy had not been reviewed in the past year (Order Issued). The employer should review the content of the policy to expand the contents to ensure it contains all aspects of MSD prevention. The resources below may assist the employer with this task.

- The employer reported that although workers have received some manual material handling training, the content is lacking and the training will be revised. The Materials Handling Policy (6-200 - October 2016) was available for review and had not been reviewed by workplace parties in the past year (Order Issued).

- Patient Handling After Fall to Ground: When a patient has fallen to the ground, healthcare workers must ensure that they consider both the safety of the patient and their own safety when they plan how they will get the patient up from the floor. Working at floor level increases the risk of injury because of:  
 - awkward postures such as crouching and stopping.  
 - lifting all or most of a patient's weight  
 - urgency to respond contributing to less planning and team work

Reasonable steps to take to address these hazards could include:  
 - use of a mechanical lifting device

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- guiding and assisting the patient through the process of getting up from the floor

The Slip, Trip and Fall Prevention Policy (6-150 - October 2016) and the Patient Falls and Prevention and Safe Mobility Policy (3-120 - September 2022) were available for review. The policies had not been reviewed in the past year (Orders Issued). The workplace does not have measures and procedures in place to address how workers are to assist patients off the floor after a fall (Order Issued).

- No lift or Minimal Lift Policy: Having a Zero Lift, No-Lift, or Minimal Lift policy can help to outline how workers will be kept safe during certain patient handling tasks. This type of policy recognizes that when a worker must support most or all of a patient's body weight during patient handling task that the risk of musculoskeletal injury is high and there must be protective measures in place for the worker when this occurs. These policies are most successful when the organisation:

- has the patient lifting, transferring and supporting equipment available
- has safe work procedures established that clearly outline the procedures to follow when a patient is unable to support their body weight or assist in the patient movement, and
- provides training to workers

Training for workers should include:

- conducting a patient and environment assessment prior to the patient handling activity to ensure the patient handling approach and environmental conditions allow for a lift, transfer or reposition that is safe for the worker to perform
- safe methods to perform transfers and repositioning
- safe use of patient lifting and supporting equipment such as patient lifting equipment, transferring equipment, slide sheets, etc.

The following policy related to patient lifts and transfers was reviewed.

- Safe Patient Transfers and Minimal Lift Policy (6-080 - February 2017). The measures and procedures have not been reviewed in the last year (Order Issued).

Workplace parties reported that patients are assessed upon admittance to the facility and as needed, and care plans are documented and available to all staff. Workers have been provided instruction regarding how to identify when there are changes to patient mobility and/or function.

It was reported that workers have received on-the-job peer-to-peer safe patient handling training but no documentation could be produced during the inspection. Once the above measures and procedures have

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been reviewed and updated the employer will be providing training to workers. The employer is reminded that supervision should be provided to ensure workers are putting the training into practice.

It was noted that procedures regarding bariatric patients were not included in the documents related to patient handling (Order issued). When patients with bariatric care needs are present, the workplace needs to have written measures and procedures to protect worker health and safety pertaining to the handling and care of bariatric patients. These safe work measures and procedures should include elements such as;

- A process for the identification of patients with bariatric care needs that includes a weight threshold and consideration for body shape and weight distribution.
- Providing workers with training to become knowledgeable and competent in the patient handling methods for patients with bariatric care needs, including such topics as functional assessments to determine readiness for a lift/transfer or reposition task, assessing/checking the equipment and environment to ensure a safe handling environment, specific procedures for the safe use of the identified equipment and worker procedures during lifts, transfers, repositioning and when falls occur.
- Researching and selecting appropriate equipment for use with patients who have bariatric care needs and measures for selecting and acquiring the equipment when needed.

- Point of Care Patient Handling Risk Assessment: Prior to starting a patient handling task, it is important to assess the risk related to the task. Factors that should be considered include:

- the patient's readiness for the action
- the environment such as adequate space, floor surface, trip hazards etc
- the equipment such as bed position, slider sheet availability, condition of patient lift
- the worker themselves such as knowledge of the task, adequate training, strength capability

Workers should be instructed on the factors to consider prior to performing patient handling tasks and instructed in what steps should be taken to address any concerns they identify.

Workers have been provided with training that outlines how to prepare to perform lifts and transfers.

- Ladders: It was reported that environmental services and maintenance staff may use ladders in this facility. It was reported that all staff that use ladders have received safe ladder training.

Resources:

The Canadian Centre for Occupational Health and Safety (CCOHS) offers a free 20 minute e-course outlining

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MSD awareness and is available at: <[http://www.ccohs.ca/products/courses/msd\\_awareness/](http://www.ccohs.ca/products/courses/msd_awareness/)>  
An alternative course is available at:  
<<http://humanservices.alberta.ca/elearning/ergonomics/data/ergonomics.html>>

Health and safety information and MSD prevention information are available online at:  
Hazards and issues in the health and community care sector | ontario.ca  
<https://www.ontario.ca/page/hazards-and-issues-health-and-community-care-sector>

For compliance support and awareness resources on Musculoskeletal Disorders (MSDs) you may wish to refer to:

MSD Prevention Guideline for Ontario - [www.msdpreservation.com](http://www.msdpreservation.com)

Public Services Health and Safety Association (PSHSA) - MSDs and Ergonomics -  
<https://www.pshsa.ca/emerging-issues/issues/musculoskeletal-disorders-msd-ergonomics>

MSD prevention (iwh.on.ca) <https://www.iwh.on.ca/msd-prevention>

Musculoskeletal Disorder Hazards (ohcow.on.ca)  
[https://www.ohcow.on.ca/injury-prevention/musculoskeletal-disorders\\_msd/](https://www.ohcow.on.ca/injury-prevention/musculoskeletal-disorders_msd/)

Incident Investigation Resources

<https://www.wsp.ca/search-results#q=investigation&t=Shop&sort=relevancy>

<<https://www.pshsa.ca/courses/accident-investigations-distance-learning>>

<https://www.ihsa.ca/Training/Courses/Investigating-and-Reporting-Incidents.aspx>

A copy of this report shall be posted in a conspicuous location for all workers to read.

The Notice of Compliance form to be signed by management and worker rep when orders are complied with and faxed or scanned and emailed to Ministry of Labour, Immigration, Training and Skills Development.

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

To: **CAMPBELLFORD MEMORIAL HOSPITAL** Org/Ind Role **Owner**

Mailing Address:  
**146 OLIVER RD, CAMPBELLFORD, ON, CA K0K 1L0**

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				The employer shall ensure at least once a year the measures and procedures for the health and safety of workers shall be reviewed and revised in the light of current knowledge and practice. At the time of the visit it could not be demonstrated that the Patient - Inmate policy had been reviewed since September 2021.	2023-DEC-08
04482SSWV357		67	1993	9	2			
2	Time	OHSA	1990	25	2	a	The employer shall provide training to workers regarding musculoskeletal awareness and prevention to protect the health and safety of workers from Musculoskeletal Disorders (MSD's). At the time of the visit not all workers exposed to the risk of MSD's had been provided with this training.	2023-NOV-30
04482SSWX358								
3	Time	OHSA	1990				The employer shall ensure at least once a year the measures and procedures for the health and safety of workers shall be reviewed and revised in the light of current knowledge and practice. At the time of the visit the Musculoskeletal Program - Employees policy had not been reviewed since October 2016.	2023-DEC-08
04482SSWX359		67	1993	9	2			

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4	Time	OHSA	1990				The employer shall ensure at least once a year the measures and procedures for the health and safety of workers shall be reviewed and revised in the light of current knowledge and practice. At the time of the visit the Material Handling policy had not been reviewed since October 2016.	2023-DEC-08
04482SSWX360		67	1993	9	2			
5	Time	OHSA	1990				The employer shall ensure at least once a year the measures and procedures for the health and safety of workers shall be reviewed and revised in the light of current knowledge and practice. At the time of the visit the Safe Patient Transfer and Minimal Lift Policy had not been reviewed since February 2017.	2023-DEC-08
04482SSWX361		67	1993	9	2			
6	Time	OHSA	1990				The employer shall ensure at least once a year the measures and procedures for the health and safety of workers shall be reviewed and revised in the light of current knowledge and practice. At the time of the visit the Patient Falls Prevention and Safe Mobility Policy had not been reviewed since September 2022.	2023-DEC-08
04482SSWX362		67	1993	9	2			
7	Time	OHSA	1990				The employer shall ensure at least once a year the measures and procedures for the health and	2023-DEC-08
04482SSWX363		67	1993	9	2			

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No	Type Code	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
8	Time	OHSA	1990				<b>safety of workers shall be reviewed and revised in the light of current knowledge and practice. At the time of the visit the Slip, Trip and Fall Prevention policy had not been reviewed since October 2016.</b>	
04482SSWX364	67	1993	9	1			<b>The employer shall reduce to writing the measures and procedures for the safe handling of patients from the floor after a fall for the health and safety of workers exposed to the risk of Musculoskeletal Disorder injuries. At the time of visit the employer did not have written measures and procedures in place for the safe handling of patients from the floor after a fall.</b>	<b>2023-DEC-08</b>
9	Time	OHSA	1990				<b>The employer shall reduce to writing the measures and procedures for the safe patient handling of Bariatric patients for the health and safety of workers exposed to the risk of Musculoskeletal Disorder injuries. At the time of this visit the employer did not have written measures and procedures in place for the safe patient handling of Bariatric patients.</b>	
04482SSWX365	67	1993	9	1				<b>2023-DEC-08</b>

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