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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*
2009-06-10	2009108620102	3	690376	001	764014	4.50	0.75

* 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		2009-06-04	N	N	N	

Head Office	Job Site
OMNI FACILITY SERVICES CANADA LIMITED 99 ST REGIS CRES NORTH TORONTO ON M3J 1Y9	Modern Cleaners 294 East 1st Avenue Vancouver, BC

Portion Inspected	follow up UNKNOWN
Violations	REFER TO ORDERS ON FOLLOWING PAGE(S)

Employer Representative Name	Accompanied By Employer Representative
Jessie Rai	Canny Atwal
Employer Representative Position	Accompanied By Worker Representative
Director of Operations	N/A
Phone Number	Organization
604 872-7766	Service Employees SEIU local 244
Signature	Officer of the Board / Signature
	STRAUSS, ANNIE

For Internal Use Only

Delivery Method: Email
discussed in person prior to delivery

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Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded	Travel Time Recorded
2009-06-10	2009108620102	3	690376	001	764014	4.50	0.75

Inspection Text

Issued on: 2009/06/10

This was a follow-up inspection to authenticate appropriate compliance with the order(s) noted.

The employer has provided documents required to determine compliance of the orders cited.

Documents include:

- written procedures for accessing First Aid while at BC Place
- a document outlining incidents that must be immediately reported to the Board with direction to supervisors
- a completed incident investigation for an incident that occurred at BC Place, that had gone previously unreported

This inspection report is not intended to document agreement or disagreement with any findings and recommendations of the employer's incident investigation. Rather, this inspection report documents that the employer has complied with the requirements of the Workers Compensation Act and the Occupational Health and Safety Regulation to prepare an incident investigation report.

If you have any questions on the above items please do not hesitate to contact this officer for further clarification or other assistance. Additional information on health and safety issues can also be found on the WorkSafeBC website at: www.worksafebc.com

Employer Representative	Officer of the Board
Jessie Rai	STRAUSS, ANNIE



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Date of Issue	Number	Activity Time Recorded	Travel Time Recorded	Employer
2009-06-10	2009108620102	4.50	0.75	OMNI FACILITY SERVICES CANADA LIMITED

Order Number	Decision	WCB Reference
1	C	

THIS IS A FOLLOW UP TO INSPECTION 2009154890050 ORDER 2
Order Complied

Written procedures have been developed for workers to access First Aid services when working at BC Place. BC Place First Aid attendants will be providing First Aid to Modern (Omni) employees.

Order Number	Decision	WCB Reference
2	C	

THIS IS A FOLLOW UP TO INSPECTION 2009154890050 ORDER 1
Order Complied

The employer has provided a written document that documents their knowledge of when to immediately notify the Board as required for future incidents.

Order Number	Decision	WCB Reference
3	C	

THIS IS A FOLLOW UP TO INSPECTION 2008154890091 ORDER 1
Order Complied

The employer provided an Incident Investigation as required for an incident that had previously gone unreported and had not been investigated.

Employer Representative	Officer of the Board
Jessie Rai	STRAUSS, ANNIE



CR Number: 2009154890124 Contact Type: Date: 2009-06-07

Employee(s): CAMPLEJOHN, ALISON PRIMARY

Workload: RESPONSE Response

Site Visit Date:

Project:

Time: Travel: .00
Activity: .50
Total: .50

Job Site: BC Place
777 Pacific Blvd
Vancouver, BC

Attendees:

Employer No. 809762 BC PAVILION CORPORATION
OSH Location: 001 PO BOX 2046 STN TERMINAL
VANCOUVER BC V6B 3R6
CU No(s): 761033

Employer No. 690376 OMNI FACILITY SERVICES CANADA
LIMITED
OSH Location: 002 99 ST REGIS CRES NORTH
TORONTO ON M3J 1Y9
CU No(s): 764014

Contact Person: Jessie Rai
Contact Phone: (604)872-7766

Text

Issued on: 2009/06/07

On June 7, 2009 Jessie Rai, Director of Operations sent a copy of the employer's incident investigation report to Annie Strauss (OSO). The report details that the incident occurred on November 12, 2006 at BC Place and that the worker died of natural causes. This has also been confirmed through a request by the Investigations Department, WorkSafeBC for medical information through Vital Statistics. As such no further investigation is required by this officer and the investigation report has been accepted as completed.

A copy of the investigations is attached to this report and a copy has also been filed with Prevention Records.

CR Number: 2009108620083 Contact Type: Date: 2009-05-20

Employee(s): STRAUSS, ANNIE PRIMARY

Workload: ESTABLISHED

Site Visit Date:

Project:

Time: Travel: .00
Activity: 1.25
Total: 1.25

Job Site: BC Place
777 Pacific Blvd
Vancouver, BC

Attendees:

Employer No. 690376 OMNI FACILITY SERVICES CANADA
LIMITED
OSH Location: 002 99 ST REGIS CRES NORTH
TORONTO ON M3J 1Y9
CU No(s): 764014

Contact Person: Jessie Rai
Contact Phone: (604)872-7766

Text

Issued on: 2009/05/20

On May 20, 2009 draft written procedures were provided by Modern Cleaners for the provision of First Aid services when they are working at BC Place. Input was requested and the following was provided to both employers, BC Place to the attention of the First Aid supervisor and to Modern Cleaners to the attention of the director of operations.

Initial response was presented to Omni by phone but in discussion with the Director of Operations related to the FA room it was determined that both employers required identical information which was provided by email and included the following:

Responsibility

In the initial paragraph, it states that Modern is responsible for providing FA at BC Place. It then goes on to say that if Modern cannot respond, BC Place will provide the FA coverage.

It was my understanding that Modern was providing FA because the BC Place FAA's were not present on the site when Omni is conducting work in this workplace. Please clarify for me as I have received conflicting information from BC Place and Omni.

Minimum Requirements

There is then mention of using a FA room at the site office on the ground floor. Is this a FA room or an office? If Omni workers are on site while other workers are present, the total # of workers on site from all employers are used to determine the level of FA required and the requirement for a FA room and the level of equipment required. Has Omni / BC Place done the required assessment to determine what the requirements are?

Communication

CR Number: 2009108620083 Contact Type:

Date: 2009-05-20

Employee(s): STRAUSS, ANNIE

PRIMARY

Text Continued:

Is there an agreement with BC Place to continually provide the radios mentioned in the procedures? How will workers get assistance if they cannot get to the designated areas? Initially the procedures direct workers to the FA room / office and then to the radios. This may be reasonable but there is no clarity in the document to identify when either of the options would be the appropriate action.

Accident Response

The document reports that the FA attendant will respond by golf cart or on foot. Is this an Omni FA attendant or a BC Place FA attendant? Does the Omni attendant have access to a golf cart?

It also says that if required, BC Place's AED and FA cart will be utilized to treat and transport. Is that assuming that a BC Place FA attendant is on site? If a BC Place FA attendant is on site, who assumes responsibility? Currently, Omni has only a L1 FA attendant with plans to train a L2 FA attendant. Neither of those levels of attendants are trained or qualified to move an injured worker (other than minor injuries) unless they are in imminent danger. How will Omni move an injured worker to where the ambulance can be met when BC Place FA attendants are not present on site?

Omni has requested a meeting with to further discuss the procedures and a message has been forwarded to both employers to provide me with a time once the meeting has been arranged.

CR Number: 2009108620086 Contact Type: Date: 2009-05-20

Employee(s): STRAUSS, ANNIE PRIMARY

Workload: ESTABLISHED

Site Visit Date:

Project:

Time: Travel: .00
Activity: 1.25
Total: 1.25

Job Site: BC Place
777 Pacific Blvd
Vancouver, BC

Attendees:

Employer No. 690376 OMNI FACILITY SERVICES CANADA
LIMITED
OSH Location: 002 99 ST REGIS CRES NORTH
TORONTO ON M3J 1Y9
CU No(s): 764014

Contact Person: Jessie Rai
Contact Phone: (604)872-7766

Text

Issued on: 2009/05/20

On May 20, 2009 draft written procedures were provided by Modern Cleaners for the provision of First Aid services when they are working at BC Place. Input was requested and the following was provided to both employers, BC Place to the attention of the First Aid supervisor and to Modern Cleaners to the attention of the director of operations.

Responsibility

In the initial paragraph, it states that Modern is responsible for providing FA at BC Place. It then goes on to say that if Modern cannot respond, BC Place will provide the FA coverage.

It was my understanding that Modern was providing FA because the BC Place FAA's were not present on the site when Omni is conducting work in this workplace. Please clarify for me as I have received conflicting information from BC Place and Omni.

Minimum Requirements

There is then mention of using a FA room at the site office on the ground floor. Is this a FA room or an office? If Omni workers are on site while other workers are present, the total # of workers on site from all employers are used to determine the level of FA required and the requirement for a FA room and the level of equipment required. Has Omni / BC Place done the required assessment to determine what the requirements are?

CR Number: 2009155010018 Contact Type: WORK SITE VISIT Date: 2009-04-22

Employee(s): DULAC, JACQUELINE PRIMARY
SCOTT, DAVE ASSIST

Workload: ESTABLISHED

Site Visit Date: 2009-04-22

Project:

Time: Travel: 1.75
Activity: 7.75
Total: 9.50

Job Site: OMNI FACILITY SERVICES
294 1ST AVE E
VANCOUVER, BC

Attendees:

Employer No. 690376 OMNI FACILITY SERVICES CANADA
LIMITED
OSH Location: 002 99 ST REGIS CRES NORTH
TORONTO ON M3J 1Y9
CU No(s): 764014

Contact Person: Canny Atwal
Contact Phone: (604)872-7766

Text

Issued on: 2009/04/22

On Wednesday, April 22, 2009, WorkSafeBC officers, Dave Scott, OSO, and Jacqueline Dulac, OSO, met with the general manager and officer manager to discuss first aid procedures that are provided to their Modern Cleaning workers.

Background

The employer confirmed that there are 244-300 Omni workers in B.C. The Modern Cleaners staff are part of Omni Facility Services Canada. The employer advised that Omni has a contract with BC Place to provide cleaning services for the majority of BC Place events. Events include, but are not limited to the following:

- boat shows
- home shows
- concerts

The following topics were discussed:

First Aid

Omni Facility Services also provides cleaning services to many office buildings in Vancouver. The employer advised officers that a supervisor always accompanies cleaning staff to locations and carries a cellular phone for communication purposes.

The employer advised that BC Place has told them that they are responsible for their own first aid while Omni workers are on site. The employer advised that a first aid attendant accompanies goes out to BC Place when there are 3 or more workers cleaning at BC Place. A supervisor is also sent out with the cleaning team who patrols BC Place to supervise the cleaning staff. Usually, there are 3-10 cleaning staff sent to BC Place following events. When larger groups of cleaners are required i.e. for larger events, up to 20 workers may be sent to BC Place. In this case, a lead hand is assigned for every 5 cleaners for supervision. The employer advised that all lead hands carry cellular phones and will contact the

CR Number: 2009155010018 Contact Type: WORK SITE VISIT Date: 2009-04-22

Employee(s): DULAC, JACQUELINE PRIMARY
SCOTT, DAVE ASSIST

Text Continued:

cleaning supervisor and first aid attendant should they require assistance. The employer advised the first aid attendant uses the first aid room on the main level, near Security at Gate C.

Officers noted that first aid documentation is done on a one page document that allows for many entries on one form. Officers discussed the requirement that first aid be documented on one page for each entry ensuring documentation of the sequence number.

Orientation and Training

The employer advised that all Omni workers are given an orientation and training package prior to hire and are "signed off" before starting work. The employer advised that the orientation includes WHIMIS, right to refuse unsafe work, and policies and procedures regarding safe work practises. Orientation is also provided in Punjabi.

Next Steps

Officers will provide the employer the following:
-New Worker Orientation checklist
-First Aid Record form template

CR Number: 2009154890060 Contact Type:

Date: 2009-04-14

Employee(s): CAMPLEJOHN, ALISON PRIMARY
 DULAC, JACQUELINE ASSIST
 MCCASKILL, DARRIN ASSIST

Workload: RESPONSE Response

Site Visit Date:

Project:

Time: Travel: .00
 Activity: 3.25
 Total: 3.25

Job Site: BC Place
 777 Pacific Blvd
 Vancouver, BC

Attendees:

Employer No. 690376 OMNI FACILITY SERVICES CANADA
 LIMITED
 OSH Location: 002 99 ST REGIS CRES NORTH
 TORONTO ON M3J 1Y9
 CU No(s): 764014

Contact Person: Jessie Rai
Contact Phone: (604)872-7766

Text

Issued on: 2009/04/14

This consultation report documents receipt by WorkSafeBC (Investigations Department) of a Medical Certification of death dated Nov 13, 2006 for section 22. The certification was requested by WorkSafeBC through Vital Statistics and a copy is kept with Investigations. This officer contacted Canny Atwal and Jessie Rai to clarify the date the incident at BC Place occurred, where the worker reported medical concerns. The initial date was reported by Omni as being November 26, 2006. This date is also on the incident investigation report submitted by Omni.

The officer requested a copy of the first aid record for the worker. The information shall be referred to Jacqueline Dulac (OSO) for follow-up with regard to first aid procedures and documentation.

CR Number: 2009155010011 Contact Type: Date: 2009-04-09

Employee(s): DULAC, JACQUELINE PRIMARY
SCOTT, DAVE ASSIST

Workload: RESPONSE Response

Site Visit Date:

Project:

Time: Travel: .00
Activity: 2.50
Total: 2.50

Job Site: OMNI FACILITY SERVICES
294 1ST AVE E
VANCOUVER, BC

Attendees:

Employer No. 690376 OMNI FACILITY SERVICES CANADA
LIMITED
OSH Location: 002 99 ST REGIS CRES NORTH
TORONTO ON M3J 1Y9
CU No(s): 764014

Contact Person: Jessie Rai
Contact Phone: (604)872-7766

Text

Issued on: 2009/04/09

I discussed with the employer the meeting arranged for April 22, 2009 at 2 p.m. for the purposes of providing feedback and consultation. I confirmed that all documents that include the employer's first aid procedures, health and safety management program, and safety training policy and forms have been received via e-mail and will be reviewed prior to our meeting.

CR Number: 2009154890055 Contact Type:

Date: 2009-04-07

Employee(s): CAMPLEJOHN, ALISON PRIMARY
 DULAC, JACQUELINE ASSIST
 KONG, AARON ASSIST
 STRAUSS, ANNIE ASSIST

Workload: RESPONSE Response

Site Visit Date:

Project:

Time: Travel: .00
 Activity: 3.00
 Total: 3.00

Job Site: OMNI FACILITY SERVICES
 294 1ST AVE E
 VANCOUVER, BC

Attendees:

Employer No. 690376 OMNI FACILITY SERVICES CANADA
 LIMITED
 OSH Location: 002 99 ST REGIS CRES NORTH
 TORONTO ON M3J 1Y9
 CU No(s): 764014

Contact Person: Jessie Rai
Contact Phone: (604)872-7766

Text

Issued on: 2009/04/07

On April 7, 2009, the Director Operations/H&S Officer sent the following attachments by email;
-Occupational H&S Policy and first aid procedure dated July 24, 2003
-Safety training policy and forms dated Jan 28, 2009.
This officer has reviewed the documents and will arrange to meet with the Director in consultation with the officer for the area.

WORKING TO MAKE A DIFFERENCE

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Date of Issue	Number	Number of Orders	Employer	Location	Classification Unit Number	Activity Time Recorded*	Travel Time Recorded*
2009-04-02	2009154890050	2	690376	001	764014	4.50	1.25

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Number of Workers	Project Number	Site Visit Date	Lab Samples Taken	Direct Readings	Results Presented	Sampling Inspection(s)
51-100			N	N	N	

Head Office	Job Site
OMNI FACILITY SERVICES CANADA LIMITED 99 ST REGIS CRES NORTH TORONTO ON M3J 1Y9	Modern Cleaners BC Place 777 Pacific Blvd Vancouver, BC

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

Employer Representative Name	Accompanied By Employer Representative
Canny G.S. Atwal	Canny Atwal
Employer Representative Position	Accompanied By Worker Representative
General Manager	N/A
Phone Number	Organization
604 872-7766	
Signature	Officer of the Board / Signature
	CAMPLEJOHN, ALISON

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