

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 #202019288014A

Employer Name	Jobsite Inspected	Scope of Inspection
BRADLEY A GUELDNER (DR)	101 - 32630 GEORGE FERGUSON WAY ABBOTSFORD BC Abbotsford BC V2T 4V6	COVID19 Phase2

Date of Initiating Inspection	Date of This Inspection	Delivery Date of This Report	Delivery Method
Jun 10, 2020	Jun 10, 2020	Jun 12, 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 10, 2020, prevention officer Angela Hussainkhel conducted a telephone call with the office of Dr. Bradley A Gueldner to discuss this employer's response to the current Novel Coronavirus (COVID-19) pandemic in B.C. in regards to worker health and safety at this workplace. I spoke with an employer representative. There are four chiropractors and four massage therapists working at this workplace.

A) COVID-19 INFORMATION

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. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and muscle aches or headache, 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.

Employers are required by section 21(2)(c) of the *Workers Compensation Act* to establish occupational health and safety policies and programs in accordance with the Occupational Health and Safety Regulation (OHSR). The Provincial Health Officer (PHO) has directed that, in accordance with this requirement, employers must have a COVID-19 Safety Plan to assess the risk of exposure at their workplace and implement measures to keep workers safe. If a formal plan is not already in place prior to operation, an employer is expected to develop it while protecting the safety of workers.

Developing a COVID-19 Safety Plan:

A COVID-19 Safety Plan must include policies, guidelines, and procedures to reduce the risk of COVID-19 transmission in the workplace. Employers must involve frontline workers, joint health and safety committees, and supervisors in identifying protocols for their workplace.

WorkSafeBC has created the following resources to assist with the development of this plan. Note, these resources can be found on www.worksafebc.com.

- A guide to reducing the risk of COVID-19 which outlines the following **six steps**:
 1. Identify where COVID exposure arises in your workplace and assess the risks,
 2. Implement control measures/protocols to reduce the risks, starting with the highest level of protection and moving down as appropriate,
 3. Develop policies that include your protocols,
 4. Develop communication plans and training on the policies,
 5. Monitor policy implementation and update policy as needed, and
 6. Assess and address risks related specifically to resuming operations.
- COVID-19 Safety Plan template that can be used to document the employer's Safety Plan.
- Industry-specific protocols can be reviewed to assess which are relevant to your industry. Note, guidance for additional sectors will be posted on www.worksafebc.com as they become available.
- Health and safety resources such as workplace posters, information on cleaning and hygiene practices, and guidance on the selection and use of masks.

In accordance with PHO order:

- This Safety Plan must be posted on the employer's website, if one exists, and at the employer's workplace.
- The employer is to provide a copy of the plan to a WorkSafeBC officer on request.

B) COVID-19 EMPLOYER RESPONSE

The employer provided the following information:

- The employer has developed COVID-19 safety plan, have it available at the workplace in a binder and have posted information on their website. PHO requires employers to post a copy of the safety plan on their website if they have one and also post a copy of the plan at the workplace in an area where it is accessible to both workers and the public.
- Patients are pre-screened for COVID-19 exposure and symptoms as well as for travel outside Canada on the phone during appointment bookings. Patients booked for an appointment are then screened again by practitioners by phone and then in-person just before their appointment by reception staff. The screening questionnaires are then kept in the clients folders.
- Appointments are booked every 15 minutes as opposed to the usual every 10 minutes to allow for cleaning the common surfaces, treatment tables and chairs between patients.
- There are 3 chairs at the waiting area with a distance of 15- 20 feet between them allowing a maximum of 3 people in the area at a time. Physical distancing of 6 feet have been implemented at the reception area.
- Plexi-glass barrier has been installed at the reception desk.
- Charts have been posted at all the room at the workplace that is initialed after every cleaning every 15 minutes.
- Hand sanitizers are available at the workplace for workers and patients.
- Practitioners wear masks, gowns, gloves, aprons during their appointments with patients. Patients are also required to wear masks that can be provided at the clinic.
- Receipts are emailed to patients and the interac machine is cleaned between clients.
- All staff were trained through zoom meetings prior to reopening of the clinic on the new measures implemented.
- The employer stated that there is a designated doctor and reception staff that others working at the clinic can report any concern they have related to COVID-19.

C) COVID-19 RESOURCES

It is to be noted that:

- 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 it is important 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:

- COVID-19 information and resources: <https://www.worksafebc.com/en/about-us/covid-19-updates>
- Preventing exposure to COVID-19 in the workplace A guide for employers:
<https://www.worksafebc.com/en/resources/about-us/guides/preventing-exposure-to-covid-19-in-the-workplace?lang=en>
- Guide to reducing the risk of COVID-19:
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>

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- COVID-19 Safety Plan template:
<https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

Government of BC:

- BC's Restart Plan:
<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>
- COVID-19 Orders, Notices & Guidance:
<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>
- Managing COVID-19 Stress, Anxiety & Depression:
<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/managing-covid-stress>

Other:

- BC Centre for Disease Control: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
- HealthLink BC: <https://www.healthlinkbc.ca/>
- Canadian Mental Health Association Stay Well in Uncertain Times: <https://cmha.bc.ca/covid-19/>

Please see the section "References" for more topics discussed.

Please feel free to contact myself, Angela Hussainkhel, if you have any questions regarding this inspection.

Phone: 604-838-2571
Fax: 604-556-2077
Email: angela.hussainkhel@worksafebc.com
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Vancouver, BC V6B 5L5

WorkSafeBC has a wide range of health and safety information to assist you. For assistance visit the WorkSafeBC web site www.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

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Reference	Details Discussed
<p>OHS3.2</p> <hr/> <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. 	<p>Reference for Employer</p>
<p>OHS3.3</p> <hr/> <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. 	<p>Reference for Employer</p>
<p>OHS3.5</p> <hr/> <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>	<p>Reference for Employer</p>

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

Employer #	Mailing Address	Classification Unit #	Operating Location
538242	101 - 32630 GEORGE FERGUSON WAY ABBOTSFORD BC V2T 4V6	766005	001

Lab Samples Taken	Direct Readings	Results Presented	Sampling Inspection(s)	Workers onsite during Inspection	Notice of Project Number
N	N	N		2	

Inspection Report Delivered To	Employer Representative Present During Inspection	Worker Representative Present During Inspection	Labour Organization & Local
Dixie Lewicki	Dixie Lewicki	Not Applicable	

WorkSafeBC Officer Conducting Inspection
Angela Hussainkhel

*Inspection Time	*Travel Time
5.00 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.