

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](http://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 #202316973056A

Employer Name	Jobsite Inspected	Scope of Inspection
THE UNIVERSITY OF BRITISH COLUMBIA	PLACE VANIER RESIDENCE 1935 LOWER MALL Vancouver BC V6T 1X1	Risk Management Basics

Date of Initiating Inspection	Date of This Inspection	Delivery Date of This Report	Delivery Method
May 29, 2023	May 29, 2023	May 31, 2023	Email

**THERE ARE TWO (2) ORDERS OR OTHER ITEMS OUTSTANDING**

**ACTION REQUIRED**

#### Summary of Orders or other Items

See "Orders/Items – Full Details" section of this Inspection Report for orders/items cited

Order/Item No.1 <input type="checkbox"/>	Status: <b>Outstanding</b>	Cited: <b>OHS4.3(1)(b)(i)</b>
Notice of Compliance Report Required.		
Order/Item No.2 <input type="checkbox"/>	Status: <b>Outstanding</b>	Cited: <b>OHS5.14(2)</b>
Notice of Compliance Report Required.		

#### ORDER STATUS LEGEND

Order Status	Description
Outstanding	Order Outstanding - Action Required to Achieve Compliance
Complied	Compliance Achieved - No Further Action Required
Closed	Order is Closed
Rescinded	Order has been cancelled - No Further Action Required

## INSPECTION NOTES

On May 29, 2023, prevention officer L. Gibbins went to this workplace to perform an inspection. The officer met with an employer representative (the employer) and a worker to review matters of compliance with the *Workers Compensation Act (WCA)* and the Occupational Health and Safety Regulation (the Regulation).

### **I. BASICS OF RISK MANAGEMENT**

Injury and disease prevention begins with a solid foundation in health and safety at the workplace and the first step to achieving this is to effectively identify workplace hazards and control inherent risks.

The purpose of this inspection is to:

- familiarize the employer with the basics of workplace risk management while ensuring regulatory obligations are being met,
- improve the employer's understanding of the value of these requirements while ensuring the risks that have the greatest impact on their workplace are effectively managed, and
- provide resources that can assist with meeting these requirements.

The employer is required to:

- a) Identify and assess workplace hazards and risks by **asking** workers/supervisors what specific job-related safety concerns they have, collecting and **reviewing** information such as manufacturer instructions or previous incident investigation documents, and **inspecting** the workplace with a focus on observing job function tasks/processes. Once the hazards are identified, assess the risks that these may pose to ensure the best solutions are implemented in the right places.
- b) Control the risks by **following the hierarchy of controls** (elimination, substitution, engineering controls, administrative controls, and personal protective equipment) while ensuring compliance with regulatory requirements.
- c) Communicate through **orientation, training, work procedures and signage** workers are made aware of current workplace hazards and how these are controlled and managed, as well as how to report potential new hazards and risks.
- d) Monitor **the effectiveness** of current risk controls and identify new or changing hazards and risks through supervision, inspections, and incident investigations.

#### **Discussions/Observations:**

The inspection focused on verifying the employer is meeting their regulatory obligations to support effective and sustainable risk management in their workplace. The following was discussed:

#### **a) Joint Health and Safety Committee (sections 32 to 37 of the WCA)**

A worker representative from this workplace attends a joint committee that includes several similar departments within the UBC campus. Refer to inspection report #202216973012A for additional information regarding the joint committee variation for the UBC campus.

The three most recent joint committee minutes were posted along with a list of representatives and their contact information. It was reported that the joint committee meets monthly.

Additionally, the employer has a local 'Safety Team' that meets monthly to review safety issues specific for food services.

The meeting minutes for the previous six months for the above two committees were provided to this officer for review..

#### **b) First Aid (section 3.16 of the Regulation)**

First aid services are provided by security personnel. A worker provided information on how they would obtain first aid services if needed. A supervisor confirmed the procedure and that a supervisor is always present to aid in obtaining first aid services. It was reported that on some occasions, first aid services may take more than 15 minutes to respond to a first aid event. The employer is reminded that first aid services must be provided promptly to render first aid to an injured or ill worker.

**c) Incident Investigations (sections 68 to 72 of the WCA)**

Sections 68-72 of the WCA require an employer to undertake an investigation into any accident or incident that may have resulted in an injury to a worker. These incidents include fatalities, major structure collapses, release of hazardous substance(s), injuries requiring medical treatment, and any incident that had the potential to cause serious injury.

A preliminary investigation must be undertaken immediately and completed within 48 hours of an incident. The purpose of the preliminary investigation is to identify unsafe conditions, acts or procedures, as far as possible, in order to ensure that work can be done safely during the interim period between the incident and the conclusion of a full investigation.

A full investigation must be undertaken after the preliminary investigation to identify the cause or causes of an incident. This means analyzing the facts to identify its underlying factors. This includes the underlying factors that made the unsafe condition, act or procedures possible and identify health and safety deficiencies in your firms' safety system or other management system. A copy of the full investigation report must be submitted to WorkSafeBC within 30 days of the incident.

At this workplace, when a worker reports an injury to their supervisor or manager, the supervisor/manager completes a form that is then sent to the health and safety department. An investigation is completed by the manager and a worker representative with the assistance of the health and safety department.

**d) Reporting of Unsafe Condition (sections 3.10 and 4.39 of the Regulation)**

The employer and worker stated that when a worker observes an unsafe condition, the worker reports it to the supervisor or manager who would then investigate the issue and correct it when necessary.

It was observed that the floor near the conveyor belt for dirty dishes was wet and presented a slipping hazard. The employer reported that the workers dry the floor on a regular basis and that non slip shoes are mandatory for workers to wear. A non slip mat was previously installed; however, the employer stated that it created a slipping hazard and was removed. The employer is reminded to ensure floors are kept in good condition to prevent slipping hazards.

**e) Freezer door - Order #1**

Order #1 is issued for freezer door #4; however, the employer must ensure all walk in freezer doors and refrigerator doors have a emergency mechanism that immediately releases the door in an emergency event. The employer should ensure as part of the regular inspections as found in section 3.5 of the Regulation, that the emergency mechanism on a freezer or refrigerator door, is tested.

**Until the emergency mechanism is fixed, the employer must ensure interim controls are in place to prevent a worker from becoming trapped in the walk in freezer.**

**f) Safety Data Sheets (SDSs) - Order #2**

Order #2 is issued for out of date SDSs. The employer is reminded that once they have obtained current SDSs for the hazardous products, they must ensure that all workers who may use the hazardous products or may be exposed to the hazardous products, are knowledgeable in the topics found in section 5.7(1) of the Regulation.

**II. PLAN**

The employer will submit the Notice of Compliance to this officer by June 30, 2023.

Additional information may be found on the WorkSafeBC website:  
<http://www.worksafebc.com>

Please contact this officer if you have any questions.

Laura Gibbins, CRSP, BScN



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

**INSPECTION REPORT**  
**Worker and Employer Services Division**  
**202316973056A**

Occupational Safety Officer  
WorkSafeBC - Prevention Field Services  
Phone: 604-244-6479  
E-mail: [laura.gibbins@worksafebc.com](mailto:laura.gibbins@worksafebc.com)

To report a serious accident/incident call 604.276.3100 or 1.888.621.7233 toll-free within B.C. To report after hours health and safety emergencies call 1.866.922.4357.

---

**ORDERS/ITEMS**

**An employer who fails to comply with Occupational Health and Safety ("OHS") provisions of the *Workers Compensation Act*, the Occupational Health & Safety Regulation, or WorkSafeBC orders may be subject to monetary or other sanctions as prescribed by the *Workers Compensation Act*.**

**Orders/Items - Full Details**

Order/Item No.1 <input type="checkbox"/>	Status: <b>Outstanding</b>	Cited: <b>OHS4.3(1)(b)(i)</b>
<p>The employer has failed to ensure that a tool, machine or piece of equipment in the workplace is selected, used and operated in accordance with the manufacturer's instructions. Specifically, the emergency mechanism on the door for freezer #4 did not open when the employer and this officer tried to activate it.</p> <p>This is in contravention of the Occupational Health and Safety Regulation Section 4.3(1)(b)(i).</p> <p>The employer must ensure that each tool, machine and piece of equipment in the workplace is capable of safely performing the functions for which it is used and is selected, used and operated in accordance with the manufacturer's instructions, if available.</p> <p><u>Measures to Ensure Compliance:</u> Pursuant to section 88 (1) of the Workers Compensation Act, the employer must prepare a Notice of Compliance report. In accordance with section 88 (2), this report must detail what has been done to comply with the order, and where compliance has not been achieved by the time the report has been submitted, include a plan of what will be done to comply and when compliance will be achieved. Please submit the report no later than June 30, 2023.</p>		
Order/Item No.2 <input type="checkbox"/>	Status: <b>Outstanding</b>	Cited: <b>OHS5.14(2)</b>
<p>Upon review of the employer's safety data sheets (SDS), a supplier SDS obtained under subsection (1) for more than five hazardous products were 3 years old, and the employer has not obtained from the supplier an up-to-date supplier SDS in respect to each hazardous product in the workplace.</p> <p>This is in contravention of the Occupational Health and Safety Regulation Section 5.14(2).</p> <p>When a supplier SDS obtained under subsection (1) for a hazardous product is 3 years old, the employer must obtain from the supplier an up-to-date supplier SDS in respect of any of that hazardous product in the workplace at that time.</p> <p><u>Measures to Ensure Compliance:</u> Pursuant to section 88 (1) of the Workers Compensation Act, the employer must prepare a Notice of Compliance report. In accordance with section 88 (2), this report must detail what has been done to comply with the order, and where compliance has not been achieved by the time the report has been submitted, include a plan of what will be done to comply and when compliance will be achieved. Please submit the report no later than June 30, 2023.</p>		

**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><b>WCA88(1)</b></p> <p>This Inspection Report contains one or more orders requiring you to submit a Notice of Compliance report. This report must be prepared in accordance with section 88(2) of the Workers Compensation Act.</p>	<p>Requirement to submit Notice of Compliance Report set out in applicable order.</p>
<p><b>WCA88(2)</b></p> <p>The employer or other person directed by an order under subsection (1) must prepare a compliance report that specifies:</p> <p>(a) what has been done to comply with the order, and (b) if compliance has not been achieved at the time of the report, a plan of what will be done to comply and when compliance will be achieved.</p>	<p>Requirement to submit Notice of Compliance Report set out in applicable order.</p>
<p><b>REF0(1)</b></p> <p>Risk Management Basics</p>	<p>Discussed Risk Management Basics with employer</p>
<p><b>WCA69(1)</b></p> <p>An employer must conduct a preliminary investigation under section 71 and a full investigation under section 72 respecting any accident or other incident that:</p> <p>(a) is required to be reported under section 68, (b) resulted in injury to a worker requiring medical treatment, (c) did not involve injury to a worker, or involved only minor injury not requiring medical treatment, but had a potential for causing serious injury to a worker, or (d) was an incident required by regulation to be investigated.</p>	<p>Reference for employer</p>
<p><b>OHS3.16(1)(a)</b></p> <p>The employer must provide for each workplace such equipment, supplies, facilities, first aid attendants and services as are adequate and appropriate for</p> <p>(a) promptly rendering first aid to workers if they suffer an injury at work, and (b) transporting injured workers to medical treatment.</p>	<p>discussed with employer</p>

Reference	Details Discussed
<p><b>OHS3.10</b></p> <p>Whenever a person observes what appears to be an unsafe or harmful condition or act the person must report it as soon as possible to a supervisor or to the employer, and the person receiving the report must investigate the reported unsafe condition or act and must ensure that any necessary corrective action is taken without delay.</p>	<p>A person observing and reporting an unsafe or harmful condition or act is most commonly a worker, and the person who receives the report is most often a supervisor or employer.</p>
<p><b>OHS3.5</b></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>	<p>Reference for employer</p>
<p><b>OHS4.39(1)</b></p> <p>Floors, platforms, ramps, stairs and walkways available for use by workers must be maintained in a state of good repair and kept free of slipping and tripping hazards.</p>	<p>Discuss with employer</p>
<p><b>OHS5.7(2)</b></p> <p>Instruction required by Subsection 5.7(1) must be specific to the workplace and cover the safe work procedures and emergency response procedures to be used in the workplace.</p>	<p>OHSS 5.7(1) refers to the employer ensuring that a worker who works with a hazardous procedure or may be exposed to a hazardous product in the course of their activities is trained in the topics found in this section.</p>

Employer #	Mailing Address	Classification Unit #	Operating Location
11284	C/O WCB CLAIMS ADMINISTRATOR HUMAN RESOURCES 6TH FLOOR 6190 AGRONOMY RD VANCOUVER BC V6T 1Z3	765010	158

Lab Samples Taken	Direct Readings	Results Presented	Sampling Inspection(s)
N	N	N	

Workers onsite during Inspection	Notice of Project Number
5	

Inspection Report Delivered To	Employer Representative Present During Inspection	Worker Representative Present During Inspection	Labour Organization & Local
Kerensa Wotton	Eddie Ng	Quoc Nguyen	CUPE Local 116

WorkSafeBC Officer Conducting Inspection
Laura Gibbins

*Inspection Time	*Travel Time
4.00 hrs	1.00 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.**

WorkSafeBC's online services provide employers with tools to view information and to complete a variety of transactions with us in an easy, fast, and secure way. Through an online services account, you can view and download your inspection reports and compliance agreements, submit Employer Incident Investigation Reports, view your Health & Safety Planning Tool Kit, and more. Visit [worksafebc.com](https://www.worksafebc.com) to log in or create an account.