

Operations Division Occupational Health and Safety

Field Visit Report

OHS Case ID: **02821PGZV294**
 Field Visit no: **02821PHBL296** Visit Date: **2020-APR-09** Field Visit Type: **INITIAL**

Workplace Identification: **VOYAGO** Notice ID:
573 ADMIRAL COURT, LONDON, ON, CANADA N5V 4L3

Telephone: **(519) 455-4579** JHSC Status: **Active** Work Force #: **20** Completed %:

Persons Contacted: **LISA HUGHES, H&S MGR. NEIL VIRGOE, JHSC WORKER.**

Visit Purpose: **COMPLAINT**

Visit Location: **VIA PHONE**

Visit Summary: **SEE DETAILED NARRATIVE. ORDERS ISSUED**

Detailed Narrative:

The field visit took place over the phone and the following people were spoken to:

Lisa Hughes, Health and Safety Manager

Neil Virgoe, JHSC Worker Member

*note: the worker member is a driver in St Thomas and the employer is located in London. Due to the distance, workplace parties were spoken to separately. The complainant was also contacted but requested anonymity.

The reason for this visit is to respond to a complaint made to the Ministry of Labour, Training, and Skills Development on April 8, 2020. The complaint alleges the following:

- Drivers are not able to maintain physical distancing when passengers get on or off buses and when assisting para transit passengers.
- Signs that were posted on buses to inform public have gotten wet and new laminated ones are not being posted.

Inspector Findings:

The workplace parties indicated the following measures and procedures are in place:

Information & Instruction to Workers:

Workers have received general training in COVID-19. Hand hygiene and social distancing information is posted in the workplace.

Social/Physical Distancing Measures in Place:

According to workplace parties, there are currently limited social distancing measures in place.

Workplace parties agreed that the recommended 2 meter physical distance is not maintained during boarding and disembarking of passengers.

The employer stated the first three seats behind the driver in the larger buses have been marked to indicate passengers shall not use them and every other seat thereafter.

The employer stated that physical barriers were considered but due to concerns that barriers may compromise the vehicle structure and that drivers would be impeded from exiting the bus, they were not implemented . At

Recipient	Inspector Data	Worker Representative
Name _____	EMILY MERFIELD INDUSTRIAL HEALTH AND SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 217 YORK STREET LONDON, ON, N6A 5P9 Tel: (519) 671-9318 Fax: 519-672-0268	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 at 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

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time of the April 8th phone conversation, no other options to protect drivers from close contact with passengers entering at the front of the bus who currently come in close proximity to the driver have been explored. During a phone conversation with the employer on April 9th, it was stated that the employer is re-examining options for physical barriers. (ORDER ISSUED)

According to the worker member, para transit drivers are in close proximity to passengers while securing wheelchairs in place and then fastening the seatbelt around the passenger. No measures are in place to protect workers during this close proximity interaction. Workplace parties also stated there are no procedures in place for cleaning of wheelchair surfaces prior to touching. (ORDER ISSUED)

The JHSC has not been involved in COVID-19 related discussions with regards to worker safety.

Screening Measures:

The employer stated currently there is no screening of passengers boarding buses with regards to COVID-19 symptoms. Passengers are asked to state their intended destination to ensure members of the public are boarding buses for no reason.

Workers are asked to self monitor and if they have symptoms of COVID-19 they are asked to stay home.

Cleaning and Disinfecting:

Workplace parties stated that gloves and wipes are provided to drivers for cleaning of buses.

Buses are cleaned nightly.

Personal Protective Equipment:

Currently gloves are the only form of PPE provided for drivers.

Workers are not trained in donning or doffing of gloves. (ORDER ISSUED)

Investigation is complete and orders issued.

Resources that may assist workers and employers:

Ministry of Health Emergency Planning and Preparedness

<<http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/Default.aspx>>

Public Health Ontario

<<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus>>

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Health and Safety System Partners

<<http://www.healthandsafetyontario.ca/>>

Additional Guidance

www.ontario.ca/coronavirus <<http://www.ontario.ca/coronavirus>>.

You may also contact Telehealth Ontario at 1-866-797-0000

A copy of this report is to be posted in the workplace.

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

To: **VOYAGEUR TRANSPORTATION SERVICES** Org/Ind Role **Primary Employer**

Mailing Address:
430 SOVEREIGN RD, LONDON, ON, CA N6M 1A2

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 02821PHBN298	OHSA	1990	25	2	h	The employer shall take every precaution reasonable in the circumstances to protect bus drivers who are unable to maintain physical distancing and may be exposed to COVID-19 on standard buses. At the time of discussion, it was learned that bus drivers are unable to maintain physical distancing and are only provided gloves as a precaution.	2020-APR-13
2	Time 02821PHBN299	OHSA	1990	25	2	h	The employer shall take every precaution reasonable in the circumstances to protect bus drivers while dealing with patrons in wheelchairs and/or with mobility issues and who are unable to maintain physical distancing and may be exposed to COVID-19 on para-transit buses. At the time of discussion, it was learned that bus drivers are unable to maintain physical distancing and are only provided gloves as a precaution.	2020-APR-13
3	Time 02821PHBS300	OHSA	1990	25	2	a	The employer shall provide information and instruction to workers required to wear disposable gloves as PPE to protect them from exposures to infectious agents during donning and doffing. At	2020-APR-13

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							the time of discussion, it was learned that workers are provided with gloves as PPE but have not be give any information and instruction on their safe usage.	

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