

Cordoviz, Arlene TRAN:EX

From: Goes, Sandra TRAN:EX
Sent: Wednesday, April 18, 2018 9:37 AM
To: Cordoviz, Arlene TRAN:EX
Subject: FW: Summary of Hope Bus Accident for Day Program at the hospital
Attachments: 563068_On_LoadReport.pdf

From: Thompson, Peter A TRAN:EX
Sent: Friday, February 23, 2018 9:14 AM
To: Goertzen, April
Cc: Goes, Sandra TRAN:EX; MacMillan, Jim TRAN:EX
Subject: RE: Summary of Hope Bus Accident for Day Program at the hospital

Good morning April; thank you for the prompt response, I have forwarded a copy of my inspection and your summary report to my superiors.

The content in your summary report shows the incident has been dealt with accordingly, thank you for your co-operation on this matter, I have included a copy of my CVSA inspection for your records.

Respectfully ,
Peter Thompson.
Area Vehicle Inspector,
CVSE.

From: Goertzen, April [<mailto:April.Goertzen@fraserhealth.ca>]
Sent: Thursday, February 22, 2018 2:41 PM
To: Thompson, Peter A TRAN:EX
Subject: RE: Summary of Hope Bus Accident for Day Program at the hospital

Much appreciate the follow up. Thanks again.

April Goertzen
Manager, Clinical Services
Fraser Canyon Hospital
Medical/Hospice, ER, Rehab, SW, Agassiz and Hope HH
Phone: 604-860-7718
Cell: 604-750-0507

From: Thompson, Peter A TRAN:EX [<mailto:Peter.Thompson@gov.bc.ca>]
Sent: Thursday, February 22, 2018 2:38 PM
To: Goertzen, April
Subject: RE: Summary of Hope Bus Accident for Day Program at the hospital

Here is the result of

From: Goertzen, April [<mailto:April.Goertzen@fraserhealth.ca>]
Sent: Thursday, February 22, 2018 1:47 PM
To: Thompson, Peter A TRAN:EX
Cc: Wiebe, Catherine (Hope); Goertzen, April
Subject: Summary of Hope Bus Accident for Day Program at the hospital

Hi Peter

Please find attached my summary of the event we discussed yesterday. Feel free to let me know if there is anything further that you need from our team, as we are committed to moving forward from here in a positive way. I have included my Director (Catherine Wiebe) in this-email so that she is aware of our communication.

Warmly,
April Goertzen
Manager Clinical Services
FCH HH

Report to CVSE: Investigator Peter Thompson

Date of Event: Feb 8, 2018

Event location: Day Program for Older Adults Bus Hope

Event details: At approximately 1445, the bus was en route, returning clients home after attending Day Program. There was one wheelchair on the bus that afternoon. Two staff were on the bus; one driver and one nurse. The nurse was sitting across from the client in the s.22. The driver had made between 7 and 9 turns on the route. On approximately the 9th turn (which was a right hand turn), the chair tipped over slowly and landed on its side. The nurse witnessed the fall and described it as "very slow"; he noted that the client did not appear to hit s.2 head, and that he feels "99% confident" about this. The nurse completed an exam and the client was uprighted and placed back in the wheelchair. The client also denied hitting s.22.

Both staff members have indicated that the bus was going below the speed limit and did not hit any impediment which might have caused the chair to tip, or caused the bus to move suddenly.

Although the rear Qstraint restraints were applied fully and appropriately, it appeared that the front restraints were either not applied or not appropriately applied, and this is believed to be the cause of the event. Both parties have expressed remorse and accepted responsibility for the event.

Investigation and Mitigation: Manager interviewed both staff who were present when the event occurred. Team Leader also went through a re-enactment of the event with the staff, to ensure we had a full understanding of what happened. On Feb 13, the manager spoke at length with the s.22 s.22, in order to understand his concerns and develop a plan for follow up. On Feb 19, both staff who drive the bus watched the training video for the Qstraints together with the Team Leader, and had discussion afterward. The Manager has also requested that the Occupational Therapist assess the motorized wheelchair and contact the vendor to explore whether there are other safety measures to consider. Three attempts have been made to schedule the assessment with the s.22; the most recent attempt was made on Feb 20. The social worker has also reached out to the client to offer support and explore what would be helpful for s.2 in order to move forward. We also reviewed the FH guideline, "Transportation of Clients" to ensure it is being followed.

Within Fraser Health, a Patient Safety Learning System (PSLS) event was logged, and the above initiatives were generated from that investigation.



VEHICLE INSPECTION REPORT / NOTICE and ORDER

Vehicle(s) inspected this 22 of FEB YR 2018 at 10:20 (24hr Clock) on HIGHWAY 1 WESTBOUND at or near Hope
INSPECTION LEVEL: 7 - Other Provincial CAMPAIGN: CVSA Violation Ticket #:

INSPECTION RESULT: **Pass**

Power Unit:	Pass	CVSA decal:
Owner:	FRASER HEALTH AUTHORITY	
Address:	B-8521 198A ST	
City:	LANGLEY	Prov: BC Postal Code: V2Y0A1
Registration:	s.15	NSC #: 200094999 Jur: BC
Plate #:	LD3756	Year: 2017 Make: CHEVROLET
Body Style:	BUS	VIN: s.15
GVW:	0006441	Odometer: 18350 KM
CVIP decal:	PA30345	CVIP Jur: BC
Cargo Seal #:		UN: DG Type:

Driver:		
D.L.#	D.O.B.:	Jur:

INSPECTION RESULTS				"X" - Violation Present "O" - Out of Service "C" - Pass with Caution "N" - Inspection Note
INSPECTION ITEMS	#	PU	COMMENTS	
Cargo Security	52	N	INSPECTION TRIGGERED DUE TO CONCERN COMING FROM CVSE TIP LINE.	
	52	N	WHEELCHAIR TIPPED OVER WHILE VEHICLE IN TRANSIT; PERSON SUSTAINED INJURIES.	
	52	N	INSPECTED Q STRAIT MOUNTING STRAPS AND BUCKLES, LOCATED AT TOP OF WINDOW	
	52	N	CHANNEL; INSPECTED STRAP MOUNTING HARDWARE LOCATED IN VEHICLE FLOOR.	
	52	N	ALL Q STRAIT COMPONENTS SERVICEABLE AND IN GOOD WORKING ORDER.	
	52	N	INCIDENT ATTRIBUTED TO INCORRECT METHOD OF ATTACHING Q STRAIT SYSTEM; OR	
	52	N	NOT ENOUGH STRAPS ATTACHED. (WHEEL CHAIR IS OF UNIQUE DESIGN MAY BE TOP HEAVY).	

BRAKE INFORMATION

***** BRAKE DETAILS NOT APPLICABLE FOR THIS INSPECTION *****

Peace Officer (Inspector): **P.THOMPSON**
104 - 5460 - 152nd St Surrey V3S 5J9

Number: **MV019**
Assist:

The information on this form is collected under the authority of the Motor Vehicle Act, Section 217. The information will be used to process your vehicle inspection and/or Notice and Order. If you have any questions please contact the issuing Officer or call CVSE at (250) 952-0577. Visit www.cvse.ca

Date: March-23-2018.

To: Robert Haines,
Fraser Health,
Hope, B.C

This letter is in response to your concerns regarding the mobility aid occupant restraint system installed on your adult daycare bus.

These concerns I understand, resulted from an incident Feb-08 2018 in which a wheelchair tipped over, while the bus was moving.

As I recall the incident, the Q straint system at the rear was fully applied but it was questionable whether or not the front restraints were correctly attached, it was also suggested the design of the wheelchair making it top heavy, may also have been a factor.

I understand you feel the design of the wheel chair and the degree of angle at which the Q straints are positioned, (due to the location of the floor anchors) is not allowing for correct angle of the restraint straps.

My recommendation would be to contact the manufacturer of the mobility aid occupant restraint system "Q straint," and discuss the problems you are having, as they may have had similar complaints and might offer a solution to the problem.

Submitting some photos, including make and model of wheel chair may also be useful.

The idea of using a rubber mat to raise the wheel chair as you suggested, sounds like it may compound or lead to other issues with instability, if you do decide to use the rubber mat method I would recommend researching a type of mat used in commercial vehicle cargo security referred to as a friction mat, (I am not sure what dimensions these mats are available in).

Keeping in mind also, altering the intended use and design of the Q straint system could open you up to certain liability issues.

Sincerely,
Peter Thompson

