

COMMUNICATION UPDATE

то:	Mayor and Members City Council
DATE:	December 19, 2024
SUBJECT:	Inspection from Ministry of Labour, Immigration, Training and Skills Development - Macassa Lodge (701 Upper Sherman Avenue)
WARD(S) AFFECTED:	Ward 7
SUBMITTED BY:	Holly Odoardi Senior Administrator, Long-Term Care Division Healthy and Safe Communities
SIGNATURE:	Jolly Odeardi

The purpose of this Communication Update is to advise Council of a recent Inspection by the Ministry of Labour, Immigration, Training & Skills Development that resulted in compliance orders being issued to Macassa Lodge under the authority of the Occupational Health and Safety Act, and corresponding steps taken by staff since the date of the visit to satisfy these orders. The orders require staff to address items related to staff education and training, updating of policies and establishing formal processes for review and revision of specific health and safety policies and procedures. The orders have been posted on the City of Hamilton's website:

<u>https://www.hamilton.ca/city-council/news-notices/ministry-orders</u> as required. Staff have completed an action plan and expect the majority of the orders to be satisfied by January 2025, with the final order related to staff training satisfied by Q3 2025.

On November 12, 2024 an Occupational Health and Safety Inspector from the Ministry of Labour, Immigration, Training & Skills Development visited Macassa Lodge to advise that an anonymous complaint had been received regarding violence in the workplace occurring at Macassa Lodge. The complainant advised that workers do not have proper training when dealing with violent residents and that workers have experienced sexual and physical assault in the workplace. As the complaint was anonymous, and no identifying information provided, City staff had no ability to further investigate or follow up on the specific complaint. At the request of the inspector, staff provided supporting documentation to substantiate that the City has a robust policy and procedure framework to support employees in reporting incidence of violence, harassment and

SUBJECT: Ministry of Labour, Immigration, Training & Skills Development (Ward 7) - Page 2 of 2

discrimination in the workplace, along with mechanisms to address these incidents when reported.

Two inspectors returned November 21, 2024, and met with members of the Joint Occupational Health and Safety Team, our Health Safety and Wellness Specialist, and members of the Macassa Lodge leadership team. The inspectors advised that upon their review of the documentation provided, non-compliance was noted in 9 areas. The inspector returned on November 25, 2024, and formally issued the orders of noncompliance. Two of the orders resulted because of a submission error, where the incorrect version of two policies were sent as part of the requested documentation. This has now been corrected.

Macassa Lodge, in collaboration with our leadership team, the Manager of Health Safety and Wellness, our Health Safety and Wellness Specialist, and our Joint Occupational Health and Safety Committee have developed a shared action plan to address the areas of noncompliance.

The action plan has resulted in 2 of the orders being satisfied as of December 18, 2024, and five additional orders will be satisfied as of January 31, 2025. Macassa Lodge leadership will be requesting an extension from the Ministry Inspector to complete one of the policies and an extension for all 821 staff to complete the required training ordered. Ministry staff have indicated that the request is reasonable, given the number of staff to be trained. If this training extension is granted, the final order is expected to be satisfied by Q3 of 2025.

Next Steps: A compliance plan letter outlining the action plan for Macassa Lodge, and dates of compliance for each order (including the request for two extensions) will be sent to the Ministry Inspector no later than end of day December 23rd, 2024.

If you have any questions respecting this communication update, please contact Holly Odoardi at <u>Holly.Odoardi@hamilton.ca</u> or 905-546-2424 ext. 1906.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" – Ministry of Labour Inspection Order for Macassa Lodge

Ministry of Labour, Immigration, Training and Skills Development

Occupational Health and Safety

Field Visit Report

Ontario

Page 1 of 6

OHS Case ID: Field Visit no:	4773CTPWA 4773CTPWA	ALH ALH-4773-FV003	Visit Date:	2024-NOV-25	Field Visit Type:	FOLLOW-UP	Page 1 of 6		
Workplace Ider	ntification:	MACASSA LODGE				Notice II	D:		
		701 UPPER SHERMAN	AVENUE, HAMI	LTON, ON CA L8V	3M7				
Telephone: (905) 546-2800		JHSC Status: Active		Work F 5		Completed %:			
Persons Contac		a Phelps (Administrator, o dministrative Assistant, w			Safety Committee J	HSC) and And	rea Ciparis		
Visit Purpose:	Co	Continuation from field visit # 4773CTPWMLH-4773-FV002 dated November 21, 2024.							
Visit Location:	Of	lice.							
Visit Summary;	Or	ders issued.							

Detailed Narrative:

This Ontario Ministry of Labour, Immigration, Training and Skills Development (MLITSD) Inspector attended the workplace as a continuation from field visit # 4773CTPWMLH-4773-FV002 dated November 21, 2024.

The following people were spoken to:

Lisa Phelps (Administrator, co-chair of the Joint Health and Safety Committee JHSC) and,

Andrea Ciparis (Administrative Assistant, work member of the JSHC).

INSPECTORS FINDINGS related to the complaint:

1. Workers do not have proper training for managing violent patients.

At the time of the investigation the workplace parties stated workers receive violence prevention information and instruction, however, not all workers have received the training or the training is not current on identifying escalating behaviour, de-escalation and disengagement techniques with respect to workplace violence, verbal and nonverbal techniques to defuse hostile behaviour, skills to manage aggressive behaviour in the least restrictive and safest manner and how to prevent or get out of situations which may result in physical injury, as well as the hazard associated with violent patients and measures workers are to take to protect themselves from this hazard (PLANNED ORDER ISSUED).

The employer has agreed to ensure the violence training captures violence risks and hazards associated with the changing patient demographics to include but not limited to dual diagnosis, which is being observed by workers in the workplace.

At the time of the investigation the workplace parties stated the employer has not reassessed the risk of violence in the workplace since 2019, to ensure the violence policy and program continue to protect workers from workplace violence (ORDER ISSUED).

At the time of the investigation the employer has agreed to ensure a copy of the violence risk reassessment is provided in writing to the Joint Health and Safety Committee for review.

The employer has agreed to ensure the violence risk reassessment captures violence risks and hazards associated with the changing patient demographics to include but not limited to dual diagnosis, which is being observed by workers on the unit.

At the time of the investigation, the workplace parties stated workers receive information and instruction on the workplace violence policy and program upon hire.

At the time of the investigation, the policy titled "Vlolence in the workplace prevention procedure" did not include the most current measures and procedures for workers to summon immediate assistance, and is not in light of current knowledge and practice (ORDER ISSUED).

Recipient	Inspector Data	Worker Representative
Name Lisa Phelps	Erica Gavin O.H.S.A. & B.O.S.T.A. INSPECTOR	Name Andrea Circuis
Title Lisa hebs	PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Fir., Hamilton, ON, L8P 4Y7	Tille Alizabi itativa
Administrator	MOLIH\$HAMILTONEA\$T@ontario.ca Tel: (289) 244-0567	A Assistand.
signature hobi	Fax: (905) 577-1324 Signature	

You are required moder the Occupation of Health and Safety Act to post a copy of this report in a contributive place of the workplace and provide a copy of the health and safety persentality or the joint health and safety complexes the joint health and safety complexes and safety c

The Government of Ontario wants to hear from you. You can provide feedback on this visit at 1-888-745-8888

	ills Development	Ontario 💜				
Occupational Health and Sal	ety				Field	Visit Report
OHS Case ID:	4773CTPWMLH					Page 2 of 6
Field Visit no:	4773CTPWMLH-4773-FV003	Visit Date:	2024-NOV-25	Field Visit Type:	FOLLOW-UP	
Workplace Ide	ntification: MACASSA LODGE		······		Notice ID:	
	701 UPPER SHERMA	N AVENUE, HAMI	LTON, ON CA L8V	3M7		

The employer has agreed to ensure workers receive information and instruction on the "Violence in the workplace prevention procedures" once it has been reviewed and revised in light of current knowledge and practice.

At the time of the investigation, the workplace parties stated information related to a risk of workplace violence from a person with a history of violent behaviour is not provided to workers who are expected to encounter that person in the course of his or her worker and, the risk of violence is likely to expose the worker to physical injury (ORDER ISSUED).

At the time of the investigation the workplace parties stated the policy titled "Personal (Workplace) harassment prevention policy" found on page 29 of the "Handbook" is the most current copy of the workplace harassment policy, however, the document is dated June 6, 2022, and is missing two prescribed elements outlined in Section 32.0.6 (2) of the Occupational Health and Safety Act (ORDER ISSUED).

The employer has agreed to ensure workers receive information and instruction on the "Personal (Workplace) harassment prevention policy" once it has been reviewed and revised in light of current knowledge and practice.

2. Workers have experienced sexual and physical assault in the workplace.

Ministry of Labour, Immigration

At the time of the investigation the workplace parties stated incidents of sexual and physical assault have not been reported to the employer, and the employer is unaware of any situations which have resulted in sexual or physical assault.

At the time of the investigation the workplace parties stated measures and procedures for workers to report sexual or physical assault are not established in the workplace (ORDER ISSUED).

At the time of the investigation the document titled "Processing -Report of accidental injury or industrial disease" forms guideline (#COH-RQ-GD-018) (2 pg.) was dated December 1, 2000 (ORDER ISSUED).

The employer has agreed to ensure workers receive information and instruction on the "Processing -Report of accidental injury or industrial disease forms guideline" once it has been reviewed and revised in light of current knowledge and practice.

The employer has also agreed to ensure workers who are required to complete incident reporting of violence in the workplace in the "Parklane" documentation system are reminded of the procedures to ensure workplace violence is being captured accurately.

At the time of the investigation, the workplace parties confirmed inspection of the physical conditions of the workplace are not always conducted by workers.

Pursuant to Section 9(23) of the Occupational Health and Safety Act, the employer is reminded, the members of a committee who represent workers shall designate a member representing workers to inspect the physical conditions of the workplace.

Pursuant to OHSA/90 section 57, subsection (10)(a), THE EMPLOYER SHALL POST A COPY OF THIS ENTIRE REPORT IN THE WORKPLACE WHERE IT WILL COME TO THE ATTENTION OF WORKERS.

Recipient	Inspector Data	Worker Representative
	Erica Gavin	
Name	O.H.S.A. & B.O.S.T.A. INSPECTOR	Name
	PROVINCIAL OFFENCES OFFICER	
Title	119 King St W, 14th Fir., Hamilton, ON, L8P 4Y7	Title
	MOLIHSHAMILTONEAST@ontario.ca	
	Tel: (289) 244-0567	
	Fax: (205) 577-1324	
Signature	Signature	Signature
and safety committee if any.Failure to comply with an c order or decision within 30 days of the date of the order	afely Act to post a copy of this report in a conspiculation of the workplace and p order, decision or requirement of an inspectively an affence under Section 66 of the Oc resured and to request suspension of the order ordectision by filing your oppeal and re Ontaria M5G 2P1.You may also cantact the Board by phone at (416) 326-7500 or 1-877	cupational Health and Safety Act. You have the right to appeal any quest in writing on the appropriate forms with the Ontario Labour

The Government of Ontario wants to hear from you. You can provide feedback on this visit at 1-888-745-8888

Visi Date: 2017 07.2017/WMH-4773-FV003 Visi Date: 2024-NOV-25 Field Visit Type: FOLLOW-UP Crede/J Recultement/s) Issued: Citry OF HAMILTON Citry OF HAMILTON Concept J HAMILTON Concept J HAMILTON Concept J HAMILTON, ON, CA LBP 4YS Concept J Hamilton, J H	Ministry of Lab Training and S							C	Ontario 🕅
Field Visit Type: FOLLOW-UP Order/s) //Recultement(s) issued: Org/Ind Role: CitY OF HAMILTON Org/Ind Role: Pinn Order(s) //Recultement(s) Description: Org/Ind Role: You Grade(s) //Recultement(s) Description: Complete Nets. You Grade(s) //Reculter(s) Description: You Grade(s) //Reculter(s) Desc	4								Field Visit Report
Display Address: Display Address: Molling Address: Primary Employer Molling Address: Finany Employer Concretely IRequirement(s) Description: Concretely IRequirement(s) Description: You are required to comply with the article/j Irequirement(s) by the Comply by dates filed below. Comply by dates filed below. 1 TimeU OKSA 1990 25 2 h The employer has not taken every precaution of a worker from the housed of workplace volence. At the lime of the investigation not all workers have received taining or taining is not current on different term of the investigation and disengagement techniques with respect to workplace withing as full workers and work on prevent or age to at a structurent on different term of the low setting the house within the set restrictive work work work the term of the soft setting work work work the house within the set restrictive and states the house work work is behaviour, devected with Volence works work and how to prevent or age to at a structions with respect to workplace with setting the house within the set restrictive and setting the house within the set restrictive and setting the house within the set restrictive and a struction on the low restriction of the protection of a workers working in high-fisk areas of the workplace within the set restrictive setting with heat and the workplace within the prevent of age to at a structions with respect to workers working in high-fisk areas of the workplace workplace within the set restrictive sets and the workplace within the set restrictive sets at monner and how to prevent ore get out of s	OHS Case ID: Field Visit no:			1773-FV00	03	Visit	Date: 2024-NOV-25	Field Visit Type: FOL	_
CITY OF MAMILTON Primary Employer Mailing Additas: Mailing Additas: Make States WEST, HAMILTON, ON, CA LBP 4YS Crades () Macquirement (1) Description: Trade or careful of the control with the control of the control of the control of the control with the control with the control of the control with the control wi	Order(s) /Rea	uirement(s)	Issued:		n a carra				
71 MAIN STRET WEST, HAANITON, ON, CA LIP 4Y5 Concredity Requirement(1) Description: You are required to comply with the order(s) /requirement(s) by the Comply by dates kited below. No TimeU 11 TimeU OHSA 12 TimeU OHSA 13 TimeU OHSA 14 TimeU OHSA 13 TimeU OHSA 14 TimeU OHSA 17 TimeU OHSA 17 TimeU OHSA 18 TimeU OHSA 19 TimeU OHSA	To: CITY OF HAMI	LTON							
You are required to comply with the order(1) (requirement) Sec. Comply by class listed below. No Dyse ActReg Yoor Sec. Text of Criter/Requirement Comply by Core 1 Timeul OHSA 1990 25 2 h The employer han to taken every precaution reasonable in the circumstances for the protection of a workpart form the hazard of workplates workplat	•		MILTON,	ON, CA	L8P 4Y5				
No. Type ActRing Year Sub. Cloude Text of Cinder/Requirement Comply by Dole 1 TimeU OHSA 1970 25 2 h The employer has not taken every precaultan reasonable in the circumstances for the protection of a worker from the hazard of workplace voloance. At the fine of the investigation not all workplace voloance. At the fine of the investigation not all workplace voloance. At the fine of the investigation not all workplace voloance. At the fine of the investigation not all workplace voloance. At the fine of the investigation not all workplace voloance. At the fine of the investigation not all workplace voloance. At the fine of the investigation on all workplace voloance. At the fine of the investigation on all workplace voloance. At the fine of double hostile behaviour, descalation and disengagement techniques with respect to workplace voloance as follows on a period. 2025-JAN-03 2 Plan OHSA 1990 57 4 The employer shall provide this inspector with details for compliance as follows on or before, January 3, 2025: 2025-JAN-03 - number of workers working in high-risk areas of the workplace, to receive information and instruction on identifying secolation behaviour, de-escalation, and disengagement techniques with respect to workplace voloance, verbaid, and non-verbaid techniques to deuse hostile behaviour, de-escalation, and disengagement techniques with respect to workplace voloance, verbaid, and non-verbaid techniques to the workplace of the mysical injury. - details of training on identifying sescalation be					reauirem	ent(s) by th	ne Comply by dates listed b	elow.	
4775-OR002 reasonable in the cloumstances for the protection of a worker from the hozard of workplace violence. Al the time of the investigation not all workers have received training is not current on identifying escalating behaviour, de-escalation and disengagement lechniques with respect to workplace violence, which may result behaviour is the last restrictive and safest manner and how to prevent or get out of a situations workers are to take to protect themselves from this hazard. 2 Plan OHSA 1990 57 4 The employer shall provide this inspector with details are strictive and safest manner and how to prevent or get out of a situations workers are to take to protect themselves from this hazard. 2 Plan OHSA 1990 57 4 The employer shall provide this inspector with details for compliance os follows on or before, January 3, 2025-JAN-03 for compliance to receive information and instruction on identifying escalation behaviour, de-escalation, and disengagement lechniques with respect to workplace violence, verbol, and non-verbal techniques with respect to workplace violence, verbol, and non-verbal stratificitive safest manner and how to prevent or get out of situations which may result in physical injury. . - number of worklers workling in high-risk areas of the workplace violence, verbol, and non-verbal techniques with respect to workplace violence, verbol, and non-verbal techniques with respect to workplace violence, verbol, and non-verbal techniques with respect to workplace violence, verbol, and non-verbal techniques with respect to workplace violence, verbol, and non-verbal techniques with respect to workplace violence, verbol, and non-verbal techniques with respect to workpl	No Type	ActReg			Sub				
4773-CTPWALLI- 4773-OR001 for compliance as follows on or before, January 3, 2025: - number of workers working in high-risk areas of the workplace, to receive information and instruction on identifying escalation behaviour, de-escalation, and disengagement techniques to defuse hostile behaviour, skills to manage aggressive behaviour, skills to manage aggressive behaviour, skills to manage aggressive behaviour, skills to safest manner and how to prevent or get out of situations which may result in physical injury. - details of training to be provided to workers. - Frequency of training for workers. - Completion date for training on identifying escalation behaviour, de-escalation, and disengagement techniques with respect to Recipient Inspector Data Worker Representative Recipient Inspector Data Worker Representative Name 0.H.S.A. & B.O.S.I.A. INSPECTOR PROVINCIAL OFFENCES OFFICER Name 119 King SIW, 14th Fk., Hamilton, OA, US P477 MOULHERMUTIONERS/Bentario.ca Tei (28) 244-0567 For (1903 577-1324 Title	•	OHSA	1990	25	2	h	reasonable in the circu a worker from the haza the time of the investige received training or trai identifying escalating b disengagement technic workplace violence, ve techniques to defuse he manage aggressive be and safest manner and situations which may re as the hazard associate measures workers are t	mstances for the protect rd of workplace violence ation not all workers have ining Is not current on behaviour, de-escalation ques with respect to erbal and nonverbal ostile behaviour, skills to haviour in the least restri how to prevent or get o sout in physical injury, as ed with violent patients a	e. At e and ictive ut of swell und
workplace, to receive information and instruction on identifying secalation behaviour, de-escalation, and disengagement techniques with respect to workplace violence, verbal, and non-verbal techniques with respect to workplace violence, verbal, and non-verbal techniques to defuse hostile behaviour, skills to manage aggressive behaviour in least restrictive safest manner and how to prevent or get out of situations which may result in physical injury. - defails of training to be provided to workers. - frequency of training for workers. - Completion date for training on identifying escalation behaviour, de-escalation, and disengagement techniques with respect to Recipient Inspector Data Worker Representative Etca Gavin O.H.S.A. & B.O.S.T.A. INSPECTOR PROVINCIAL OFFENCES OFFICER Name Title 119 King St W. 14th Fir., Hamilton, ON, LBP 417 Title Title	4773CTPWMLH-	OHSA	1990	57	4		for compliance as follo		
- Frequency of training for workers. -Completion date for training on identifying escalation behaviour, de-escalation, and disengagement techniques with respect to Recipient Inspector Data Worker Representative Erica Gavin O.H.S.A. & B.O.S.T.A. INSPECTOR Name PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Fir., Hamilton, ON, L8P 4Y7 Title Title I19 King St W, 14th Fir., Hamilton, ON, L8P 4Y7 Title Tel: (289) 244-0567 Fox: (905) 577-1324							workplace, to receive i identifying escalation b disengagement techni- workplace violence, ve techniques to defuse h manage aggressive be safest manner and how	information and instruction pehaviour, de-escalation ques with respect to erbal, and non-verbal ostile behaviour, skills to phaviour in least restrictive v to prevent or get out of	on on a, and re
-Completion date for training on identifying escalation, and disengagement techniques with respect to Recipient Inspector Data Worker Representative Recipient O.H.S.A. & B.O.S.T.A. INSPECTOR Name PROVINCIAL OFFENCES OFFICER Name PROVINCIAL OFFENCES OFFICER Title 119 King St W, 14th Fir., Hamilton, ON, L8P 4Y7 Title MOLIHSHAMILTONEAST@ontario.ca Tel: (289) 244-0567 Fax: (905) 577-1324							- details of training to b	e provided to workers.	
escalation behaviour, de-escalation, and disengagement techniques with respect to Recipient Inspector Data Worker Representative Name 0.H.S.A. & B.O.S.T.A. INSPECTOR Name PROVINCIAL OFFENCES OFFICER Name							- Frequency of training	for workers.	
Erica Gavin Name O.H.S.A. & B.O.S.T.A. INSPECTOR Name PROVINCIAL OFFENCES OFFICER PROVINCIAL OFFENCES OFFICER Name Title 119 King St W, 14th Fir., Hamilton, ON, L8P 4Y7 Title MOLIHSHAMILTONEAST@ontario.ca Title Tel: (289) 244-0567 Fax: (905) 577-1324 Fax: (905) 577-1324 Fax: (905) 577-1324							escalation behaviour,	de-escalation, and	
Name O.H.S.A. & B.O.S.T.A. INSPECTOR Name PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 Title Title 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 Title MOLIHSHAMILTONEAST@ontario.ca Tel: (289) 244-0567 Total Fax: (905) 577-1324 For the second se		Recipie	nt .				•	Wor	ker Representative
Title 119 King St W, 14th Fir., Hamilton, ON, L8P 4Y7 Title MOLIHSHAMILTONEAST@ontario.ca Tel: (289) 244-0567 Tel: (289) 577-1324	Name						S.A. & B.O.S.T.A. INSPECTOR	Name	
Tel: (289) 244-0567 Fax: (905) 577-1324	Title					119 King St	W, 14th Flr., Hamilton, ON, L8P 4	4Y7 Title	
Fax: (905) 577-1324		1				MOLIH			
signature Signature Signature (\mathcal{L}	>				Fax: (905) 577-1324		
	Signature	A			S	ignature (than	Signature (

You are required under me occupational realm and Safety Act to post a copy of this reporting or capsolucous place of the workplace and provide a copy to the health- and sofety representative or the joint health and safety committee if any.Failure to comply with an order, decision or requirement of an inspector is an affect on the occupational Health and Safety Act. You have the right to appead any order or decision within 30 days of the date of the order issues suspension of the order or decision by filing your appeal and request in writing on the appropriate forms with the clotadour Relations Board, 505 University Ave., 2nd Floor, Toronto, Ontario MSG 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.okb.gov.on.co/ for more information.

The Government of Ontario wants to hear from you. You can provide feedback on this visit at 1-888-745-8888

с Харанан ал

Ministry of La Training and					Onta	rio 🕅
Occupation Health and S					Field	Visit Report
OHS Case ID Field Visit no:			4773-FV00	3	Visit Date: 2024-NOV-25 Field Visit Type: FOLLOW-UP	Page 4 of 6
Order(s) /Re	quirement(s	Issued:		N. 1993		······································
To: CITY OF HAN Mailing Addre					Org/Ind Role: Primary Employer	
71 MAIN STR	ET WEST, HA			8P 4Y5		
Order(s) /Re You are requi				equirem	ent(s) by the Comply by dates listed below.	가는 바람이 있는 것이다.
No Type Coc		Year	Sec.	Sub Sec.	Clause Text of Order/Requirement	Comply by Date
					workplace violence, verbal, and non-verbal techniques to defuse hostile behaviour, skills to manage aggressive behaviour in least restrictive safest manner and how to prevent or get out of situations which may result in physical injury.	bulg
3 Time 4773CTPWMLH 4773-OR003	OHSA	1990	32.0.3	4	An employer shall reassess the risks of workplace violence as often as is necessary to ensure that the related policy and the related program continue to protect workers from workplace violence. At the time of the investigation the workplace parties stated the employer has not reassessed the risk of violence in the workplace since 2019, even though incidents of violence have occurred since.	2024-DEC-13
4 Time 4773CTPWMLH 4773-OR004	OHSA 67	1990 1993	9	2	The employer shall ensure at least once a year the measures and procedures for the health and safety of workers shall be reviewed and revised in the light of current knowledge and practice. At the time of the investigation, the policy titled "Violence in the workplace prevention procedure" did not include the most current measures and procedures for workers to summon immediate assistance, and is not in light of current knowledge and practice.	2025-JAN-03
5 Time 4773CTPWMLH 4773-OR005	OHSA	1990	32.0.5	3	The employer shall provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if, the worker can be expected to encounter that person in the course of his or her work; and the risk of workplace violence is likely to expose the worker to physical injury. At the time of the investigation, the workplace parties stated information related to a risk of workplace violence from a person with a history of violent behaviour is not provided to all workers.	2025-JAN-03
	Recipie	ent			Inspector Data Worker Represen	tative
					Erica Gavin	
Name				_	O.H.S.A. & B.O.S.T.A. INSPECTOR Name PROVINCIAL OFFENCES OFFICER	
Title		<u></u>			1 19 King St W, 1 4th Fir., Hamilton, ON, L8P 4Y7 Title MOLIHSHAMILTONEAST@ontario.ca	
)			Tel: (289) 244-0567	
(Λ				Fax: (905) 577-1324	
Signature	-V			S	gnature Signature	

You are required under the Occupational Health and Safety Act to past a copy of this report Long conspictous place of 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 appead 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 oppeal 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 (toil free), mail or by website at http://www.oirb.gov.on.co/ for more information.

The Government of Ontario wants to hear from you. You can provide feedback on this visit at 1-888-745-8888

· · ·

Ministry of La Training and								Onta	ario 🕅
Occupation Health and S								Field	d Visit Report
OHS Case ID: Field Visit no:			4773-FV00	3	Visit	Date: 2024-NOV-25	Field Visit Typ	e: FOLLOW-UP	Page 5 of 6
Order(s) /Rec				- 1927)					en el
To: CITY OF HAM	ILTON						Org/Ind Role: Primary Employe	r	
Mailing Addre							, , ,		
71 MAIN STRE	quirement(s) Descrip	otion:			e Comply by dates listed b	elow		
No Type Code	ActReg		Sec.	Sub Sec.	Clause		rder/Requirement		Comply by Date
6 Time 4773CTPWMLH- 4773-OR006	OHSA	1990	32.0.6	2	Ь	The employer shall ensu- includes measures and report incidents of work other than the employer or supervisor is the alleg the investigation, meas workers to report incide the alleged harasser is not included in the hard	procedures for v splace harassme or or supervisor, if ged harasser. At ures and proced ents of workplace the employer or	workers to nt to a person the employer the time of ures for violence if supervisor, is	2025-JAN-03
7 Time 4773CTPWMLH- 4773-OR007	OHSA	1990	32.0.6	2	e	The employer shall ensi- sets out how a worker w experienced workplac- harasser, if he or she is be informed of the resu any corrective action the be taken as a result of the investigation the ho out how a worker who if workplace harassment he or she is a worker of informed of the results corrective action that he taken as a result of the	who has allegedi e harassment an a worker of the e lits of the investig hat has been tak the investigation. trassment progra has allegediy ex and the alleged the employer, w of the investigation tas been taken o	y d the alleged employer, will ation and of ten or that will . At the time of im did not set perienced harasser, if fill be on and of any	2025-JAN-03
8 Time 4773CTPWMLH- 4773-OR008	OHSA 67	1990 1993	9	1		The employer shall redu procedures for the hear report incidents of work assault. At the time of the workplace parties state for reporting assault in the established.	Ith and safety of place sexual or he investigation d measures and	workers, to physical the procedures	2025-JAN-03
9 Time 4773CTPWMLH- 4773-OR009	OHSA 67	1990 1993	9	2		The employer shall ens measures and procedu			2025-JAN-03
	Recipie	ent				Inspector Data Erica Gavin		Worker Represe	ntative
Name				-		.A. & B.O.S.T.A. INSPECTOR INCIAL OFFENCES OFFICER	Name .		
Title				→	119 King St \	N, 14th Fir., Hamilton, ON, L8P 4	Y7 Title		
	C	>			MOLIH	6HAMILTONEAST@ontario.ca Tel: (289) 244-0567			
Signatura	\mathcal{T}				signature 1/	Fax: (905) 577-1324	D].	0	
Signature You are required un	der the Occupati	ional Health r	and Safety Act +		Signature X	o completious place at the workplace bector i) an offence under Section 66 of	Signature		roptoliup or the faint hardly

To be required under the Occupational Health and safety Act to post a copy of this report is a cortplectors place of the workplace and provide a copy to the health and safety representative or the joint health and safety comply with an order, decision or requirement of the instruction is a 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 Roor, 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.okb.gov.on.ca/ for more information.

The Government of Ontario wants to hear from you. You can provide feedback on this visit at 1-888-745-8888

Trainin	g and Ski	ur, Immigi Ils Develo	pment								Ont	ario
	oational 1 and Safe	əty										eld Visit R
	ase ID:	4773CTP										Pag
Field V		4773CTP	······	1773-FV0	03	<u> </u>	isit Date:	2024-NO	V-25	Field Visit Ty	De: FOLLOW-UP)
To:		rement(s)	issued:						0,033-5-5-14 	Org/Ind Role:	a Balanda ya shi shi shi shi s	· · · · · ·
	F HAMILT	ON								Primary Employ	er	
71 MA	IN STREET	WEST, HAM			L8P 4Y5							
Order(You are	s) /Requir required	ement(s) to comply	Descrip with the	tion: order(s) /	requirem	ent(s) by	the Comr	ly by dates	listed by	elow		
No	Iype Code	ActReg	Year	Sec.	Sub Sec,	Clause				rder/Requirement		Comp
							curren invest of acc gulde	nt knowled Igation the cidental inj	lge and docum iury or in I-RQ-GI	ed and revised practice. At the nent titled "Proc ndustrial disease D-018) (2 pg.) is	time of the essing -Report forms	Date
		Peciniani										
		Recipient					Inspect Erica	Gavin			Worker Represe	ntative
Name	<u></u>				-			.T.A. INSPECT ENCES OFFIC		Name _		
Title					- 1	19 King St	W, 14th Flr.,	Hamilton, Ol IEAST@ontari	N, L8P 4Y7	7 Title _	·	·····
		A)			MULI	Tel: (289) Fax: (905)	244-0567	0.00			 source processing of the second s
Signatu		1			Sicu	nature	$\lambda Q C$	077-1024	0	Signature	()	

The Government of Ontario wants to hear from you. You can provide feedback on this visit at 1-888-745-8888

Ministry of Labour, Immigration, Training and Skills Development Occupational Health and Safety							Return To: Erica Gavin & B.O.S.T.A. INSPECTOR	Onta Notice of C	rio 😵
						119 King St W, 1 MOLIHSHA Te	CIAL OFFENCES OFFICER 4th Fir., Hamilton, ON, L8P 4Y7 MILTONEAST@ontario.ca 51: (289) 244-0567 1x: (905) 577-1324		Page 1 of 2
	Case ID: Visit no:	4773CTP 4773CTP		↓ \$773-FV00	3	Visit D	ate: 2024-NOV-25		
Workp	blace Ide	ntification:					AMILTON, ON CA L8V 3M7	Notice ID:	
							Take Notice		
submit	ted to the r	ninistry of Lat	oour, Imm	Igration, Trai	ining an	d Skills Developr	Health and Safety Act or Regulations ma nent within three days after the person b ond to demand(s).		
	r(s) /Requ	irement(s)	Issued:				Oca /Inst De		
To: CITY (OF HAMIL	TON					Org/Ind Ro Primary En		
71 M		T WEST, HA			8P 4Y5	••••••••••••••••••••••••••••••••••••••	ti kana panjanja na prostava prostava prijeka presenta		
Ordei You ai	r(s) /Requ re required	lirement(s) to comply	Descrip with the	otion: order(s) /	Require	ment(s) by the	Comply By Dates listed below.		
No	Type Code	ActReg	Year	Sec,	Sub Sec.	Clause	Compliance Details / Date	JHSC Worker Member / Worker Representative	Comply by Date
1 4773C 4773-C	TimeU TPWMLH- DR002	OHSA	1990	25	2	h 		Agree Disagree	Date
						<u></u>		(Signat	ure)
2 4773C 4773-C	Plan TPWMLH- DR001	OHSA	1990	57	4			Agree	2025-JAN-03
								(Signat	ure)
3 4773C 4773-C	Time TPWMLH- DR003	OHSA	1990	32.0.3	4			Agree	2024-DEC-13
								(Signat	ure)
4 4773C 4773-C	Time TPWMLH- DR004	OHSA 67	1990 1993	9	2			Agree Disagree	2025-JAN-03
							antar 2001 (t	(Signat	,
5 4773C 4773-C	Time TPWMLH- DR005	OHSA	1990	32.0.5	3			Agree Disagree	2025-JAN-03
								(Signal	ure)
6 4773C 4773-C	Time TPWMLH- DR006	OHSA	1990	32.0.6	2	b 		Agree	2025-JAN-03
7	Time	OHSA	1990	32.0.6	0			(Signal	•
7 4773C 4773-C	TPWMLH-	Опза	1770	JZ,U,O	2	e 		_ Agree _ Disagree	2025-JAN-03
Form	complet	ed by	••••••					y Committee Member represe agrees or disagrees that com	
Title							been achieved with al	l of the Order(s) as indicated o	
	on behal						••••••	······································	· · · · · · · · · · · · · · · · · · ·
Signo	ature						Signature		

You are required under the Occupational Health and Safety Act to post a copy of this report in a conspicuous place of the workplace and provide a copy to the health and safety representative or the joint health and safety committee if any. Foilure to comply with an order, decision or requirement of an inspector is on 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 oppeal and request in writing on the appropriate forms with the Ontaria Labour Relations Suniversity Ave., 2nd Roor, Toronto, Ontario MSG 2P1. You may also contact the Board by phone at (416) 326-7500 or 1-877-339-3335 (toil free), mail or by website at http://www.olrb.gov.on.co/ for more information.

Ministry of Training of Occupat Health at	and Sk tional	our, Immig I llis Develo ety	ration, pment			O.H.S.A. & PROVINCI/ 119 King St W, 141 MOLIHSHAM Tel:	Return To: Erica Gavin B.O.S.T.A. INSPECTOR AL OFFENCES OFFICER Ih Fir., Hamilton, ON, L8P 4Y7 AlLTONEAST@ontario.ca (289) 244-0567 (905) 577-1324	Ontario Notice of Compliance Page 2 of 2
OHS Cas Field Visit		4773CTP 4773CTP		773-FV0	03	Visit Dat	te: 2024-NOV-25	
Workplac	ce Ide	ntification:		ACASSA D1 UPPER		N AVENUE, HA	AMILTON, ON CA L8V 3M7	Notice ID:
Submitted Order(s) ho Order(s) To: CITY OF I	to the n as been /Requ HAMIL	ninistry of Lat achleved. Ti irement(s)	bour, Immi his form co	gration, Tr	aining ana	Occupational He Skills Developme	ent within three days after the perso and to demand(s). Org/Ind	made there under. A notice of compliance shall be n believes that compliance with the Compliance Role: Employer
	STREET	WEST, HA			L8P 4Y5			
Order(s) You are re	/Requ equirec	irement(s) I to comply	Descrip with the	tion: order(s) ,	l Requirer	nent(s) by the C	Comply By Dates listed below.	
No	Type Code	ActReg	Year	Sec.	Sub Sec.	Clause	Compliance Details / Date	JHSC Worker Member / Comply by Worker Representative Date
8 T 4773CTPW 4773-OR00		OHSA 67	1990 1993	9	1			(Signature) Agree 2025aJAN-03 Disagree
9 T 4773CTPW 4773-OR00		OHSA 67	1990 1993	9	2			(Signature) Agree 2025-JAN-03 Disagree
								(Signature)
Form con	mplete	ed by				501 FA 81	worker Representati	iety Committee Member representing workers or ve agrees or disagrees that compliance has a all of the Order(s) as indicated above

r

For / on behalf of Name Signature Signature

You are required under the Occupational Health and Safety Act to post a copy of this report in a consplcuous 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 affence 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 Ontorio Labour Relations Board, 505 University Ave., 2nd Floor, Toronto, Ontario MSG 2P1.You may also contact the Board by phone at (416) 326-7500 or 1-877-339-3335 (toil free), mail or by website at http://www.orb.gov.on.co/ for more information.

•

ł.