

Occupational  
Health and Safety

Field Visit Report

OHS Case ID: **4773CTPWMLH**  
Field Visit no: **4773CTPWMLH-4773-FV005** Visit Date: **2025-JAN-13** Field Visit Type: **FOLLOW-UP**

Workplace Identification: **MACASSA LODGE** Notice ID:  
**701 UPPER SHERMAN AVENUE, HAMILTON, ON CA L8V 3M7**

Telephone: **(905) 546-2800** JHSC Status: **Active** Work Force #: **514** Completed %:

Persons Contacted: **Lisa Phelps (Administrator, employer co-chair of the Joint Health and Safety Committee JHSC) OTHERS SEE DETAILED NARRATIVE.**

Visit Purpose: **To review orders issued during field visit no. 4773CTPWMLH-4773-FV003 dated November 25, 2024.**

Visit Location: **Office.**

Visit Summary: **No orders issued.**

**Detailed Narrative:**

The purpose of the visit by this Ontario Ministry of Labour, Immigration, Training and Skills Development (MLTSD) Inspector today, is to review orders issued during field visit no. 4773CTPWMLH-4773-FV003 dated November 25, 2024.

The following individuals were spoken to:

- Lisa Phelps (Administrator, employer co-chair of the Joint Health and Safety Committee JHSC),
- Pam Currie (PSW/ ADP, worker co-chair of the JHSC),
- Vince Blanco (Health, Safety and Wellness Specialist, Human Resources) and,
- Holly Odoardi (Senior Administrator).

**INSPECTOR ACTIONS/FINDINGS:**

Regarding Order(s) #1- 9

#1- 4773CTPWMLH-4773-OR002 (Comply-by-date July 1, 2025)- In-process.

#2- 4773CTPWMLH-4773-OR001 (Comply-by-date January 3, 2025)- COMPLIED.

A compliance plan for this order was received and reviewed by this inspector.

The employer has provided this inspector with details for compliance which includes but is not limited to:

- number of workers to receive information and instruction 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.
- Details of training to be provided.
- Frequency of training to be provided
- Completion date for training is July 1, 2025.

#3- 4773CTPWMLH-4773-OR003 (Comply-by-date December 13, 2024)- COMPLIED.

#4- 4773CTPWMLH-4773-OR004 (Comply-by-date January 3, 2025)- COMPLIED.

#5- 4773CTPWMLH-4773-OR005 (Comply-by-date January 3, 2025)- COMPLIED.

Recipient	Inspector Data	Worker Representative
Name <u>Lisa Phelps</u>	Erica Gavin O.H.S.A. & B.O.S.T.A. INSPECTOR PROVINCIAL OFFENCES OFFICER	Name <u>Pam Currie</u>
Title <u>Administrator</u>	119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLHSHAMILTONEAST@ontario.ca Tel: (289) 244-0567 Fax: (905) 577-1324	Title <u>CO-chair</u>
Signature 	Signature 	Signature <u>Pam Currie</u>

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 64 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/> for more information.

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

OHS Case ID: 4773CTPWMLH

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MACASSA LODGE

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#6- 4773CTPWMLH-4773-OR006 (Comply-by-date January 3, 2025) COMPLIED.

#7- 4773CTPWMLH-4773-OR007 (Comply-by-date January 3, 2025)- COMPLIED.

#8- 4773CTPWMLH-4773-OR008 (Comply-by-date January 3, 2025)- COMPLIED.

#9- 4773CTPWMLH-4773-OR009 (Comply-by-date January 3, 2025)- COMPLIED.

At the time of the visit, the workplace parties stated the document titled ""Processing -Report of accidental injury or industrial disease" forms guideline (#COH-RQ-GD-018) (2 pg.) was dated December 1, 2000, was not the most current/ up-to-date document used by workers in the workplace for incident reporting. The employer stated this policy is currently being reviewed and amended at the senior management level and will be sent to the City Council for approval in April 2025.

The following document was reviewed by this inspector:

1. Accident and Incident Reporting- Employee (#EF-10-02-02) (2 pg.) dated 2023/05/29.

The document titled "Accident and Incident Reporting- Employee" was dated 2023/05/29 (ORDER ISSUED).

Pursuant to OHS/A/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
Name <u>Lisa Phelps</u>	Erica Gavin O.H.S.A. & B.O.S.T.A. INSPECTOR PROVINCIAL OFFENCES OFFICER	Name <u>Pam Currie</u>
Title <u>Administrator</u>	119 King St W, 14th Fl., Hamilton, ON, L8P 4Y7 MOLHSHAMILTONEAST@ontario.ca Tel: (289) 244-0567 Fax: (905) 577-1324	Title <u>CO-chair</u>
Signature <u>[Signature]</u>	Signature <u>[Signature]</u>	Signature <u>[Signature]</u>

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Order(s) /Requirement(s) Issued:

To: **CITY OF HAMILTON** Org/Ind Role: **Primary Employer**

Mailing Address:  
**71 MAIN STREET WEST, HAMILTON, ON, CA L8P 4Y5**

Order(s) /Requirement(s) Description:

You are required to comply with the order(s) /requirement(s) by the Comply by dates listed below.

No	Type Code	Act/Reg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
1	Time	OHSA	1990				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 visit the document titled "Accident and Incident Reporting- Employee" was dated 2023/05/29.	2025-FEB-17
4773CTPWMLH-4773-OR010	67	1993	9	2				
2	Time	OHSA	1990	25	2	h	The employer has not taken every precaution reasonable in the circumstances for the protection of a worker from the hazard of workplace violence. At the time of the investigation not all workers have received training or 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.	2025-JUL-01
4773CTPWMLH-4773-OR002								

Recipient	Inspector Data	Worker Representative
Name: <u>Lisa Phelps</u>	Erica Gavin O.H.S.A. & B.O.S.T.A. INSPECTOR PROVINCIAL OFFENCES OFFICER	Name: <u>Pam Currie</u>
Title: <u>Administrative</u>	119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLHSHAMILTONEAST@ontario.ca Tel: (289) 244-0567 Fax: (905) 577-1324	Title: <u>co-chair</u>
Signature: 	Signature: 	Signature: 

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