

Operations Division Occupational Health and Safety

OHS Case ID: **02883NNRR953** Visit Date: **2019-AUG-01** Field Visit Type: **INITIAL**
Field Visit no: **02883NNRR954**

Workplace Identification: **HAMILTON HEALTH SCIENCES - JURAVINSKI HOSPITAL AND CANCER CENTRE** Notice ID:
711 CONCESSION STREET, HAMILTON, ON, CANADA L8V 1C3

Telephone: **(905) 389-4411** JHSC Status: **Active** Work Force #: **3000** Completed %:

Persons Contacted: **REFER TO NARRATIVE FOR PERSONS CONTACTED**
Visit Purpose: **INVESTIGATE COMPLAINT OF WORKPLACE VIOLENCE & HARASSMENT IN THE ICU/CICU INVOLVING FAMILY MEMBERS**
Visit Location: **711 CONCESSION STREET, HAMILTON, ON - SAFETY OFFICE**
Visit Summary: **INVESTIGATE AN ANONYMOUS COMPLAINT ALLEGING WORKPLACE VIOLENCE AND HARASSMENT IN THE ICU/CICU INVOLVING FAMILY MEMBERS OF PATIENTS - ORDERS ISSUED**

Detailed Narrative:

PURPOSE OF THE VISIT:

The Ministry of Labour (MOL) Occupational Health and Safety Contact Centre received an anonymous complaint alleging workplace violence and harassment from family members of patients being cared for in the ICU/CICU of the workplace

PERSONS CONTACTED:

- Liz Feres, Clinical Manager ICU
- Louise Brady, Clinical Manager CICU
- Kim Alvarado, Director
- Cathy Craig, Safety Specialist
- Jeudie Mulligan, JHSC Worker Member

INSPECTOR'S ACTIONS/FINDINGS:

- the Inspector discussed the details of the complaint with the persons contacted
- The Inspector confirmed the following with respect to the ICU/CICU, including:
 - patients in this unit are in a critical situation and that family members are reacting to a sudden crisis involving their loved ones
 - there had been 3 different patients being cared for in the ICU/CICU since June 20, 2019 whose family members had violated the employer's mutual respect policy based on their behaviours toward workers on these units

Recipient	Inspector Data	Worker Representative
Name <u>Cathy Craig</u>	SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	Name <u>J Mulligan</u>
Title <u>Safety Specialist</u>		Title <u>JHSC worker rep ONA</u>
Signature <u>Cathy Craig</u>	Signature <u>Shelly Speir</u>	Signature <u>J Mulligan</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 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.

Do you have a comment or feedback about your inspection? Call the Ministry of Labour Contact Centre 1-877-202-0008

Operations Division Occupational Health and Safety

OHS Case ID: **02883NNRR953** Visit Date: **2019-AUG-01** Field Visit Type: **INITIAL**
 Field Visit no: **02883NNRR954** Notice ID:
 Workplace Identification: **HAMILTON HEALTH SCIENCES - JURAVINSKI HOSPITAL AND CANCER CENTRE**
711 CONCESSION STREET, HAMILTON, ON, CANADA L8V 1C3

- as a result of these violations by family members, four workplace harassment complaints and two safety occurrence reports had been completed by workers in writing
- the employer reported that the incident which occurred on 20 June 2019 had been investigated and the patient was no longer in the workplace
- the incident which occurred on the 23 June 2019 had been investigated and the patient was still staying in the unit - the employer confirmed that there had been no additional reports of incidents involving this patient's family members since the investigation into the 23 June 2019 incident. The employer had provided an email to all workers on the unit reporting that the incident had been investigated and actions to take should another incident occur - the employer agreed to provide a written report to the two complainants who reported the workplace harassment related to this incident and the findings of the investigation and any corrective actions, to ensure compliance with 32.0.7(1) of the OHS/1990
- the incident which had occurred on 27 July 2019 was still being investigated by the employer - the employer will ensure that the complainants receive a written report of the findings of the investigation as discussed above.
- ORDER ISSUED to update the employer's 'Prevention and Management of Workplace Violence and Harassment Protocol' (last revised on 2019-05-06) to include that complainants and respondents, if he or she is a worker of the employer, are informed in writing of the results of the investigation and of any corrective action that has been or will be taken as a result of the investigation, when the complaint of workplace harassment has been investigated
- a re-assessment of the risks of workplace violence for the ICU/CICU was last completed in May of 2019 - ORDER ISSUED to reassess in light of the recent incidents
- the employer reported that workers are expected to follow the 'Visitor Behavioural Response Plan' document which includes de-escalation techniques, however not all workers in ICU/CICU had current GPA Training and only a few had completed CPI NVCI training - PLAN ORDER ISSUED to train workers in the ICU/CICU 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 least restrictive, safest manner and how to prevent or get out of situations which may result in physical injury

Recipient	Inspector Data	Worker Representative
Name _____	SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER	Name _____
Title _____	119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	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.

Do you have a comment or feedback about your inspection? Call the Ministry of Labour Contact Centre 1-877-202-0008

Operations Division Occupational Health and Safety

OHS Case ID: **02883NNRR953** Visit Date: **2019-AUG-01** Field Visit Type: **INITIAL**
 Field Visit no: **02883NNRR954**
 Workplace Identification: **HAMILTON HEALTH SCIENCES - JURAVINSKI HOSPITAL AND CANCER CENTRE** Notice ID:
711 CONCESSION STREET, HAMILTON, ON, CANADA L8V 1C3

- a discussion took place with the workplace parties regarding immediate actions which can be taken to protect workers from workplace violence when an incident occurs involving a family member - the employer reported that they follow a document entitled 'ICU/CICU Patient and Staff Safety Algorithm' - this document (flowchart format) was observed by the Inspector and allowed for the Unit Leader (or Charge Nurse) to first ask the person to stop behaving in a particular manner, if they continue, they can ask them to leave, if they do not leave, security is called who has them leave. This document was dated more than one year ago (2018 June 15) - ORDERS ISSUED to review and instruct the appropriate workers on this work practice (Charge Nurses, Security, etc.). Compliance with this order must include ensuring that immediate actions are taken by the Unit Leader to ensure the workers continued safety while at the workplace after the incident- e.g. escort of worker at end of shift, 2-worker response, continued security presence, etc.)
 - the employer may want to consider incorporating the document entitled 'ICU/CICU Patient and Staff Safety Algorithm' into the existing workplace violence program

6 ORDERS ISSUED. Investigation on-going.

A COPY OF THIS REPORT SHALL BE POSTED IN THE WORKPLACE WHERE IT WILL COME TO THE ATTENTION OF THE WORKERS.

Recipient	Inspector Data	Worker Representative
Name _____	SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER	Name _____
Title _____	119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	Title _____
Signature <i>CC</i>	Signature <i>Shelly Speir</i>	Signature <i>JM</i>

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.

Do you have a comment or feedback about your inspection? Call the Ministry of Labour Contact Centre 1-877-202-0008

Operations Division Occupational Health and Safety

OHS Case ID: **02883NNRR953** Visit Date: **2019-AUG-01** Field Visit Type: **INITIAL**
 Field Visit no: **02883NNRR954**
 Workplace Identification: **HAMILTON HEALTH SCIENCES - JURAVINSKI HOSPITAL AND CANCER CENTRE** Notice ID:
711 CONCESSION STREET, HAMILTON, ON, CANADA L8V 1C3

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

To: **HAMILTON HEALTH SCIENCES CORPORATION** Org/Ind Role **Primary Employer**

Mailing Address:
1200 MAIN ST, HAMILTON, ON, CA L8N 3Z5

Order(s) /Requirement(s) Description:

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

No	Type	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
1	Time	OHS	1990	32.0.6	2	e	Pursuant to section 32.0.6(2)(e) of the OHS/1990, the employer shall ensure that the workplace harassment program shall set out how a worker who has allegedly experienced workplace harassment and the alleged harasser, if he or she is a worker of the employer, will be informed of the results of the investigation and of any corrective action that has been taken or that will be taken as a result of the investigation. At the time of investigation, the employer's workplace harassment program did not include this information when a workplace harassment allegation is investigated by the Manager of the unit. The employer shall comply with this order on or before 03 September 2019 by revising the employer's workplace harassment program to include how a worker who has allegedly experienced workplace harassment and the alleged harasser, if he or she is a worker of the employer, will be informed of the results of the investigation and of any corrective action that has been taken or that will be taken as a result of the	2019-SEP-03
02883NNRS955								

Recipient	Inspector Data	Worker Representative
Name _____	SHELLY SPEIR	Name _____
Title _____	OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	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.

Do you have a comment or feedback about your inspection? Call the Ministry of Labour Contact Centre 1-877-202-0008

Operations Division Occupational Health and Safety

OHS Case ID: **02883NNRR953**
 Field Visit no: **02883NNRR954** Visit Date: **2019-AUG-01** Field Visit Type: **INITIAL**
 Workplace Identification: **HAMILTON HEALTH SCIENCES - JURAVINSKI HOSPITAL AND CANCER CENTRE** Notice ID:
711 CONCESSION STREET, HAMILTON, ON, CANADA L8V 1C3

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

To: **HAMILTON HEALTH SCIENCES CORPORATION** Org/Ind Role **Primary Employer**

Mailing Address: **1200 MAIN ST, HAMILTON, ON, CA L8N 3Z5**

Order(s) /Requirement(s) Description:

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

No	Type	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
2	Time	OHS	1990	32.0.3		4	investigation, when investigated by a Manager. Pursuant to section 32.0.3(4) of the OHS/1990, the employer shall reassess the risks of workplace violence as often as is necessary to ensure that the related policy under clause 32.0.1 (1) (a) and the related program under subsection 32.0.2 (1) continue to protect workers from workplace violence. At the time of investigation, there had been recent incidents involving aggressive behaviour towards workers from family members of patients in the ICU/CICU and a reassessment for the risks of workplace violence in this unit had not been completed. The employer shall comply with this order on or before 19 August 2019 by reassessing the risks of workplace violence to workers working in the ICU/CICU as a result of recent incidents involving aggression towards workers by family members of patients.	2019-AUG-19
3	TimeU	OHS	1990			4	Pursuant to section 9(4) of the Health Care and Residential Facilities Regulation 67/1993, the employer, in consultation with and in	

Recipient	Inspector Data	Worker Representative
Name _____	SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	Name _____
Title _____		Title _____
Signature <i>CC</i>	Signature <i>Shelly Speir</i>	Signature <i>JM</i>

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.

Do you have a comment or feedback about your inspection? Call the Ministry of Labour Contact Centre 1-877-202-0008

Operations Division Occupational Health and Safety

OHS Case ID: **02883NNRR953**
 Field Visit no: **02883NNRR954** Visit Date: **2019-AUG-01** Field Visit Type: **INITIAL**
 Workplace Identification: **HAMILTON HEALTH SCIENCES - JURAVINSKI HOSPITAL AND CANCER CENTRE** Notice ID:
711 CONCESSION STREET, HAMILTON, ON, CANADA L8V 1C3

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

To: **HAMILTON HEALTH SCIENCES CORPORATION** Org/Ind Role: **Primary Employer**

Mailing Address:
1200 MAIN ST, HAMILTON, ON, CA L8N 3Z5

Order(s) /Requirement(s) Description:

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

No	Type	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
4	Plan	OHS	1990	57	4		<p>consideration of the recommendation of the JHSC, shall develop, establish and provide training and educational programs in health and safety measures and procedures for workers that are relevant to the workers' work. At the time of investigation, it was reported that not all workers in the ICU/CICU of the workplace had current training to prepare them for dealing with aggressive persons and there had been incidents of aggressive behaviour from patient's family members towards workers in this unit of the workplace.</p> <p>Pursuant to section 57(4) of the OHSA/1990, the employer shall submit to the Ministry a Compliance Plan as to how the above order will be complied with, including:</p> <ul style="list-style-type: none"> - the number of workers in the ICU/CICU who require training for dealing with aggressive persons, - details regarding the training to be provided to workers working in the ICU/CICU of the workplace to ensure that they are trained on identifying 	2019-SEP-03
02883NNRS958								

<p>Recipient</p> <p>Name _____</p> <p>Title _____</p> <p>Signature </p>	<p>Inspector Data</p> <p>SHELLY SPEIR</p> <p>OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER</p> <p>119 King St W, 14th Fl., Hamilton, ON, L8P 4Y7</p> <p>MOLIHSHAMILTONEAST@ontario.ca</p> <p>Tel: (905) 379-4557 Fax: (905) 577-1324</p> <p>Signature </p>	<p>Worker Representative</p> <p>Name _____</p> <p>Title _____</p> <p>Signature </p>
------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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.

Do you have a comment or feedback about your inspection? Call the Ministry of Labour Contact Centre 1-877-202-0008
 68915

Operations Division Occupational Health and Safety

OHS Case ID: **02883NNRR953**

Field Visit no: **02883NNRR954**

Visit Date: **2019-AUG-01**

Field Visit Type: **INITIAL**

Workplace Identification: **HAMILTON HEALTH SCIENCES - JURAVINSKI HOSPITAL AND CANCER CENTRE**
711 CONCESSION STREET, HAMILTON, ON, CANADA L8V 1C3

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

To: **HAMILTON HEALTH SCIENCES CORPORATION** Org/Ind Role **Primary Employer**

Mailing Address:
1200 MAIN ST, HAMILTON, ON, CA L8N 3Z5

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
5	Time	OHS	1990				<p>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 least restrictive, safest manner and how to prevent or get out of situations which may result in physical injury,</p> <ul style="list-style-type: none"> - the frequency in which ICU/CICU workers will be trained on the above techniques, and - when all workers in the ICU/CICU will have completed the initial training on the above techniques. <p>The employer shall comply with this order on or before 03 September 2019 by providing the Compliance Plan to the Inspector.</p>	
02883NNRS959	67	1993	1993	9	2		<p>Pursuant to section 9(2) of the Health Care and Residential Facilities Regulation 67/1993, the employer shall ensure that 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 investigation, a document entitled</p>	2019-SEP-03

Recipient	Inspector Data	Worker Representative
Name _____	SHELLY SPEIR	Name _____
Title _____	OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7 MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	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.

Do you have a comment or feedback about your inspection? Call the Ministry of Labour Contact Centre 1-877-202-0008

Operations Division Occupational Health and Safety

OHS Case ID: **02883NNRR953**
 Field Visit no: **02883NNRR954** Visit Date: **2019-AUG-01** Field Visit Type: **INITIAL**
 Workplace Identification: **HAMILTON HEALTH SCIENCES - JURAVINSKI HOSPITAL AND CANCER CENTRE** Notice ID:
711 CONCESSION STREET, HAMILTON, ON, CANADA L8V 1C3

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

To: **HAMILTON HEALTH SCIENCES CORPORATION** Org/Ind Role: **Primary Employer**

Mailing Address:
1200 MAIN ST, HAMILTON, ON, CA L8N 3Z5

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
6	Time	OHS	1990				'ICU/CICU Patient and Staff Safety Algorithm' was last reviewed on 15 June 2018 and did not include additional immediate actions to protect workers from workplace violence which need to be considered by the supervisor. The employer shall comply with this order on or before 03 September 2019 by reviewing and revising the document entitled 'ICU/CICU Patient and Staff Safety Algorithm'.	
02883NNRS960	67	1993	9	4			Pursuant to section 9(4) of the Health Care and Residential Facilities Regulation 67/1993, the employer, in consultation with and in consideration of the recommendation of the JHSC, shall develop, establish and provide training and educational programs in health and safety measures and procedures for workers that are relevant to the workers' work. At the time of investigation, there was no documentation to support that supervisors working in the ICU/CICU, and security, had been instructed on the document entitled 'ICU/CICU Patient and Staff Safety Algorithm', with respect to immediate	2019-OCT-01

Recipient	Inspector Data	Worker Representative
Name _____	SHELLY SPEIR OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7	Name _____
Title _____	MOLIHSHAMILTONEAST@ontario.ca Tel: (905) 379-4557 Fax: (905) 577-1324	Title _____
Signature <i>CC</i>	Signature <i>Shelly Speir</i>	Signature <i>JMM</i>

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.

Do you have a comment or feedback about your inspection? Call the Ministry of Labour Contact Centre 1-877-202-0008

Operations Division Occupational Health and Safety

OHS Case ID: **02883NNRR953**
 Field Visit no: **02883NNRR954**

Visit Date: **2019-AUG-01**

Field Visit Type: **INITIAL**

Workplace Identification: **HAMILTON HEALTH SCIENCES - JURAVINSKI HOSPITAL AND CANCER CENTRE** Notice ID:
711 CONCESSION STREET, HAMILTON, ON, CANADA L8V 1C3

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

To:	Org/Ind Role
HAMILTON HEALTH SCIENCES CORPORATION	Primary Employer

Mailing Address:
1200 MAIN ST, HAMILTON, ON, CA L8N 3Z5

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
							<p>actions to take should aggressive behaviour by family members towards workers occur in the unit. The employer shall comply with this order on or before 01 October 2019 by training supervisors and security on the document entitled 'ICU/CICU Patient and Staff Safety Algorithm'.</p>	

Recipient

Inspector Data

Worker Representative

SHELLY SPEIR

Name _____

OCCUPATIONAL HEALTH & SAFETY INSPECTOR
 PROVINCIAL OFFENCES OFFICER

Name _____

Title _____

119 King St W, 14th Flr., Hamilton, ON, L8P 4Y7

Title _____

MOLIHSHAMILTONEAST@ontario.ca

Tel: (905) 379-4557

Fax: (905) 577-1324

Signature *CC*

Signature *Shelly Speir*

Signature *JM*

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.

Do you have a comment or feedback about your inspection? Call the Ministry of Labour Contact Centre 1-877-202-0008