

Operations Division Occupational Health and Safety

## Field Visit Report

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OHS Case ID: **04649RJDM033**

Field Visit no: **04649RKGL043**

Visit Date: **2022-MAY-25**

Field Visit Type: **CONTINUATION**

Workplace Identification: **SAULT AREA HOSPITAL**

Notice ID:

**750 GREAT NORTHERN ROAD, SAULT STE. MARIE, ON, CANADA P6B 0A8**

Telephone:  
**(705) 759-3434**

JHSC Status:  
**Active**

Work Force #:  
**1900**

Completed %:

Persons Contacted: **MARCELLO COCCIMIGLIO - OCC H&S OFFICER**  
**DONELDA CHARTRAND - JHSC MANAGER CO-CHAIR**  
**MARY FISHER- JHSC WORKER REP**  
**MONIQUE STOROZUK - ONA WORKER REP (VIA WEBEX)**  
**KARIE MCCONNELL - ONA WORKER REP (VIA WEBEX)**

Visit Purpose: **INVESTIGATION**

Visit Location: **BOARDROOM**

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

### Detailed Narrative:

A field visit was conducted as a result of a complaint filed regarding the following items:

- Lack of training and education for policy and procedure related to workplace violence as a result of a code silver incident in the emergency department
- Concerns with triage nurses not being able to distinguish violent patients
- Workers not reporting violent incidents

### Inspector Findings:

-Discussed complaint on May 4, 2022 with workplace parties. A code silver was called in the emergency department on February 3rd, 2022. The workplace violence response team conducted a risk re-assessment of the incident on February 15, 2022 and identified gaps in the response of the code silver. The workplace is currently working to address these gaps. Since the February incident, another code silver incident took place in April 2022.

-The workplace has a workplace violence policy and program, both dated January 2022 in place. The workplace has several emergency code policies in place. The code silver policy was last revised October 2021 and code white policy last revised November 2021. The workplace violence program does not mention a code silver policy in the document, but does refer to code white, black and purple. An overall risk assessment, which includes violence, was conducted in the emergency department.

-The workplace violence program outlines education and training that is required for workers. Upon hire, workers receive the workplace violence prevention training program. Non-violent Crisis Intervention Training (CPI) is also required for workers who work in higher risk areas such as the emergency department and mental health program. The CPI training is to be completed annually. Mock trials of code silver and white are also

Recipient	Inspector Data	Worker Representative
Name <u>Marcello Coccimiglio</u>	<b>Amanda Palahnuk</b> O.H.S.A. & B.O.S.T.A. INSPECTOR PROVINCIAL OFFENCES OFFICER 480-70 Foster Dr, Sault Ste Marie, ON P6A 6V4 SSMMOLReporting@Ontario.ca Tel: (705) 690-1684 Fax: (705) 949-9796	Name <u>[Signature]</u>
Title <u>OHS Officer</u>		Title <u>Unit 1359</u>
Signature <u>[Signature]</u>	Signature <u>[Signature]</u>	Signature <u>M Fisher</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.

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mentioned to be done annually in their respective policies. The employer stated they have recently created a new LMS learning module (Workplace Violence Prevention) that workers are required to complete by July 2022. This module is now to be completed annually instead of just upon hire. The employer stated they also are planning mock trials for code silver in the near future.

-The emergency department requires workers to have a CPI level 4 training. The employer stated they are trying to have other non-high risk departments obtain at least a CPI level 1 for workers.

-At the time of the inspection, of the 97 workers in the emergency department, approximately 13 workers had completed CPI training in 2021/2022. Many workers had not completed the training since 2017-2018, with approximately 33 who have never had it. The employer stated they were initially letting workers sign up for the training, but have since started assigning it. ORDER ISSUED.

-The workplace uses pinel restraints to assist with patients who may demonstrate violence. At the time of the inspection, only 5 workers had completed pinel restraint training in the emergency department. The employer stated they are working to set up a mock trial using pinel restraints for staff. ORDER ISSUED.

-Training for workplace violence is also provided for non-clinical workers (ie. Housekeeping). These workers are also required to complete the LMS violence module and participate in mock scenarios. Signage is placed on doors for violent patients to alert non-clinical workers of the dangers.

-Training for other topics such as violence flagging, emergency codes, health and safety awareness and constant care has been completed by most staff in the emergency department. The employer is reminded to ensure that all workers receive these training modules.

-The employer stated that pinel restraints have been a topic of focus in the emergency department in weekly huddles for staff. Pinel restraints are now being checked regularly each shift to ensure the required equipment is present and in good condition.

-The workplace has implemented the use of screamers as an alert system in the emergency department. Workers are mandated to wear these alerts on their lanyards.

-As stated in the workplace violence policy and revised LMS training course, workers are to be reporting incidents of workplace violence. The employer is encouraged to promote messaging to ensure workers are

Recipient

Inspector Data

Worker Representative

Name Mareklo Coccimiglio

**Amanda Palahnuk**

O.H.S.A. & B.O.S.T.A. INSPECTOR  
PROVINCIAL OFFENCES OFFICER

Name [Signature]

Title OHS Officer

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Title Unifor 1359

Tel: (705) 690-1684

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Signature [Signature]

Signature [Signature]

Signature [Signature]

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reporting incidents of workplace violence.

-Discussed the flagging system for violent patients. Patients who enter the emergency department are not identified as violent when the triage nurse assesses them. The patient is required to go to registration after assessment before any potential flags are identified. The employer stated they have identified this as a concern and are considering alternative options to have registration completed first.

-The workplace identified an Emergency Department Improvement Project in 2021. As a result of the February incident, and other incidents of workplace violence, it has moved this project further. There have been concerns identified with the triage department including whether there are exit routes for workers if a violent person is in that area. The workplace has conducted a violence assessment of the triage department and have linked this information into the ED Improvement Project. This project is ongoing.

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

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Name <u>Marcello Coccimiglio</u>	<b>Amanda Palahnuk</b> O.H.S.A. & B.O.S.T.A. INSPECTOR PROVINCIAL OFFENCES OFFICER 480-70 Foster Dr, Sault Ste Marie, ON P6A 6V4 SSMMOLReporting@Ontario.ca Tel: (705) 690-1684 Fax: (705) 949-9796	Name <u>LD</u>
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Order(s) /Requirement(s) Issued To:

To:

**SAULT AREA HOSPITAL**

Org/Ind Role

**Primary Employer**

Mailing Address:

**750 GREAT NORTHERN RD, SAULT STE. MARIE, ON, CA P6B 0A8**

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	OHS	1990	25	2	a	The employer shall provide information and instruction on Non-Violent Crisis Intervention Training (CPI) to protect the health and safety of the worker. At the time of inspection, there were workers in the emergency department that did not have CPI training.	2022-SEP-30
04649RKGP044								
2	Time	OHS	1990	25	2	a	The employer shall provide information and instruction on pinel restraints to protect the health and safety of the worker. At the time of inspection, there were workers in the emergency department that did not have pinel restraint training.	2022-SEP-30
04649RKGG045								

Recipient

Inspector Data

Worker Representative

Name Marcello Cocchini  
Title OHS officer  
Signature [Signature]

**Amanda Palahnuk**  
O.H.S.A. & B.O.S.T.A. INSPECTOR  
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