

Operations Division Occupational Health and Safety

Field Visit Report

OHS Case ID: **03232FMSV265**
 Field Visit no: **03232GHSZ338** Visit Date: **2013-MAY-03** Field Visit Type: **CONTINUATION**
 Workplace Identification: **ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES** Notice ID:

700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9

Telephone: **(905) 430-4055** JHSC Status: **Active** Work Force #: **1250** Completed %:

Persons Contacted: **VARIOUS WORKPLACE PARTIES**
 Visit Purpose: **DELIVER REPORT WITH ORDERS**
 Visit Location: **700 GORDON STREET, WHITBY, ON**
 Visit Summary: **INVESTIGATION INTO INCIDENTS OF WORKPLACE VIOLENCE - ORDERS ISSUED TO EMPLOYER**

Detailed Narrative:

The Ministry of Labour (MOL) received a complaint on July 9, 2012 and an additional six complaints between the periods of July 10, 2012 to July 25, 2012 from workers concerned about workplace violence at Ontario Shores Centre for Mental Health Sciences (Ontario Shores). On July 13, 2012, Ministry of Labour Health Care Inspector MacLean attended the workplace located at 700 Gordon Street, Whitby, ON and determined that for the period of May 1, 2012 to July 13, 2012, workers at Ontario Shores reported to the employer at least seventy-seven (77) incidents involving workplace violence. Workers reported being physically and sexually assaulted by patients. These incidents varied in degree of severity ranging from assault causing bodily harm, assault with a weapon, sexual assault, sexual harassment and threats of physical violence.

Since July 2012, the Ministry of Labour conducted an investigation into the complaints brought forward by workers at Ontario Shores. Based on observations and interviews with employees and management, the inspector found a number of deficiencies, in the development of measures and procedures, in consultation and collaboration with the JHSC, to protect workers from violence and harassment in the workplace. The employer failed to conduct re-assessments of the risks related to workplace violence on all inpatient units and the Assertive Community Treatment Team following incidents of workplace violence.

Interviews with workers suggest the employer's workplace violence policy and program is not protecting workers from injury and/or preventing incidents of workplace violence. A workplace violence program is required to include measures and procedures developed to protect workers from violence including, but not limited to, how to summon immediate assistance, control the risks of physical injury identified in the risk assessment, report incidents or complaints of workplace violence, investigate and deal with workplace violence incidents and/or complaints and any other elements prescribed in the regulations.

In addition, workers report not having a clear understanding of the role of external agencies, such as police, in situations they believe to be beyond their capability, especially when physical intervention was required. Some workers reported that police intervention or involvement is discouraged by the employer. Most workers interviewed report they did not contact police following incidents of physical or sexual assault for fear of reprisal.

| Recipient | Inspector Data | Worker Representative |
|---|---|-----------------------------|
| Name <u>N. Halchase</u> | JEANETTE MACLEAN OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 5001 Yonge Street Toronto, ON Canada M7A 0A3 Tel: 647-777-5078 Fax: 647-777-5014 | Name <u>Alma Sul</u> |
| Title <u>Health + Safety Specialist</u> | | Title <u>JOHSC Co-Chair</u> |
| Signature <u>[Signature]</u> | Signature <u>Jeanette Maclean</u> | Signature <u>Alma Sul</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.gov.on.ca/lab/olrb/home.htm> for more information.

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The employer indicated that the organization utilizes the Safe Management Group (SMG) Crisis Intervention Training system which is a two day training program in risk management; relationship management; physical intervention concepts and techniques; managing aggression; behavioural profiling; code white review; and safe application of restraints. Workers questioned indicated the SMG training is not sufficient to protect them from incidents involving workplace violence. Workers were unaware or unfamiliar with many of the key components/elements SMG identifies as essential to the success and/or effectiveness of the program. The employer's records indicate that not all workers received the required SMG training.

Ontario's Occupational Health and Safety Act (OHSA) establishes minimum legal requirements that provide a foundation for the Internal Responsibility System (IRS). The IRS is a system, within a workplace, where everyone shares responsibility for occupational health and safety that is appropriate to their role and function within the workplace. Several provisions in the Act are aimed at fostering the internal responsibility system. Understanding the IRS, and the duties, responsibilities and rights of the various workplace parties is one of the most integral steps to ensuring that all workers are safe. It is the philosophy on which the Occupational Health and Safety Act was built.

It is an expectation that Senior Executives and other managers will continue to set the tone, establish a culture to ensure the entire system of direct responsibility for health and safety is promoted and improved, fewer reports of workplace injuries related to incidents of workplace violence will be evidence the IRS is functioning. The JHSC has a key contributive part in overall health and safety for all workers within the organization. Assisting the IRS from outside the organization are the Safe Workplace Associations (SWA's) such as Public Service Health and Safety Association (PSHSA) and the Ministry of Labour (MOL).

The MOL acknowledges that the employer, since the start of the investigation in July 2012, reported (October 26, 2012) significant efforts taken to protect the health and safety of workers as it relates to Workplace Violence. Some examples provided by the employer include:

1. Introduced safety huddles on Forensic units;
2. Increased Safe Management Group (SMG) training including monthly reviews for each program on safe management of code white situations;
3. Provided training and education, including a two day forum examining how least restraints and seclusion contributes to overall staff and patient safety;
4. Updated policy incorporating current evidence-based practice on least restraint and seclusion;
5. Developed a guide on alternatives to restraint and seclusion and provided education to all staff;
6. Participated in the development of the RAO Best-Practice Guideline "Promoting Safety: Alternative Approaches to the Use of Restraints";
7. Engaged staff in focus groups to further understand opportunities in the admission process to identify risk that may precipitate seclusion and restraint; Implemented a new Health and Safety role to address gaps and implement response plans;

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|---|--|---|
| Name _____ | <p>JEANETTE MACLEAN OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 5001 Yonge Street Toronto, ON Canada M7A 0A3 Tel: 647-777-5078 Fax: 647-777-5014</p> | Name _____ |
| Title _____ | | Title _____ |
| Signature  | Signature  | Signature  |

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- 8. Increased communication with managers through the Joint Occupational Health and Safety Committee (JOHSC) to improve information flow pertaining to incidents, follow-up and preventative measures;
- 9. Developed an e-learning module on workplace violence in consultation with the JOHSC;
- 10. Created of an overarching Forensics safety group;
- 11. Supported certification training under the Occupational Health and Safety Act for JOHSC members beyond minimum requirements;
- 12. Piloted a Mental Health Security Officer on one of the Forensics units;
- 13. Contracted with the Public Services Health and Safety Association to provide training to managers and staff on the use of their risk assessment tool that will be used in all areas of the hospital; and
- 14. Commenced review of health and safety policies through the JOHSC.

The employer also stated they will continue their work in this area to strengthen workplace safety, address concerns and support staff.

Previously, the employer utilized the services of external advisors such as the Public Services Health and Safety Association (PSHSA), and Safety Management Group (SMG). It is strongly recommended that the employer continue to use the assistance of external advisors for assistance with risk assessments, and in the development of measures and procedures to protect workers from workplace violence.

As a result of these investigative findings orders are issued to the employer.

Once notice of compliance is received, the MOL will conduct a comprehensive inspection to determine if compliance with the orders was achieved.

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

| | | |
|---|-------------------------|-----------------------|
| To: | Org/Ind Role | Telephone No |
| ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES | Primary Employer | (905) 668-5881 |

Mailing Address:

700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9

Postal Code

L1N 5S9

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 | TimeU | OHS | 1990 | 32.0.3 | | 1 | Pursuant to section 32.0.3 (4) of the Occupational Health and Safety Act RRO. 1990; the employer shall reassess the risks of workplace violence for Ontario Shores Centre for Mental Health Sciences, including but not limited to all inpatient care units, 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. In doing so, the employer shall take into account, circumstances specific to this workplace, including but not limited to past reported incidents of workplace violence from workers while carrying out their duties such as: responding to a code white; physical intervention required during a code white situation; the need for personal protective equipment to shield workers from injury when responding to a Code White situation; attempting to re-direct or de-escalate patients; providing direct care to individuals who become agitated, aggressive and/or exhibit unpredictable and/or uncontrollable behaviours; intervening between patients/family members; and protecting a patient from self-harm. In addition, the employer must take into consideration the physical environment of the workplace such as: placement and type of furniture; potential use of items as weapons; | |

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| To: | Org/Ind Role | Telephone No |
| ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES | Primary Employer | (905) 668-5881 |

Mailing Address:

700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9

Postal Code

L1N 5S9

Order(s) /Requirement(s) Description:

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|---------------------|--------------|------------|-------------|---------------|----------|--------|--|--------------------|
| | | | | | | | escape routes; access to secured environments; windows; doors/doorways; hallways & corridors; meal trays/utensils; areas of seclusion and isolation of workers. The employer shall provide to the Ministry of Labour a detailed plan outlining how and when the employers plans to comply with this order. Refer to order #2. | |
| 2 | Plan | OHS | 1990 | 57 | 4 | | Pursuant to Section 57 (4) of the Occupational Health and Safety Act RRO. 1990; the employer shall submit to the Ministry of Labour on or before May 31, 2013, a detailed compliance plan prepared in the manner and including such items as required by order #1. | 2013-MAY-31 |
| 03232GHSZ340 | | | | | | | | |
| 3 | TimeU | OHS | 1990 | 32.0.3 | 4 | | Section 32.0.3 (4) of the Occupational Health and Safety Act RRO. 1990; the employer shall reassess the risks of workplace violence for all outpatient clinics operated by Ontario Shores Centre for Mental Health Sciences, including but not limited to the Durham Region (Whitby) Assertive Community Treatment Team, 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. The employer shall take into account circumstances specific to the nature of the workplace (including an assessment of the client's | |
| 03232GHSZ341 | | | | | | | | |

| Recipient | Inspector Data | Worker Representative |
|---|--|---|
| Name _____ | JEANETTE MACLEAN | Name _____ |
| Title _____ | OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 5001 Yonge Street Toronto, ON Canada M7A 0A3 Tel: 647-777-5078 Fax: 647-777-5014 | Title _____ |
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Order(s) /Requirement(s) Issued To:

To: **ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES** Org/Ind Role **Primary Employer** Telephone No **(905) 668-5881**

Mailing Address:

700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9

Postal Code

L1N 5S9

Order(s) /Requirement(s) Description:

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| No | Type Code | Act/Reg | Year | Sec. | Sub Sec. | Clause | Text of Order/Requirement | Comply by Date |
|----|----------------------|---------|------|------|----------|--------|---|----------------|
| 4 | Plan 03232GHSZ342 | OHSA | 1990 | 57 | | 4 | home); the type of work (providing medication administration, personal care to a client in his/her home); and conditions of work (working alone, accompanying an individual to medical appointments and/or scheduled outings). The reassessment is expected to take into account past incidents of workplace violence reported to the employer. The employer shall submit to the Ministry of Labour a detailed plan outlining how and when the employer plans to comply with this order. Refer to order #4. | 2013-MAY-31 |
| 5 | Time 03232GHSB343 | OHSA | 1990 | 67 | | 8 | Pursuant to Section 8 of the Health Care and Residential Facilities Regulation 67/93: the employer, in consultation with the JHSC, and upon consideration of the recommendation thereof, shall develop, establish, and put into effect measures and procedures for the health and safety of workers, as it relates to workers providing direct care to individuals who become agitated, aggressive, and/or experience episodes of | 2013-JUL-29 |

| Recipient | Inspector Data | Worker Representative |
|---|---|---|
| Name _____ | JEANETTE MACLEAN OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 5001 Yonge Street Toronto, ON Canada M7A 0A3 Tel: 647-777-5078 Fax: 647-777-5014 | Name _____ |
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| | | |
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| To: | Org/Ind Role | Telephone No |
| ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES | Primary Employer | (905) 668-5881 |

Mailing Address:

700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9

Postal Code

L1N 5S9

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| No | Type Code | ActReg | Year | Sec. | Sub Sec. | Clause | Text of Order/Requirement | Comply by Date |
|--------------|-----------|--------|------|------|----------|--------|---|----------------|
| | | | | | | | <p>unpredictable behaviour, causing workers to be at risk of injury from being physically assaulted. It was identified that 33% of the workplace violence incidents reported, for the period of May 1, 2012 to July 13, 2012, involved workers being injured while providing direct care. The employer shall comply with this order on or before July 29, 2013.</p> | |
| 6 | Time | OHSB | 1990 | | | | <p>Pursuant to Section 8 of the Health Care and Residential Facilities Regulation 67/93: the employer, in consultation with the JHSC, and upon consideration of the recommendation thereof, shall develop, establish, and put into effect measures and procedures for the health and safety of workers, as it relates to workers who are required to respond to a code white (violent patient) situation and physically intervene. It was identified that 36% of the workplace violence incidents reported, for the period of May 1, 2012 to July 13, 2012, involved a code white situation and 21% of workers who reported injuries were related to physical intervention during a code white situation. The employer shall comply with this order on or before July 29, 2013.</p> | 2013-JUL-29 |
| 03232GHSB344 | | 67 | 1993 | 8 | | | | |
| 7 | Time | OHSB | 1990 | | | | <p>Pursuant to Section 8 of the Health Care and Residential Facilities Regulation O. Reg 67/93: the employer, in consultation with the JHSC, and upon</p> | 2013-JUL-29 |
| 03232GHSB345 | | 67 | 1993 | 8 | | | | |

| | | |
|--|--|--|
| <p>Recipient</p> <p>Name _____</p> <p>Title _____</p> <p>Signature </p> | <p>Inspector Data</p> <p>JEANETTE MACLEAN</p> <p>OCCUPATIONAL HEALTH & SAFETY INSPECTOR</p> <p>PROVINCIAL OFFENCES OFFICER</p> <p>5001 Yonge Street</p> <p>Toronto, ON Canada M7A 0A3</p> <p>Tel: 647-777-5078</p> <p>Fax: 647-777-5014</p> <p>Signature </p> | <p>Worker Representative</p> <p>Name _____</p> <p>Title _____</p> <p>Signature </p> |
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To: **ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES** Org/Ind Role **Primary Employer** Telephone No **(905) 668-5881**

Mailing Address: **700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9** Postal Code **L1N 5S9**

Order(s) /Requirement(s) Description:

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| No | Type Code | ActReg | Year | Sec. | Sub Clause Sec. | Text of Order/Requirement | Comply by Date |
|--------------|-----------|--------|------|------|-----------------|--|----------------|
| 8 | Time | OHSA | 1990 | | | consideration of the recommendation thereof, shall develop, establish, and put into effect measures and procedures for the health and safety of workers, as it relates to workers who are required to respond to situations where an individual has a weapon. It was identified that workers reported injuries as a result of having to disarm or physically intervene when individuals posed a threat to themselves or others involving a weapon. The employer shall comply with this order on or before July 29, 2013. | |
| 03232GHSB346 | 67 | 1993 | 8 | | | Pursuant to Section 8 of the Health Care and Residential Facilities Regulation 67/93: the employer, in consultation with the JHSC, and upon consideration of the recommendation thereof, shall develop, establish, and put into effect measures and procedures for the health and safety of workers, as it relates to the development of a behavioural crisis plan and/or safety plan for individuals who are known to have assaulted workers in the past. The employer shall comply with this order on or before July 29, 2013. | 2013-JUL-29 |
| 9 | Time | OHSA | 1990 | | | Pursuant to Section 8 of the Health Care and Residential Facilities Regulation 67/93: the employer, in consultation with the JHSC, and upon consideration of the recommendation thereof, | |
| 03232GHSB347 | 67 | 1993 | 8 | | | Pursuant to Section 8 of the Health Care and Residential Facilities Regulation 67/93: the employer, in consultation with the JHSC, and upon consideration of the recommendation thereof, | 2013-JUN-24 |

| Recipient | Inspector Data | Worker Representative |
|---|---|---|
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| To: | Org/Ind Role | Telephone No |
| ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES | Primary Employer | (905) 668-5881 |

Mailing Address:

700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9

Postal Code

L1N 5S9

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|----|-----------|---------|------|------|----------|--------|---------------------------|----------------|

shall develop, establish, and put into effect measures and procedures for the health and safety of workers, as it relates to the provision of information, including personal information, related to the risk of workplace violence from a person with a known history of violent behaviour; if the worker can be expected to encounter the violent person in the course of his or her work; and the risk of workplace violence is likely to expose the worker to physical injury. It was identified that workers who provide care and/or interact with individuals, who are not assigned as the primary caregiver, do not have access to the medical chart and therefore are unaware of the information (such as the behavioural profile) that contains concise information about the individuals unique behavioural patterns; antecedents to inappropriate behaviours; and strategies and intervention techniques developed to manage behaviours that are escalating towards being aggressive. As a result, workers were injured. The employer shall comply with this order on or before June 24, 2013.

10 Time
03232GHSB348

OHS Act/Reg 1990 32.0.5 2

a Pursuant to Section 32.0.5 (2) (a) of the Occupational Health and Safety Act, RRO. 1990: the employer shall provide information and instruction to workers on the contents of the

2013-AUG-30

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| Title _____ | | Title _____ |
| Signature  | Signature  | Signature  |

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OHS Case ID: **03232FMSV265**

Field Visit no: **03232GHSZ338**

Visit Date: **2013-MAY-03**

Field Visit Type: **CONTINUATION**

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

| | | |
|---|-------------------------|-----------------------|
| To: | Org/Ind Role | Telephone No |
| ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES | Primary Employer | (905) 668-5881 |

Mailing Address:

700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9

Postal Code

L1N 5S9

Order(s) /Requirement(s) Description:

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

| No | Type Code | Act/Reg | Year | Sec. | Sub Sec. | Clause | Text of Order/Requirement | Comply by Date |
|--------------|-----------|---------|------|--------|----------|--------|--|----------------|
| 11 | Time | OHS | 1990 | 32.0.5 | 2 | a | workplace violence policy and program including how to summon immediate assistance. It was identified that workers were unaware of how to summon immediate assistance in areas where the personal alarms were not operable or are ineffective in summoning immediate assistance. Two incidents involved workers who were wearing their personal alarms sustained injuries after being physically assaulted and were unable to summon immediate assistance. In both situations, another patient intervened in an attempt to protect the worker. The employer shall comply with this order on or before August 30, 2013. | 2013-AUG-30 |
| 03232GHSC349 | | | | | | | Pursuant to Section 32.0.5 (2) (a) of the Occupational Health and Safety Act, RRO. 1990: the employer shall provide information, instruction and supervision to workers on the content of the workplace violence policy and program including how to report incidents of workplace violence to the employer and/or supervisor. It was identified that not all workers received instruction, from the employer, on how or when to report incidents of workplace violence and how the employer will investigate and deal with such incidents, threats, or complaints. The employer shall comply with this order on or before August 30, 2013 | |

| | | |
|--|--|--|
| <p>Recipient</p> <p>Name _____</p> <p>Title _____</p> <p>Signature </p> | <p>Inspector Data</p> <p>JEANETTE MACLEAN</p> <p>OCCUPATIONAL HEALTH & SAFETY INSPECTOR</p> <p>PROVINCIAL OFFENCES OFFICER</p> <p>5001 Yonge Street</p> <p>Toronto, ON Canada M7A 0A3</p> <p>Tel: 647-777-5078</p> <p>Fax: 647-777-5014</p> <p>Signature </p> | <p>Worker Representative</p> <p>Name _____</p> <p>Title _____</p> <p>Signature </p> |
|--|--|--|

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Operations Division Occupational Health and Safety

Field Visit Report

OHS Case ID: **03232FMSV265**

Field Visit no: **03232GHSZ338**

Visit Date: **2013-MAY-03**

Field Visit Type: **CONTINUATION**

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

To: **ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES** Org/Ind Role **Primary Employer** Telephone No **(905) 668-5881**

Mailing Address:

700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9

Postal Code

L1N 5S9

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 |
|--------------|-----------|--------|------|--------|----------|--------|---|----------------|
| 12 | Time | OHSA | 1990 | 32.0.5 | 2 | a | Pursuant to Section 32.0.5 (2) (a) of the Occupational Health and Safety Act, RRO. 1990: the employer shall provide information and instruction to workers on the content of the workplace violence policy and program and ensure that workers understand and are able to carry out the measures and procedures that are in place to protect them from workplace violence. Some workers interviewed were unaware of the content of the workplace violence policy and program including measures and procedures that are in place to protect them from workplace violence. The employer shall comply with this order on or before August 30, 2013. | 2013-AUG-30 |
| 03232GHSC350 | | | | | | | | |
| 13 | Time | OHSA | 1990 | 25 | 2 | h | Pursuant to Section 25 (2) (h) of the Occupational Health and Safety Act, RRO. 1990: the employer shall take every precaution reasonable in the circumstances for the protection of a worker, including providing workers, supervisors and managers the Safe Management Group (SMG) Crisis Intervention Training. The employer indicated that SMG Crisis Intervention Training is mandatory training required for the protection of health & safety of all workers at Ontario Shores Centre for Mental Health Sciences. It was identified that not all workers, supervisors and managers have | 2013-OCT-28 |
| 03232GHSC351 | | | | | | | | |

| Recipient | Inspector Data | Worker Representative |
|---|---|---|
| Name _____ | JEANETTE MACLEAN OCCUPATIONAL HEALTH & SAFETY INSPECTOR PROVINCIAL OFFENCES OFFICER 5001 Yonge Street Toronto, ON Canada M7A 0A3 Tel: 647-777-5078 Fax: 647-777-5014 | Name _____ |
| Title _____ | | Title _____ |
| Signature  | Signature  | Signature  |

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Operations Division Occupational Health and Safety

Field Visit Report

OHS Case ID: **03232FMSV265**

Field Visit no: **03232GHSZ338**

Visit Date: **2013-MAY-03**

Field Visit Type: **CONTINUATION**

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

To: **ONTARIO SHORES CENTRE FOR MENTAL HEALTH SCIENCES** Org/Ind Role: **Primary Employer** Telephone No: **(905) 668-5881**

Mailing Address: **700 GORDON STREET, WHITBY, ON, CANADA L1N 5S9** Postal Code: **L1N 5S9**

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 |
|---------------------|-------------|-------------|-------------|-----------|----------|----------|--|--------------------|
| | | | | | | | completed the required SMG Crisis Intervention training. The employer shall comply with this order on or before October 28, 2013. | |
| 14 | Time | OHSA | 1990 | 25 | 2 | h | Pursuant to Section 25 (2) (h) of the Occupational Health and Safety Act, RRO. 1990: the employer shall take every precaution reasonable in the circumstances for the protection of a worker as it relates to the appropriate confinement of items such as an id badge worn on a chain, to ensure they do not pose a risk to the worker. An incident of workplace violence was reported involving injuries to a worker when an individual grabbed the id badge worn by the worker around her neck. The employer shall comply with this order on or before May 31, 2013. | 2013-MAY-31 |
| 03232GHSC352 | | | | | | | | |
| 15 | Time | OHSA | 1990 | | | | Pursuant to Section 12 of the Health Care and Residential Facilities Regulation 67/93: the employer shall ensure that if a worker has or wears long hair, loose clothing or jewellery that may present a hazard, it shall be suitably confined. An incident of workplace violence was reported involving injuries sustained by a worker when an individual forcefully grabbed the workers hair. The employer shall comply with this order on or before May 31, 2013. | 2013-MAY-31 |
| 03232GHSC352 | 67 | 1993 | 12 | | | | | |

| | | |
|---|--|---|
| Recipient | Inspector Data | Worker Representative |
| Name _____ | JEANETTE MACLEAN | Name _____ |
| Title _____ | OCCUPATIONAL HEALTH & SAFETY INSPECTOR | Title _____ |
| | PROVINCIAL OFFENCES OFFICER | |
| | 5001 Yonge Street | |
| | Toronto, ON Canada M7A 0A3 | |
| | Tel: 647-777-5078 | |
| | Fax: 647-777-5014 | |
| Signature  | Signature  | Signature  |

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