

Safe At Work

Operations Division Occupational Health and Safety

Return To:  
LEONARD KUEHNER  
HEALTH CARE INSPECTOR  
PROVINCIAL OFFENCES OFFICER  
4273 King St. E, #300, Kitchener, ON N2P 2E9  
MOLOHWaterloo@ontario.ca  
Tel: (519) 504-1740  
Fax: (519) 883-5694



Notice of Compliance

OHS Case ID: 02808SSNN657  
Field Visit No: 02808SSNW667

Visit Date : 2023-OCT-17

Workplace Identification: GRAND RIVER HOSPITAL  
835 KING STREET WEST, KITCHENER, ON, CANADA N2G 1G3

Notice ID:

Take Notice

Orders were issued under the authority of the Occupational Health and Safety Act or Regulations made there under. A notice of compliance shall be submitted to the Ministry of Labour within three days after the Constructor or Employer believes that compliance with the Order(s) / Requirement(s) have been achieved.

Order(s) / Requirement(s) Issued:

To: GRAND RIVER HOSPITAL CORPORATION Role: Primary Employer

Mailina Address: 835 KING ST W, KITCHENER, ON, CA N2G 1G3

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	ActReg	Year	Sec.	Sub Sec.	Clause	Compliance Details / Date	JHSC Worker Member / Comply by Worker Representative Date:
1	Time	OHSA	1990	25	1	c	COMPLETED. October 18, 2023	<input checked="" type="checkbox"/> Agree 2023-OCT-18 <input type="checkbox"/> Disagree Brooks Patterson (Signature)
2	Time	OHSA	1990	25	2	a	COMPLETED. October 18, 2023	<input checked="" type="checkbox"/> Agree 2023-OCT-18 <input type="checkbox"/> Disagree Brooks Patterson (Signature)

Form completed by: Charles Benson  
Title: OCC SAFETY  
For / on behalf of GRAND RIVER HOSPITAL  
Signature: [Signature]

Joint Health and Safety Committee Member representing workers or Worker Representative agrees or disagrees that compliance has been achieved with all the Order(s) as indicated above.

Name: Brooks Patterson  
Signature: [Signature]

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Field Visit Report

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Visit Date: 2023-OCT-17  
Field Visit Type: INITIAL

Workplace Identification: GRAND RIVER HOSPITAL  
835 KING STREET WEST, KITCHENER, ON, CANADA N2G 1G3  
Notice ID:

Telephone: (519) 742-3611  
JHSC Status: Active  
Work Force #: 4000  
Completed %:


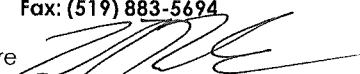

Persons Contacted: CHRISTINE MC LELLAN - PROGRAM DIRECTOR - MENTAL HEALTH AND ADDICTIONS; CHARLIE BRONSON - HEALTH AND SAFETY CONSULTANT; TAMANNA ATWAL - HEALTH AND SAFETY CONSULTANT; BROOKS PATTERSON - CERTIFIED WORKER JHSC MEMBER/ONA REPRESENTATIVE

- Visit Purpose: - TO INVESTIGATE ALLEGATIONS OF WORKERS NOT PROTECTED FROM A VIOLENT PATIENT
- Visit Location: - MEETING ROOM LOCATED WITHIN THE GRAND RIVER GENERAL HOSPITAL 835 KING ST W, KITCHENER, CAMPUS
- Visit Summary: - ATTENDED TO INVESTIGATE ALLEGATIONS OF WORKERS NOT PROTECTED FROM VIOLENT PATIENTS  
- INVESTIGATED COMPLAINT  
- DISCUSSED ALLEGATION AS WELL AS MEASURES AND PROCEDURES PUT IN PLACE TO PROTECT WORKER HEALTH AND SAFETY  
- AT THE TIME OF THE INVESTIGATION, CONTRAVENTIONS OF THE ACT AND REGS WERE DETERMINED TO EXIST  
- ORDERS ISSUED

Detailed Narrative:

FINDINGS AND ACTIONS:

- Grand River General Hospital, located at 835 King St E, in Kitchener, is a general hospital providing healthcare services to members of the public
- there are approximately 4000 workers employed at this location, with a Joint Health and Safety Committee (JHSC) in place, meeting monthly and conducting monthly health and safety inspections of the workplace - at the time of the investigation, committee documents were not reviewed
- there is a violence policy and program in place in the workplace - reviewed in a previous visit
- policy was determined to include violence arising between workers as well as patient violence toward workers (code white)
- attended to investigate allegations of workers not protected from patients
- investigated allegations
- discussed nature of complaint
- it was disclosed that a patient admitted to the 1F Mental Health and Addictions unit had been exhibiting reactive behaviours of concern that have placed workers in situations dangerous to their health and safety
- discussed history of the patient on F1
- discussed nature of reactive behaviours

Recipient	Inspector Data	Worker Representative
Name: <u>Charlie Bronson</u>	LEONARD KUEHNER HEALTH CARE INSPECTOR PROVINCIAL OFFENCES OFFICER	Name: <u>Brooks Patterson, R.N. ONA</u>
Title: <u>Occ Safety Consultant</u>	4273 King St. E, #300, Kitchener, ON N2P 2E9 MOLOHSWaterloo@ontario.ca Tel: (519) 504-1740 Fax: (519) 883-5694	Title: <u>worker co-chair</u>
Signature: 	Signature: 	Signature: 

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Field Visit Report

Page 2 of 6

OHS Case ID: **02808SSNN657**

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Visit Date: **2023-OCT-17**

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- discussed situations which gave rise to worker concerns
- discussed measures and procedures in place to mitigate hazards associated with reactive patients, particularly the patient of concern
- it was stated by the employer that the patient in question had been transferred for an assessment following a lengthy stay at another facility where they had exhibited similar behaviours
- it was disclosed by the employer that reactive behaviours exhibited by the patient include lashing out, spitting and violent verbal abuse
- it was stated by the employer that there are various tools in place to assess a patient's likelihood to become violent - the Violence Assessment Tool (VAT)
- it was disclosed by the employer that the VAT is employed on all patients upon admission - patients who are deemed to be at risk of violent behaviour based on the VAT score receive a Threat Alert banner on their chart which is visible upon opening of the chart
- the banner indicates that there is information of interest within the chart detailing violent behaviours, triggers, and methods to mitigate potential dangers to health and safety
- it was stated by the employer that the VAT is reviewed by nursing staff whenever behaviour is noted to appreciably change
- it was disclosed that the patient of concern had undergone VAT assessments on numerous occasions and that there was a Threat Alert placed on their chart
- discussed patient care plans put in place for the noted individual
- it was stated that the VAT findings were incorporated into the care plan
- it was stated that the care plan indicated measures and procedures for staff to adhere to during care for the individual in question and that workers are required to review the care plan prior to undertaking care for the patient in question
- it was further stated that the behavioural status, as well as care information for the patient under discussion, is reviewed with the lead nurse for individuals during transfer of care as part of professional practice and that any changes of behaviour are relayed at that time
- discussed a near miss incident with a staff member providing care to the individual in question
- it was disclosed that the worker had been familiar with the care plan requiring 4 workers to attend, and that they had placed them selves in harms way as a result of feeling that a 'bond' had developed between the worker and patient, as the creation of bonds is a frequent practice in the care for patients in the 1F environment

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Page 3 of 6

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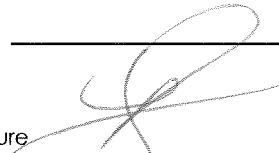

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- discussed supervision of workers - it was determined that at the time of the incident, the worker had acted contrary to the care plan, a situation which could have been averted with supervision
- the employer is reminded of the need to ensure that measures and procedures are carried out in the workplace
- at the time of the investigation, it was determined that the employer had failed to ensure that the worker of concern had adhered to the prescribed measures as detailed in the care plan for the patient being discussed
- ORDER ISSUED
- the employer is further reminded of the need to provide supervision to workers in order to protect their health and safety
- at the time of the investigation, it was determined that the employer had failed to supervise the worker during their interaction with the patient being discussed, in order to ensure that the worker adhered to the care plan
- ORDER ISSUED
  
- discussed training of care staff on the 1F unit
- it was disclosed that workers are trained in care for patients with mental health and addiction issues, which includes situational awareness while working around patients, as well as Code White training
- discussed frequency of Code White training for all clinical staff in the hospital
- it was stated that training includes de-escalation techniques
  
- discussed awareness of workers regarding the process for providing care in the 1F unit
- it was suggested that workers may not be fully aware of the process involved in the movement of patients through the unit
- it was disclosed at the time of the investigation that a Standard of Care Document, which outlines roles and responsibility of staff, as well as the chronology of patient care and movement through the juvenile mental health unit, had been prepared and provided workers with a clear insight into the unit process
- it was disclosed by the employer that no such document existed in the 1F unit, however, there were plans in place to produce a document comparable to the juvenile unit - at the time of the investigation, no time frame could be provided for production of this document
- the employer is reminded of the need to provide training to workers in order to promote healthy and safe work - PLAN ORDER ISSUED
- the employer is further reminded that as part of the plan, training for relevant workers, including any float staff utilized in the unit, is to be included
  
- at the time of the investigation it was disclosed that supervisors in the 1F unit may not have completed the Occupational Health and Safety Awareness training for Supervisors

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Page 4 of 6

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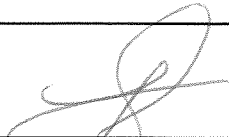
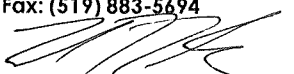

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- the employer is reminded of the need to ensure that supervisors meet the definition of competent under the Act, as well as undergo this training within one week of assuming the role of supervisor - ORDER ISSUED

- at the time of the investigation, contraventions of the Act and regulations were determined to exist  
- orders issued

A COPY OF THIS ENTIRE REPORT SHALL BE POSTED IN THE WORKPLACE

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Order(s) /Requirement(s) Issued To:  
 To: **GRAND RIVER HOSPITAL CORPORATION** Org/Ind Role **Primary Employer**

Mailing Address:  
**835 KING ST W, KITCHENER, ON, CA N2G 1G3**

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	
4	Plan 02808SSPP671	OHSA	1990	57	4		An order made under subsection (1) may require an employer to submit to the ministry a compliance plan prepared in the manner and including such items as required by the order. The employer shall provide a plan, detailing the steps, and the time frames for the development of a document outlining the roles and responsibilities of workers in the 1F unit. This plan shall be provided to the officer detailed below, by the attached contact information, by October 27, 2023.	2023-OCT-27	
5	Time 02808SSPP672	OHSA	1990	297	2013	2	1	An employer shall ensure that a supervisor who performs work for the employer completes a basic occupational health and safety awareness training program that meets the requirements set out in subsection (3) within one week of performing work as a supervisor. At the time of the investigation, it was determined that the employer had failed to ensure that a supervisor had completed the basic occupational health and safety awareness training with in one week of performing work as a supervisor. This order shall be complied with by October 27, 2023.	2023-OCT-27

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Name _____	<b>LEONARD KUEHNER</b> HEALTH CARE INSPECTOR PROVINCIAL OFFENCES OFFICER 4273 King St. E, #300, Kitchener, ON N2P 2E9 MOLOHSWaterloo@ontario.ca Tel: (519) 504-1740 Fax: (519) 883-5694	Name _____
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Org/Ind Role  
**Primary Employer**

Mailing Address:  
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No	Type	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
1	Time	OHS	1990	25	1	c	An employer shall ensure that the measures and procedures prescribed are carried out in the workplace. At the time of the investigation, it was determined that the employer had failed to ensure that measures and procedures, as detailed in the care plan for the patient under discussion in the 1F unit, had been carried out. This order shall be complied with by October 18, 2023.	2023-OCT-18
02808SSPP668								
2	Time	OHS	1990	25	2	a	An employer shall, provide information, instruction and supervision to a worker to protect the health or safety of the worker. At the time of the investigation, it was determined that the employer had failed to provide supervision to a worker while providing care to the patient being discussed on the 1F unit. This order shall be complied with by October 18, 2023.	2023-OCT-18
02808SSPP669								
3	TimeU	OHS	1990	25	2	a	An employer shall provide information, instruction and supervision to a worker to protect the health or safety of the worker. At the time of the investigation, it was determined that the employer had failed to provide information outlining the rolls and responsibilities of workers in the 1F unit.	
02808SSPP670								

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Title _____		Title _____
Signature 	Signature 	Signature 