



# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>COMMITTEE DATE:</b>	January 16, 2025
<b>SUBJECT/REPORT NO:</b>	Inspection from Ministry of Labour, Immigration, Training and Skills Development - Macassa Lodge (701 Upper Sherman Avenue)
<b>WARD(S) AFFECTED:</b>	Ward 7
<b>SUBMITTED BY:</b>	Holly Odoardi Senior Administrator, Long-Term Care Division Healthy and Safe Communities
<b>SIGNATURE:</b>	<i>Holly Odoardi</i>

The purpose of this communication is to advise Council of an update regarding the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) Orders for Compliance at Macassa Lodge from our previous communication update circulated on December 19, 2024. On January 13, 2025, Macassa Lodge had a follow-up Inspection by the MLITSD that resulted in the verification of compliance and closure of 8 of the 9 orders that were issued to Macassa Lodge on November 25, 2024. A new order was issued during the visit. The January 13<sup>th</sup> visit was positive and ministry representatives commended the Macassa long term care leadership team and City of Hamilton Health and Safety team for the work completed to date.

The remaining order from November 2024 requires the education of approximately 500 staff and staff have been granted an extension to July 1, 2025, in order to satisfy this order. The newly issued order on January 13, 2025 requires that a policy, last reviewed on May 5, 2023, be reviewed and updated annually. The team has this work underway and will satisfy this order by the compliance date of February 17, 2025.

Our team are committed to maintaining a safe and supportive environment for both our staff and residents. The team understands the critical importance of ensuring staff are properly trained to manage challenging situations effectively, while prioritizing their safety and well-being. We are in the process of working with procurement to comply with the City’s procurement policies and procedures in order to procure requisite training for staff by July 1, 2025.

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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Additionally, our Long Term Care leadership team work closely with Behavioral Supports Ontario (BSO) to provide staff with resources and supports as well as access to the Psychogeriatric resource consultant (PRC) from the Alzheimer's Society.

Please be assured that we are dedicated to upholding the highest standards of safety, both for our staff and the residents we serve, and that our long term care homes remain a safe and secure workplace for all employees. We will continue to respond in a timely and responsive manner to the MLITSD to ensure that we meet guidelines and expectations.

The Field Visit Report and the Notice of Compliance reports from January 13, 2025 are in the process of being posted on the City of Hamilton's website:  
<https://www.hamilton.ca/city-council/news-notices/ministry-orders> as required.

If you have any questions respecting this communication update, please contact Holly Odoardi at [Holly.Odoardi@hamilton.ca](mailto:Holly.Odoardi@hamilton.ca) or 905-546-2424 ext. 1906.

**APPENDICES AND SCHEDULES ATTACHED**

Appendix "A" – Ministry of Labour, Immigration, Training and Skills Development Field Visit Report and Notice of Compliance reports for Macassa Lodge

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

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

#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>Pam Currie</u>

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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**

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: 

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 of 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.

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Return To:  
Erica Gavin  
O.H.S.A. & B.O.S.T.A. INSPECTOR  
PROVINCIAL OFFENCES OFFICER  
119 King St W, 14th Fl., Hamilton, ON, L8P 4Y7  
MOLIHSHAMILTONEAST@ontario.ca  
Tel: (289) 244-0567  
Fax: (905) 577-1324

OHS Case ID: **4773CTPWMLH**  
Field Visit no: **4773CTPWMLH-4773-FV005**

Visit Date: **2025-JAN-13**

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

Notice ID:

**Take Notice**

Compliance Order(s) were served 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, Immigration, Training and Skills Development within three days after the person believes that compliance with the Compliance Order(s) has been achieved. This form can be used as a cover page to respond to demand(s).

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	ActReg	Year	Sec.	Sub Sec.	Clause	Compliance Details / Date	JHSC Worker Member / Worker Representative	Comply by Date
1	Time	OHS A	1990					<input type="checkbox"/> Agree <input type="checkbox"/> Disagree	<b>2025-FEB-17</b>
	4773CTPWMLH-4773-OR010	67	1993	9	2				
									(Signature)
2	Time	OHS A	1990	25	2	h		<input type="checkbox"/> Agree <input type="checkbox"/> Disagree	<b>2025-JUL-01</b>
	4773CTPWMLH-4773-OR002								
									(Signature)

Form completed by \_\_\_\_\_

Title \_\_\_\_\_

For / on behalf of \_\_\_\_\_

Signature \_\_\_\_\_

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

Name \_\_\_\_\_

Signature \_\_\_\_\_

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Return To:  
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O.H.S.A. & B.O.S.T.A. INSPECTOR  
PROVINCIAL OFFENCES OFFICER  
119 King St W, 14th Fl., Hamilton, ON, L8P 4Y7  
MOLHSHAMILTONEAST@ontario.ca  
Tel: (289) 244-0567  
Fax: (905) 577-1324

OHS Case ID: **4773CTPWMLH**  
Field Visit no: **4773CTPWMLH-4773-FV003** Visit Date: **2024-NOV-25**  
Workplace Identification: **MACASSA LODGE** Notice ID:  
**701 UPPER SHERMAN AVENUE, HAMILTON, ON CA L8V 3M7**

**Take Notice**

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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	Compliance Details / Date	JHSC Worker Member / Worker Representative	Comply by Date
1	TimeU 4773CTPWMLH-4773-OR002	OHSA	1990	25	2	h	Compliance Plan approved new compliance date July 1/25.	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree <i>MC</i>	Date
2	Plan 4773CTPWMLH-4773-OR001	OHSA	1990	57	4		Compliance plan submitted Jan 3/2025	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree <i>MC</i>	2025-JAN-03
3	Time 4773CTPWMLH-4773-OR003	OHSA	1990	32.0.3	4		Violence Risk Policy amended and updated Dec 13/25.	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree <i>MC</i>	2024-DEC-13
4	Time 4773CTPWMLH-4773-OR004	OHSA 67	1990 1993		9 2		Policy amended Jan 3/25.	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree <i>MC</i>	2025-JAN-03
5	Time 4773CTPWMLH-4773-OR005	OHSA	1990	32.0.5	3		No violence hazards at this time Jan 3/25	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree <i>MC</i>	2025-JAN-03
6	Time 4773CTPWMLH-4773-OR006	OHSA	1990	32.0.6	2	b	Policy amended Jan 3/25	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree <i>MC</i>	2025-JAN-03
7	Time 4773CTPWMLH-4773-OR007	OHSA	1990	32.0.6	2	e	Policy amended Jan 3/25	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Disagree <i>MC</i>	2025-JAN-03

Form completed by Lisa Phelps  
Title Administrator  
For / on behalf of \_\_\_\_\_  
Signature [Signature]

Joint Health and Safety Committee Member representing workers or worker Representative agrees or disagrees that compliance has been achieved with all of the Order(s) as indicated above  
Name Pam Currie  
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 of (416) 326-7500 or 1-877-339-3335 (toll free), mail or by website at <http://www.ourb.gov.on.ca/> for more information.

Return To:  
Erica Gavin  
O.H.S.A. & B.O.S.T.A. INSPECTOR  
PROVINCIAL OFFENCES OFFICER  
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OHS Case ID: **4773CTPWMLH**  
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Order(s) / Requirement(s) Issued:

To: **CITY OF HAMILTON** Org/Inid 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	ActReg	Year	Sec.	Sub Sec.	Clause	Compliance Details / Date	JHSC Worker Member / Worker Representative	Comply by Date
8	Time	OHSA	1990					(Signature)	
4773CTPWMLH-4773-OR008	67	1993	9	1		<u>Policy amended Jan 3/25</u>	<input checked="" type="checkbox"/> Agree <u>PL</u> <input type="checkbox"/> Disagree	<u>2025-JAN-03</u>	
9	Time	OHSA	1990					(Signature)	
4773CTPWMLH-4773-OR009	67	1993	9	2		<u>Incorrect policy provided Jan 3/25.</u>	<input checked="" type="checkbox"/> Agree <u>PL</u> <input type="checkbox"/> Disagree	<u>2025-JAN-03</u>	
								(Signature)	

Form completed by Lisa Phelps  
Title Administrative  
For / on behalf of [Signature]  
Signature [Signature]

Joint Health and Safety Committee Member representing workers or worker Representative agrees or disagrees that compliance has been achieved with all of the Order(s) as indicated above  
Name Pam Currie  
Signature Pam Currie

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.oltb.gov.on.ca/> for more information.