



Operations Occupational Health and Safety  
Division

Premise/Project Form

Premise/Project Name  
HAMILTON HEALTH SCIENCE CORPORATION: M 68723

Page 1 of 8  
Visit Date Case ID FVNo.  
8 Apr 2004 5110044 4995987

Premise/Project Location  
**1200 MAIN ST W HAMILTON CAN L8S4J9**

STC Notice ID

Telephone Inspection Unit JHSC Status Work Force % Complete  
**(905)521-2100 L8S JC50 2300 0**

Assigned Staff Requesting Staff SIC Codes Case Type Field Visit Type Close Assign Close Case  
1060 PARCO 8611 INIT i r-1

Contacted **SEE OTHER PAGE OF THIS REPORT.**

Visit Purpose: **COMPLAINT INVESTIGATION**

Visit Location **AT THIS PREMISE**

Summary or ORDERS ISSUED.

Comments:

fjfe^^

To	Org/Ind Role	Org/Ind ID	Telephone No
<b>SODEXHO</b>	EMPLOYER	No.	(905) 623-8592
Mailing Address		1033510	Postal Code
<b>3350 SOUTH SERVICE ROAD BURL</b>			<b>L7N 3M6</b>

You are required to comply with the order(s)/requirement(s) by the dates listed below. Remember that while complying with occupational health and safety laws you are also required to comply with applicable environmental laws.

Order	Type Code	ActReg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
1	FORT OHSA	1990	25	2	a	Pursuant to section 25(2)(a) of the Occupational Health & Safety Act 1990, the employer, Sodexho, located at 1200 Main St. W., Hamilton, ON shall provide information, instruction and supervision to a worker to protect the health or safety of the worker.	08 Apr 2004	
	1475880							

Continued...

Recipient Insoector Data  
**SHARON PARCO**  
Occupational Health & Safety Officer  
Provincial Offences Officer

Worker Representative

1 Jarvis St Hamilton, ON  
1-HOO-2M.S90S Rrt. 1207 Fax\* (05) 577-1324  
Signature

Name **MARG MARTIN**  
Title **SHOPPER REPR**  
Signature **Marg Martin**

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 1-377-339-3335 (toll free), mail or by website at <http://www.gov.on.ca/lab/olrb/home.rtf> for more information.

**FAM KATEAS**  
**UNIT DIRECTOR**

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Operations Division Occupational Health and Safety

Premise/Project Form - Order Continuation

Premise/Project Name: HAMILTON HEALTH SCIENCE CORPORATION: M P/P ID: 68723 Visit Date: 8 Apr 2004 Case ID: 5110044 FVNo. 4995987

Order(S)/Requirement(s) Issued to:

Table with 4 columns: To, Org/Ind Role, Org/Ind ID No., Telephone No. and Mailing Address, Trade Code, Postal Code.

You are required to comply with the order(s)/requirement(s) by the dates listed below. Remember that while complying with occupational health and safety requirements...

Table with 4 columns: Order No, Type Code, ActReg Year Sec Sub Clause, Text of Order/Requirement, Comply by Date.

Inspector Data: SHARON PARCO, Occupational Health & Safety Officer, Provincial Offences Officer. Worker Representative: <SP>

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.

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Operations Occupational  
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Premise/Project Form - Order Continuation

Premise/Project Name **HAMILTON HEALTH SCIENCE CORPORATION: M**

P/P ID **68723**

Visit Date **8 Apr 2004**

Case ID **5110044**

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FVNo. **4995987**

To **HAMILTON HEALTH SCIENCE CORPORATION**  
Mailing Address **BOX 2000 STN A HAMI ON**

Org/Ind Role **EMPLOYER**

Org/Ind ID No. **123120** Telephone No. **(905)521-2100** Postal Code **L2N 3Z5**  
Trade Code

*Order(s)/Requirement(s) Description*

*You are required to comply with the orders/requirements/decisions/dates of the order/decision with occupational health and safety laws you are also required to comply with applicable environmental laws.*

Order	Type	Act/Reg	Year	Sec	Sub	Clause	Sec.	Text of Order/Requirement	Comply by Date
<b>25</b>	<b>2</b>			<b>3</b>				<b>FORT OHSA1990</b>	
1475886								<b>Pursuant to section 25(2)(h) of the Occupational Health &amp; Safety Act 1990, the employer, Hamilton Health Sciences, located at 1200 Main St., W., Hamilton, ON shall take every precaution reasonable in the circumstances for the protection of a worker. This employer shall ensure that proper training and documentation has been conducted for any worker working in and about this workplace. This includes, but is not limited to policies and procedures developed by this employer that may apply to the worker working in and about this workplace.</b>	<b>08 Apr 2004</b>

Recipient	Insoectoi Data <b>SHARON PARCO</b> Occuoational Health & Safotv Officer	Worker Representative
Name	Provincial Offancos Officer t Jarvis St Hamilton, ON	Name
Title	<b>1-800-283-6906 F*T 1207</b>	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.gov.on.ca/lab/olrb/home.htm> for more information.

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Operations Division Occupational Health and Safety

Premise/Project Form - Order Continuation

Premise/Project Name: SCIENCE CORPORATION: M HAMILTON HEALTH  
P/PID: 68723  
Visit Date: 8 Apr 2004  
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Page 4 of 8  
FVNo. 4995987

To: BALLANTYNE, LISA Mailing Address: 1200MAIN STWHAMI ON  
Org/Ind Role: SUPERVISOR  
Org/ind ID No.: 1007893 Trade Code  
Telephone No.: (905)521-2100  
Postal Code: L8N 3Z5

Order(s)/Requirement(s) Description

You are required to comply with the order(s)/requirement(s) by the dates listed below. Remember that while complying with occupational health and

Order	Type	Act/Reg	Year	Sec.	Sub	Clause	Text of Order/Requirement	Comply by Date
1475887	4	FORT	1990	27	2	c	Pursuant to section 27(2)(c) of the Occupational Health and Safety Act 1990, a supervisor, Lisa Balianynte, employed by Hamilton Health Sciences, located at 1200 Main St., W., Hamilton, ON shall take every precaution reasonable in the circumstances for the protection of a worker. This includes ensuring proper training has been conducted and documented in regards to contract workers working in and about this workplace and ensuring that policies and procedures developed by Hamilton Health Sciences have been provided to a contractor that pertain to the work conducted in and about this workplace that apply to the area this supervisor is in charge of.	08 Apr 2004

Recipient: **3HARON PARCO**  
Occupational Health 4 Safety Office!  
Provincial Offences Officer  
1 Jarvis St Hamilton, ON  
1-800-263-6906 Ext 1207 Fax\* <M51 577-1324

Worker Representative: **Mary Matij**  
Name: *Mary Matij*  
Title: *Business Developer*  
Signature: *MM*

Name: *Lisa Ballantyne*  
Title: *CSS Site Manager*  
Signature: *Lisa Ballantyne*

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Premise/Project Form - Order Continuation

**Premise/Project Name PIP ID**      **Visit Date**      **Case ID HAMILTON HEALTH SCIENCE**      **Page 5 of 8**  
**CORPORATION: M**      **68723**      **8 Apr 2004**      **5110044**      **FVNo. 4995987**

<b>To</b>	<b>Org/Ind Role</b>	<b>Org/Ind ID No.</b>	<b>Telephone No.</b>
<b>PORTEOUS, PAUL</b>	<b>SUPERVISOR</b>	<b>1007894</b>	
<b>Mailing Address</b>	<b>Trade Code</b>	<b>Postal Code</b>	
<b>3350 SOUTH SERVICE RD BURL ON</b>		<b>L7N 3M6</b>	

*Order(s) Requirement(s) Description*      *Reference*

You are required to comply with the Act and regulations made thereunder. *Remember that while complying with occupational health and safety laws you we also required to comply with applicable environmental laws.*

Order No.	Type	Act/Reg	Year	Sec.	Sub Sec.	Clause	Text of Order/Requirement	Comply by Date
5	FORT	OHS	1990	27	2		<b>Pursuant to section 27(2)(c) of the Occupational Health and Safety Act 1990, a Supervisor, Mr. Paul Porteous, employed by Sodexho, and contracted by Hamilton Health Sciences, located at 1200 Main St., W., Hamilton, ON shall take every precaution reasonable in the circumstances for the protection of a worker. This includes, but is not limited to ensuring proper training has been conducted for the new Waste Dock Evening Operator.</b>	<b>08 Apr 2004</b>
1475889								

<b>Recipient</b>	<b>Insoect Data</b>	<b>Worker Representative</b>
<b>Name</b> <i>PAUL PORTEOUS</i>	<b>SHARON PARCO</b>	<b>Name</b>
<b>Title</b> <i>Unit Director</i>	Occupational Health & Safety Officer Provincial Offences Officer 1 Jarvis St Hamilton, ON 1-800-283-AMB FrT 1207	<b>Trade</b>
<b>Signature</b> <i>[Signature]</i>	<b>Signature</b> <i>[Signature]</i>	<b>Signature</b>

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.gpv.on.ca/lab/olrb/home.hbri> for more information.



Occupational Health and Safety

Premise/Project Form - Narrative Continuation

Premise/Project Name: HAMILTON HEALTH SCIENCE CORPORATION: M  
P/PID: 68723  
Visit Date: 8 Apr 2004  
Case ID: FVNo 4995987

Persons Contacted.

- Ms Irene Conner - Health & Safety Co-ordinator
- Ms. Kelly Corp - Manager Health & Safety and Wellness
- Ms. Margaret Martin - Certified / Co-chair Worker Member of the Joint Health and Safety Committee
- Ms Lisa Ballantyne - Site Manager, Customer Support Services
- Mr Paul Porteous - Unit Director for Sodexho
- Ms. Linda Carson - Director of Customer Services

This visit was conducted as a result of a complaint filed with the Ministry of Labour office. The following was alleged: A new worker will be operating a large industrial compactor and a baler without proper training. Concerns brought to the attention of management who is not looking into concern.

Action of Inspector.

On April 6, 2004 this inspector contacted the employer HHS to conduct an internal investigation in consultation with a member of the Joint Health and Safety Committee for this workplace. This inspector was notified by phone on April 7th that this complaint could not be resolved. As a result an investigation was conducted by this inspector on April 8, 2004.

Inspector's Findings:

- A company by the name of "Sodexho" has been contracted by this employer (Hamilton Health Sciences) for services in regards to work at the waste dock area. The concerns brought to the attention of the Ministry of Labour was in regards to the "Waste Dock Evening Operator" who is required to work Monday to Friday from 1900 - 2100 hrs. This operator is employed by Sodexho. A site supervisor for Sodexho is also on site, but not with the Waste Dock operator at all times. This workers first day of work at this location was Monday April 5, 2004. A Joint Health and Safety Committee for Sodexho is also in place at this location.
- The worker co-chair at the McMaster site was notified by phone at home on Monday regarding concerns of inadequate training to this new worker. These concerns were then brought to the attention of the Site Manager, Customer Support Services. Workers at HHS felt these concerns were not being address
- Policies and procedures prepared by HHS pertaining to the waste dock area were not provided to Sodexho Policies and procedures that apply to these workers need to be made available to this contractor to ensure proper training is provided. The employer, Sodexho and Hamilton Health Sciences both have duties under the Occupational Health and Safety Act to ensure proper training has been completed. The definition of "employer" was discussed, as well as the definition of "supervisor". The equipment to be used by the new Waste Dock operator is leased by HHS.

Recipient	Inspector Data	Worker Representative
Name	SHARON PARCO Occupational Health & Safety Officer Provincial Offences Officer 1 JaMs St Hamilton, ON 1-Mn-IGS-KOOS Pit 1907	Name
Signature	Signature	Title
		Signature

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Operations Division Occupational Health and Safety

**Premise/Project Form - Narrative Continuation**

Premise/Project Name	P/P ID	Visit Date	Case ID	FV No.
<b>HAMILTON HEALTH SCIENCE CORPORATION: M 68723</b>	<b>8 Apr 2004</b>	<b>5110044</b>	<b>4995987</b>	

This inspector reviewed procedures prepared by HHS such as: Equipment Operation Lift Truck, Equipment Operation Compactor, Lock Out Procedure, Safety Procedures at the Waste Dock, Equipment Operation Upper and Lower Baler, Equipment Operation Tow Motor Baler Lifter, Operating Instructions for Tri-Pak Balers, How to Make A Bale, To Tie and Eject a Bale, Trouble Shooting Guide. These were not provided to Sodexho prior to the worker starting work on April 5, 2004. This employer also has a Service Contractor Safety Procedure and a Contractor Safety Guide in place.

- The employer, Sodexho, provided this inspector with a written policy "Customer Support Services Core Housekeeping McMaster Site". This was the only written documentation that was provided to the new worker on April 5, 2004. This supervisor (Sodexho) stated to this inspector, that training was done "off the top of my head", but no written training material was used. No documentation could be provided to this inspector showing specific training that was provided. Under section "Employee Responsibilities" of this policy states, "ensure hospital policies are being enforced." Hospital policies were not provided to the new worker. Page 2 of the policy "Compactor Area" states, "turn the switch on the compactor to the "On" position". No written procedure was in place. It must be noted that specific procedures pertaining to the compactor have been prepared by HHS, but training on this policy was not provided to the new worker. A copy of the operator manual was not available and therefore was not reviewed with the worker.

- An risk assessment of the hazards associated with work performed in the Waste Dock area had not been conducted prior to April 5, 2004. This assessment needs to be conducted in order to provide a worker with proper training in regards to hazards. This includes specific and non specific training. Example: worker may not operate a bulkveyor, but needs to be made aware of the hazards associated with working in proximity to the bulkveyors i.e. pedestrian traffic, loads, blind spots.

- Policies and procedures were developed by Sodexho yesterday according to Mr. Paul Porteous. These were provided to this inspector and include: Standard Operating Procedure Down Stroke Baler Cardboard Making a Cardboard Bale, Standard Operating Procedure Down Stroke Baler Cardboard, Standard Operating Procedure Beginning of Shift Safety Checklist, Standard Operating Procedure General Waste Compactor, Standard Operating Procedure General Safety Procedures at the Waste Dock and Standard Operating Procedure Storing a Cardboard Bale. These policies according to the persons contacted have not been reviewed with Hamilton Health Sciences and were not developed in consultation with the Joint Health and Safety Committee for Sodexho at this location in accordance with section 8 of the Regulation for Health Care and Residential Facilities,

Steps To Be Taken According to Hamilton Health Sciences:

- 1 The new worker will be taken off the job until HHS is satisfied proper training has been conducted and documented.
- 2 The contractor will be provided with the policies and procedures developed by HHS that pertain to the new worker.

<p>Recipient</p> <p>Name</p> <p>Title</p> <p>Signature</p>	<p><b>Inspector Data</b></p> <p><b>SHARON PARCO</b></p> <p>Occupational Health &amp; Safety Officer Provincial Offences Officer</p> <p>1 Jarvis St Hamilton, ON</p> <p>1-AOO-2A3-8906 Pit 1207 Fax*</p> <p>Signature &lt;&gt; Vr^c ^,</p>	<p><b>Worker Representative</b></p> <p>Name</p> <p>Title</p> <p>Signature</p>
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04/15/2004 THU 14:34 FAX

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of Labour



Operations Division Occupational Health and Safety

Premise/Project Form - Narrative

Premise/Project Name

HAMILTON HEALTH SCIENCE CORPORATION: M

P/PID  
68723

Visit Date  
8 Apr 2004


Case ID

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A copy of this report to be posted in the workplace

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FVNo  
4995987

Recipient	Insoectof Data <b>SHARON PARCO</b> Occupational Health & Safety Officer	Worker Representative
Name	Provincial Offences Officer 1 Jams St Hamilton, ON	Name
Title	<b>1-400-263-9292 Fxt. 1207</b>	Title
Signature 	Signature	Signature

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