

HSC Grey List:
Conditions required prior to cessation of, or avoidance of, grey list

Description of item/concern:

In response to a recent and concerning rise in violent incidents - including multiple reported sexual assaults on July 2nd, 2025, occurring in and around the Health Sciences Centre (HSC), MNU has grave concerns in the sufficiency of existing safety and security measures. Recent events have underscored significant risks to the safety of staff, patients and visitors. The latest incidents are clear examples of the urgency for a comprehensive review and robust augmentation of protective protocols within the facility and its surrounding areas. In order to avoid or end a grey list, the Employer must fulfill the following conditions:

I. Facility Access Control & Visitor Management

1. Limit Public Access Points

Immediately restrict public access to four (4) main public entrances: 700 William, 820 Sherbrook, 665 William, and 771 Bannatyne. Have all entry points adequately staffed to perform proper and sufficient screening measures for all patients/visitors seeking entry. Such screening would include interdiction of weapons and ensure persons seeking entry do not pose a threat or risk to the safety of staff. Clear signage should be installed to direct all visitors to these limited and designated public entry points. All four entry points to have effective and operable weapons detection devices. This also includes limiting access from the connecting points of Cancer Care, Canad Inns, and the U of M Brodie Center.

Adequately staff to perform proper and sufficient screening measures for all clients/patients/visitors seeking entry. Such screening would include interdiction of weapons and ensure persons seeking entry do not pose a threat or risk to the safety of staff. This includes Manitoba Clinic- 790 Sherbrook St., 700 Elgin Ave, 735 Notre Dame Ave and 756 Sherbrook Ave- Sherbrook Dialysis.

2. Secure Tunnel Access

Convert all tunnel access points to swipe card access only. Including the addition of a turnstile in the GG1 tunnel ramp, green zone near the neurology clinic and SANE office. Also including swipe card access to tunnels in all elevators. Ensure all tunnel access points and turnstiles have sufficient security camera coverage. Employer to provide firm deadline for swipe card control completion, and turnstile installation. Completion deadline for swipe access will not be greater than fourteen (14) days from date of receipt of this correspondence.

3. Tunnel Security Patrol

Within fourteen (14) business days, draft and submit to MNU a Procedure and Policy to be adopted by the Security Services Department outlining a new security watch tour dedicated solely to the tunnel system. The patrol will include the installation and use of new watch-tour buttons. The patrol will be completed three (3) times per day and three (3) times per night by an ISO. Implementation of the dedicated patrol route will not be greater than thirty (30) days from date of receipt of this correspondence.

4. Implement Robust Visitor Screening

Within five (5) business days develop a clear standard operating procedure for screening visitors at main entrances (and on units as necessary). SOP to include the requirement of all visitors to present identification, identify the patient and unit they wish to visit, and verify the legitimacy of the visit at an information desk or controlled entry point. Reinstate approved visitor processes in EPR equivalent to protocols used during the COVID-19 pandemic.

II. Environmental Safety & Emergency Response

1. Enhance Emergency Communication Protocols and Real-Time Threat Alerts

Within five (5) business days Employer to draft and submit to MNU an improved "hold and

secure" standard operating procedure.as well as a structured escalation protocol to alert all staff to any threat level arising out of a person(s) posing risk through overhead announcements, text/email messaging within a two (2) minute period. This may need to include a colour alert, description of threat persons, threat type, and required staff actions. Policies and procedures subject to review and approval of MNU.

2. PA/Overhead Speaker System

Within thirty (30) days the Employer will complete a thorough review of all PA and overhead speaker systems to ensure they are all operational and sufficiently loud to broadcast emergency messages. Identify any dead spots on HSC property where an emergency message could not be sufficiently heard. The repair and installation of any additional speakers required to remedy dead spots will be implemented within thirty (30) days of the thorough review's completion. The PA and overhead speaker system will be tested and reviewed every three (3) months with reports to be provided to MNU and the Workplace Safety and Health Committee.

3. Provide More Staff Education On Emergency Protocol

Within fourteen (14) days commence mandatory paid or on duty education to nursing staff regarding emergency protocols including but not limited to: communicating revised Hold and Secure SOP. Provide clarity to staff on where to access such protocols; within ten (10) business days have Emergency Management Committee deliver presentation to all management on revised Hold and Secure SOP, have Emergency Management Committee deliver presentation to Workplace Safety and Health Committee on revised Hold and Secure SOP at the next scheduled meeting; immediately after manager training, have management communicate SOPs in departmental safety huddles. Follow similar process if and when there is another revision of the Hold and Secure SOPs.

4. Offer Initial Post-Incident Debriefing Within Twenty-Four (24) Hours

Conduct structured debrief sessions with MNU leadership and the WSH committee within twenty-four (24) hours following any incident where the hold and secure or structured escalation protocol was used, or ought to have been used, on what was effective and what could be improved. Include evaluation of actual and potential harms (physical, emotional, and psychological). Debrief to include all representatives of Workplace Safety and Health Committee.

5. Shuttle

Employer to implement robust HSC shuttle for nurses, patients & patient families to and from parkades and area parking spots. Ensure no longer than a ten (10) minute wait for shuttle service.

III. Psychological Health & Support

1. Enhanced Mental Health Supports – CISM

Within ten (10) business days agree to a formal memorandum with MNU for Employer to provide additional Critical Incident Stress Management (CISM) sessions to nurses in multiple formats (online and in-person) which consider varying schedules. Amend access to properly address variety of shifts worked by nurses as many affected work evening or night shift.

2. Enhanced Mental Health Supports- EAP

Within five (5) business days agree to formal memorandum with MNU for Employer to provide additional EAP sessions/credits to meet increased demand following incidents.

3. Improve Safety Culture Through Manager Education

Within ten (10) business days deliver safety re-education for all HSC managers emphasizing topics including but not limited to: 4 Workers Rights, INM process and how to complete a corrective action form, Roles and Responsibilities of management as defined by the Workplace Safety and Health Act, providing health and safety resources to staff, and supporting the Workplace Safety and Health Committee.

IV. Communication & Transparency

1. Promote Security Contact Number

Through additional signage, email, or other electronic communication increase visibility and communication of the 10-digit security phone number to all nurses. "55" number is only accessible through a network phone. This should be communicated via, but not limited to:

- Rolling ads on the home page of the intranet
- Ads on TVs across the site (i.e. GH2 Green Owl Cafeteria)
- All Safety and Security updates through HSC Messenger
- Pre-programed into contacts of all employer-issued phones
- Printed on laminated cards on staff employee badges

2. Suspicious Activity

Ensure the additional signage or electronic communications above advertises that nurses or the public should use the 10-digit security phone number to report any and all suspicious activity.

3. Timely Notification to Union

Immediately formalize a memorandum to notify MNU as soon as possible following serious safety incidents involving a nurse, ideally within one hour.

V. Security Personnel & Communication

1. Review of Procedures

Within thirty (30) days complete a thorough review of all security policies, training, and protocols to be completed to ensure ISO and other security staff have sufficient support, directional clarity, equipment, training and any other necessary support when required to intervene in disruptive and potentially unsafe situations, particularly but not limited to use of force interventions. Results of such review to be provided to MNU immediately upon completion. Employer to consider MNU input. Where the parties cannot agree, the matter may be submitted to an arbitrator, who shall have the jurisdiction to rule on such matters and impose the ruling on the Employer.

2. Improve Officer Communication Tools

Equip all security officers on shift with two-way radios and install signal boosters in dead zones to ensure consistent communication throughout HSC property (facility, parkades and external). Radios should work on entire property.

3. Include Security Employee Representative on Workplace Safety and Health Committee

Should someone choose to volunteer, a unionized employee from the Security Services program will serve as a standing member of the Workplace Safety and Health Committee representing employees. If no volunteers come forward, have a unionized security personnel be appointed to sit as a guest during Workplace Safety and Health Committee meetings.

4. Temporary Support From Winnipeg Police

Memorandum to be formalized that MNU is to be immediately notified of all unfilled security officer shifts (including ISO, QP, and security guards) on the HSC campus. Until recruitment and retention of a full complement of ISO Officers is fulfilled and functioning effectively at 24/7 coverage, immediately contract with the Winnipeg Police Service to provide special duty officers for any unfilled ISO or other internal/external patrol officer shifts. Limit Garda or other private security usage to parking lot patrol/monitoring only.

5. Install Panic Alarm In Tunnel Areas

Within twenty-one (21) days install hard-wired panic alarms throughout all tunnel systems to enable immediate emergency response. Spacing and location of alarms to be provided to MNU to ensure adequacy of coverage.

Develop a tunnel map that identifies where all the panic alarms are. Map should be posted on intranet for staff access and will be provided to the Workplace Safety and Health Committee.

VI. Routine Assessment & Risk Monitoring

1. Regular Environmental Risk Assessments

Conduct Environmental Risk Assessments (ERAs) at least every three (3) months in high-risk areas including Adult Emergency Department, Children's Emergency Department, and Psych Health units. These additional ERAs should not disrupt the regular schedule of Environmental Risk Assessments being done in other programs at the site. In addition to appropriate managers, immediately upon completion ERA reports to be provided to MNU and the Workplace Safety and Health Committee. MNU will participate in the committee conducting such assessment, and will designate their committee assessment.

2. Include Campus Exterior in Workplace Safety and Health Committee Inspections

Immediately expand Workplace Safety and Health Committee inspections to exterior areas of the HSC campus including all HSC parkades to identify and address any safety hazards. Hazards to be immediately communicated to the WSH Committee and MNU.

Upon MNU request, the Employer shall, as soon as reasonably possible conduct an Environmental Risk Assessments to identify emerging or existing risks and assess the effectiveness of current controls. High-risk units to be reviewed at least monthly to maintain a safe working environment.

Proactive and robust security oversight of parkades and external campus areas immediately implemented to support early risk detection, adequate security response to such risks and reinforce staff safety. All risks and mitigation measures to be reported to MNU. Where MNU deems such measures insufficient MNU may refer the matter to an arbitrator who will have jurisdiction over such matters.