

U.S. Department of Labor Occupational Safety and Health Administration
135 High Street, Suite 361
Hartford, CT 06103



04/25/2024

Jordan Health Care, Inc. DBA Elara Caring; New England Home Care, Inc. DBA Elara Caring
and its successors
1111 Cromwell Ave, Building #6, Suite 400
Rocky Hill, CT 06067

Dear Employer:

Enclosed you will find citations for violations of the Occupational Safety and Health Act of 1970 (the Act) which may have accompanying proposed penalties. Also enclosed is a booklet entitled, "Employer Rights and Responsibilities Following an OSHA Inspection", (OSHA 3000), which explains your rights and responsibilities under the Act. If you have any questions about the enclosed citations and penalties, I would welcome further discussions in person or by telephone. Please contact me at (860) 240-3152.

You will note on page 6 of the booklet that, for violations which you do not contest, you must (1) notify this office promptly by letter that you have taken appropriate corrective action within the time set forth on the citation; and (2) pay any penalties assessed. Please inform me of the abatement steps you have taken and of their dates together with adequate supporting documentation; e.g., drawings or photographs of corrected conditions, purchase/work orders related to abatement actions, air sampling results. This information will allow us to close the case.

As indicated on page 3 of the booklet, you may request an informal conference with me during the 15-working-day notice of contest period. During such an informal conference you may present any evidence or views which you believe would support an adjustment to the citation or the penalty.

If you are considering a request for an informal conference to discuss any issues related to this Citation and Notification of Penalty, you must take care to schedule it early enough to allow time to contest after the informal conference, should you decide to do so. Please keep in mind that a written letter of intent to contest must be submitted to the Area Director within 15 working days of your receipt of the citation. The running of this contest period is not interrupted by an informal conference.

If you decide to request an informal conference, please complete the attached notice at the bottom of this letter and post it next to the Citations as soon as the time, date and the place of the informal conference have been determined. Be sure to bring to the conference with you any and all supporting documentation of existing conditions as well as of any abatement steps taken thus far. If conditions warrant, we can enter into an informal settlement agreement which amicably resolves this matter without litigation or contest.

You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation. You are encouraged to review the information concerning your establishment at www.osha.gov. If you have any dispute with the accuracy of the information displayed, please contact this office.

Sincerely,

Charles D. McGrevy

Charles D. McGrevy
Area Director

Enclosures

U.S. Department of Labor

Occupational Safety and Health Administration
135 High Street, Suite 361
Hartford, CT 06103



Citation and Notification of Penalty

To:

Jordan Health Care, Inc. DBA Elara Caring; New
England Home Care, Inc. DBA Elara Caring
and its successors
1111 Cromwell Ave, Building #6, Suite 400
Rocky Hill, CT 06067

Inspection Number: 1707631

Inspection Date(s): 11/01/2023 - 04/15/2024

Issuance Date: 04/25/2024

Inspection Site:

1111 Cromwell Ave, Building #6, Suite 400
Rocky Hill, CT 06067

The violation(s) described in this Citation and Notification of Penalty is (are) alleged to have occurred on or about the day(s) the inspection was made unless otherwise indicated within the description given below.

This Citation and Notification of Penalty (this Citation) describes violations of the Occupational Safety and Health Act of 1970. The penalty(ies) listed herein is (are) based on these violations. You must abate the violations referred to in this Citation by the dates listed and pay the penalties proposed, unless within 15 working days (excluding weekends and Federal holidays) from your receipt of this Citation and Notification of Penalty **you either call to schedule an informal conference (see paragraph below) or** you mail a notice of contest to the U.S. Department of Labor Area Office at the address shown above. Please refer to the enclosed booklet (OSHA 3000) which outlines your rights and responsibilities and which should be read in conjunction with this form. Issuance of this Citation does not constitute a finding that a violation of the Act has occurred unless there is a failure to contest as provided for in the Act or, if contested, unless this Citation is affirmed by the Review Commission or a court.

Posting - The law requires that a copy of this Citation and Notification of Penalty be posted immediately in a prominent place at or near the location of the violation(s) cited herein, or, if it is not practicable because of the nature of the employer's operations, where it will be readily observable by all affected employees. This Citation must remain posted until the violation(s) cited herein has (have) been abated, or for 3 working days (excluding weekends and Federal holidays), whichever is longer.

Informal Conference - An informal conference is not required. However, if you wish to have such a conference you may request one with the Area Director during the 15 working day contest period by calling (860) 240-3152. During such an informal conference, you may present any evidence or views which you believe would support an adjustment to the citation(s) and/or penalty(ies).

If you are considering a request for an informal conference to discuss any issues related to this Citation and Notification of Penalty, you must take care to schedule it early enough to allow time to contest after the informal conference, should you decide to do so. Please keep in mind that a written letter of intent to contest must be submitted to the Area Director within 15 working days of your receipt of this Citation. The running of this contest period is not interrupted by an informal conference.

If you decide to request an informal conference, please complete, remove and post the Notice to Employees next to this Citation and Notification of Penalty as soon as the time, date, and place of the informal conference have been determined. Be sure to bring to the conference any and all supporting documentation of existing conditions as well as any abatement steps taken thus far. If conditions warrant, we can enter into an informal settlement agreement which amicably resolves this matter without litigation or contest.

Right to Contest – You have the right to contest this Citation and Notification of Penalty. You may contest all citation items or only individual items. You may also contest proposed penalties and/or abatement dates without contesting the underlying violations. **Unless you inform the Area Director in writing that you intend to contest the citation(s) and/or proposed penalty(ies) within 15 working days after receipt, the citation(s) and the proposed penalty(ies) will become a final order of the Occupational Safety and Health Review Commission and may not be reviewed by any court or agency.**

Penalty Payment – Penalties are due within 15 working days of receipt of this notification unless contested. (See the enclosed booklet and the additional information provided related to the Debt Collection Act of 1982.) Make your check or money order payable to “DOL-OSHA”. Please indicate the Inspection Number on the remittance. You can also make your payment electronically at www.pay.gov. At the top of the pay.gov homepage, type "OSHA" in the Search field and select Search. From **OSHA Penalty Payment Form** search result, select Continue. The direct link is:

<https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>

You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will process the payments as if these restrictions or conditions do not exist.

Notification of Corrective Action – For each violation which you do not contest, you must provide **abatement certification** to the Area Director of the OSHA office issuing the citation and identified above. This abatement certification is to be provided by letter within 10 calendar days after each abatement date. Abatement certification includes the date and method of abatement. If the citation indicates that the violation was corrected during the inspection, no abatement certification is required for that item. The abatement certification letter must be posted at the location where the violation appeared and the corrective action took place or employees must otherwise be effectively informed about abatement activities. A sample abatement certification letter is enclosed with this Citation. In addition, where the citation indicates that **abatement documentation** is necessary, evidence of the purchase or repair of equipment, photographs or video, receipts, training records, etc., verifying that abatement has occurred is required to be provided to the Area Director.

Employer Discrimination Unlawful – The law prohibits discrimination by an employer against an employee for filing a complaint or for exercising any rights under this Act. An employee who believes that he/she has been discriminated against may file a complaint no later than 30 days after the discrimination occurred with the U.S. Department of Labor Area Office at the address shown above.

Employer Rights and Responsibilities – The enclosed booklet (OSHA 3000) outlines additional employer rights and responsibilities and should be read in conjunction with this notification.

Notice to Employees – The law gives an employee or his/her representative the opportunity to object to any abatement date set for a violation if he/she believes the date to be unreasonable. The contest must be mailed to the U.S. Department of Labor Area Office at the address shown above and postmarked within 15 working days (excluding weekends and Federal holidays) of the receipt by the employer of this Citation and Notification of Penalty.

Inspection Activity Data – You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of the Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation. You are encouraged to review the information concerning your establishment at www.osha.gov. If you have any dispute with the accuracy of the information displayed, please contact this office.



NOTICE TO EMPLOYEES OF INFORMAL CONFERENCE

An informal conference has been scheduled with OSHA to discuss the citation(s) issued on 04/25/2024. The conference will be held by telephone or at the OSHA office located at 135 High Street, Suite 361, Hartford, CT 06103 on _____ at _____.

Employees and/or representatives of employees have a right to attend an informal conference.

CERTIFICATION OF CORRECTIVE ACTION WORKSHEET

Inspection Number: 1707631

Company Name: Jordan Health Care, Inc. DBA Elara Caring; New England Home Care, Inc. DBA Elara Caring
Inspection Site: 1111 Cromwell Ave, Building #6, Suite 400, Rocky Hill, CT 06067
Issuance Date: 04/25/2024

List the specific method of correction for each item on this citation in this package that does not read "Corrected During Inspection" and return to: **U.S. Department of Labor – Occupational Safety and Health Administration, 135 High Street, Suite 361, Hartford, CT 06103.**

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

I certify that the information contained in this document is accurate and that the affected employees and their representatives have been informed of the abatement.

Signature

Date

Typed or Printed Name

Title

NOTE: 29 USC 666(g) whoever knowingly makes any false statements, representation or certification in any application, record, plan or other documents filed or required to be maintained pursuant to the Act shall, upon conviction, be punished by a fine of not more than \$10,000 or by imprisonment of not more than 6 months or both.

POSTING: A copy of completed Corrective Action Worksheet should be posted for employee review.



Citation and Notification of Penalty

Company Name: Jordan Health Care, Inc. DBA Elara Caring; New England Home Care, Inc. DBA Elara Caring

Inspection Site: 1111 Cromwell Ave, Building #6, Suite 400, Rocky Hill, CT 06067

Citation 1 Item 1 Type of Violation: **Willful - Serious**

OSH ACT of 1970 Section (5)(a)(1): The employer did not furnish employment and a place of employment which were free from recognized hazards that were causing or likely to cause death or serious physical harm to employees from physical assault by patients exhibiting violent behavior, resulting in serious injuries and death while working at Elara Caring:

On or about October 28, 2023, and at times prior, employees providing patient home health care were exposed to threats of and physical assaults by patients who exhibited aggressive behavior and were known to pose a risk to themselves and others. The physical assaults included hitting, punching, and striking staff with objects while they were performing job duties. The employer had not developed and implemented adequate measures to protect employees from this recurring hazard. On October 28, 2023, a patient killed a licensed practical nurse (LPN) during a home health care visit in Willimantic, Connecticut.

Among other methods, feasible and acceptable methods to abate this hazard include developing and implementing a comprehensive workplace violence prevention program as follows:

1. Perform a risk assessment annually to assess the factors that put any healthcare employee at risk of workplace violence.
2. Develop and implement a written workplace violence prevention program that is responsive to Elara's annual WPV risk assessment, by including policies, procedures, and other controls used to protect against the hazard. Review this program annually, or more frequently as needed to respond to changes in workplace conditions, policy, or other changes. The workplace violence prevention program should address the following areas:
 - a. Management commitment and employee involvement;
 - b. Implementation of the written program including the establishment, membership and role of the Workplace Violence Safety Committee;
 - c. Analysis of home environments upon new patient admission;
 - d. Hazard prevention and control;
 - e. Training and education including resources for impacted employees;
 - f. Recordkeeping;
 - g. Solicitation of employee feedback during the review process.
3. Establish and convene an ongoing workplace safety committee to address issues related to the health and safety

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: Jordan Health Care, Inc. DBA Elara Caring; New England Home Care, Inc. DBA Elara Caring

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of healthcare employees, including WPV. Not less than fifty percent of the committee membership shall be composed of non-management employees.

4. Develop and implement policies and procedures that require prompt, comprehensive investigations of all WPV incidents, including near miss events, to address WPV hazards and identify corrective measures. Ensure the investigations include input from the affected employee(s). Perform a root cause analysis (RCA) that includes an action plan to address findings from the RCA and share the findings and corrective actions with employees. Train managers and staff on injury and near miss reporting and investigative procedures.

5. Train all employees who may come in contact with patients on the workplace violence prevention program, including methods to prevent WPV, such as de-escalation techniques, and other ways to protect themselves in situations where patients may become violent. Employees must complete this training before conducting at-home visits. Train employees at least annually and as needed when there is a change in policies and procedures. Perform training evaluations to ensure that the training is effective.

6. Provide identifying information or photographs of patients to employees before initial home health visits.

7. Develop and implement a procedure for home health clinicians to contact patients via phone or other means prior to visiting the patient's residence to confirm the patient's location and identifying characteristics of each patient.

8. Develop and implement a system to obtain safety related information (such as background checks, history of violence, behavioral history, criminal history, home assessments, indications of risk, triggers, and coping strategies) and inform all clinical and non-clinical staff involved in the patient's care of this information and any reported safety concerns prior to staff visiting patients.

9. Develop and implement procedures for tracking employees' location when conducting home health visits, that require employees and management to communicate and confirm an employee's safe arrival and expected departure time and check-in when leaving a home health visit. Require managers to follow-up with employees if employees do not report in when completing a visit.

10. Develop and implement policies and procedures that ensure employees who visit high-risk patients do not perform these visits alone. These policies and procedures should allow employees to request and obtain a safety escort prior to visiting these patients.

11. Provide Emergency Alert Buttons to all clinical and non-clinical staff, who visit patients or potential patients at a remote location. Provide training on this equipment and ensure that the equipment is maintained and in working order at all times.

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: 1707631
Inspection Date(s): 11/01/2023 - 04/15/2024
Issuance Date: 04/25/2024



Citation and Notification of Penalty

Company Name: Jordan Health Care, Inc. DBA Elara Caring; New England Home Care, Inc. DBA Elara Caring

Inspection Site: 1111 Cromwell Ave, Building #6, Suite 400, Rocky Hill, CT 06067

12. Provide personal safety devices for employees to use in a hazardous situation, such as mace or pepper spray, to all clinical and non-clinical staff, who visit patients or potential patients at a remote location. Provide training on this equipment and ensure that the equipment is maintained and in working order at all times.

13. Position each medication lockbox at each patient's residence as close as possible to an exit.

14. Allow clinicians to complete data entry in their vehicle rather than in the patient's residence, where data entry and attention to tablet screens is likely unsafe.

ABATEMENT DOCUMENTATION REQUIRED FOR THIS ITEM

Date By Which Violation Must be Abated:

June 12, 2024

Proposed Penalty:

\$161,323.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration

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Citation and Notification of Penalty

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Inspection Site: 1111 Cromwell Ave, Building #6, Suite 400, Rocky Hill, CT 06067

Citation 2 Item 1 Type of Violation: **Other-than-Serious**

29 CFR 1904.40(a): The employer did not provide an authorized government representative the records within the required four (4) business hours:

On or about November 3, 2023, the employer failed to provide copies of the injury and illness records to an authorized representative within four business hours. The OSHA 300 injury and illness logs for 2020, 2021, 2022 and 2023 were provided on November 13, 2023, ten days after the initial request was made.

Date By Which Violation Must be Abated:
Proposed Penalty:

Corrected During Inspection
\$2,304.00

Charles D. McGrevy

Charles D. McGrevy
Area Director

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration
135 High Street, Suite 361
Hartford, CT 06103



**INVOICE /
DEBT COLLECTION NOTICE**

Company Name: Jordan Health Care, Inc. DBA Elara Caring; New England Home Care, Inc. DBA Elara Caring
Inspection Site: 1111 Cromwell Ave, Building #6, Suite 400, Rocky Hill, CT 06067
Issuance Date: 04/25/2024

Summary of Penalties for Inspection Number: 1707631

Citation 1 Item 1, Willful - Serious	\$161,323.00
Citation 2 Item 1, Other-than-Serious	\$2,304.00

TOTAL PROPOSED PENALTIES: **\$163,627.00**

To avoid additional charges, please remit payment promptly to this Area Office for the total amount of the uncontested penalties summarized above. Make your check or money order payable to: "DOL-OSHA". Please indicate OSHA's Inspection Number (indicated above) on the remittance. You can also make your payment electronically at www.pay.gov. At the top of the pay.gov homepage, type "OSHA" in the Search field and select Search. From the **OSHA Penalty Payment Form** search result, select Continue. The direct link is: <https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>. You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will cash the check or money order as if these restrictions or conditions do not exist.

If a personal check is issued, it will be converted into an electronic fund transfer (EFT). This means that our bank will copy your check and use the account information on it to electronically debit your account for the amount of the check. The debit from your account will then usually occur within 24 hours and will be shown on your regular account statement. You will not receive your original check back. The bank will destroy your original check, but will keep a copy of it. If the EFT cannot be completed because of insufficient funds or closed account, the bank will attempt to make the transfer up to two times.

Pursuant to the Debt Collection Act of 1982 (Public Law 97-365) and regulations of the U.S. Department of Labor

(29 CFR Part 20), the Occupational Safety and Health Administration is required to assess interest, delinquent charges, and administrative costs for the collection of delinquent penalty debts for violations of the Occupational Safety and Health Act.

Interest: Interest charges will be assessed at an annual rate determined by the Secretary of the Treasury on all penalty debt amounts not paid within one month (30 calendar days) of the date on which the debt amount becomes due and payable (penalty due date). The current interest rate is one percent (1%). Interest will accrue from the date on which the penalty amounts (as proposed or adjusted) become a final order of the Occupational Safety and Health Review Commission (that is, 15 working days from your receipt of the Citation and Notification of Penalty), unless you file a notice of contest. Interest charges will be waived if the full amount owed is paid within 30 calendar days of the final order.

Delinquent Charges: A debt is considered delinquent if it has not been paid within one month (30 calendar days) of the penalty due date or if a satisfactory payment arrangement has not been made. If the debt remains delinquent for more than 90 calendar days, a delinquent charge of six percent (6%) per annum will be assessed accruing from the date that the debt became delinquent.

Administrative Costs: Agencies of the Department of Labor are required to assess additional charges for the recovery of delinquent debts. These additional charges are administrative costs incurred by the Agency in its attempt to collect an unpaid debt. Administrative costs will be assessed for demand letters sent in an attempt to collect the unpaid debt.

Charles D. McGrevy

Charles D. McGrevy

Area Director

April 25, 2024

Date