

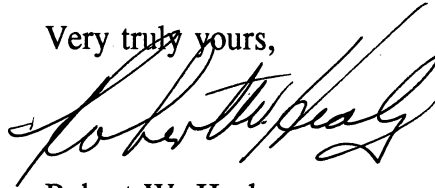
Area Director stated that most allegations were unsubstantiated; those violations found were corrected. OSHA has no outstanding concerns and considers the investigation closed.

(3) Conducted a site visit of Royal Institutional Services in Somerville. On December 13, 1995 the Hospital's Infection Control Supervisor, Risk Manager and Materials Manager conducted a walk through inspection, and reviewed the bid specifications and contract to assure compliance. The bid specifications and contract were reviewed with the company president and found to be in compliance. The Hospital's Infection Control Supervisor stated that the inspection confirmed that all infection control standards were being met. The Risk Manager also confirmed that Royal is in compliance with JCAHCO (Joint Commission on the Accreditation of Health Care Organizations) standards.

It appears that many of the remaining issues are charges of labor law violations, which are currently pending before the National Labor Relations Board (NLRB), and charges of discrimination, currently pending before the Massachusetts Commission Against Discrimination (MCAD). Unless findings come forth that indicate that Royal Institutional Services has broken the law or violated our contractual agreement, there is no action the City can take at this time.

The City of Cambridge is committed to fair and humane personnel practices, and will continue to make every effort to ensure that our procurement policies and procedures reflect this to the fullest extent possible.

Very truly yours,



Robert W. Healy
City Manager



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EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

January 22, 1996

To the Honorable, the City Council:

In response to Awaiting Report #6 regarding Royal Institutional Services, I would like to report the following:

The City Council order specifically requested that the City Manager: (1) investigate the situation at Royal Institutional Services regarding its personnel practices; (2) inform Royal Institutional Services that unfair and inhumane treatment of its employees will not be sanctioned by the City of Cambridge; and (3) take whatever steps necessary to ensure the Cambridge Hospital's purchasing policies and practices reflect these basic principles.

Pursuant to this request, I have taken the following actions:

- (1) Met with representatives from Royal, current and former employees, and members of UNITE (the union working to solicit membership from Royal laundry workers). Because we were unable to organize a joint meeting, the meeting with the company was held separate from the meeting with employees and the union. Representing the City at each meeting in addition to myself was Deputy City Manager Richard Rossi, Hospital CEO John O'Brien, Vice President for Support Services/Hospital Al Vellucci, Deputy City Solicitor Don Drisdell, Legal Counsel Nancy Glowa, and Assistant to City Manager Lisa Peterson. At each meeting we discussed the allegations, requested information and heard concerns. In addition, both UNITE and Royal submitted documentation on the allegations.
- (2) Discussed the charges with the Compliance Officer and Area Director at the Occupational Safety and Health Administration (OSHA) in Woburn. According to OSHA, a number of complaints were filed with their office regarding hazards and violations in the workplace. Due to the number of complaints OSHA conducted a "more indepth than normal" investigation. The

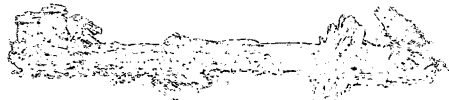
Consent Agenda #10

Cal # 1

Relative to Awaiting Report Item
Number Six, regarding Royal Inst-
itutional Services.

CM-62

In City Council January 22, 1996



Charter Right exercised
by Councillor Triantafellow
Referred back to City Manager
1/29/96