

# ICE PAGE

CALGARY

2013

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**TIME SHEET HAND-IN:****April 15th, 2013**

For all shifts worked between April 1st and April 15th, 2013

**April 30, 2013**

For all shifts worked between April 16th and April 30th, 2013

**Team Leader Meeting**

April 3rd, 2013 @ 1:30 pm

**Health and Safety Meeting**

April 17th, 2013 @ 1:30 pm

**RPAC Meeting**

April 18th, 2013 @ 1:30 pm



# ECAT

Employee & Client  
Assistance Team

403-819-0583

after office hours

## Employee Spotlight

### Jeff

Jeff has been an employee with ICE for over 2 years. His interests include history, reading, camping and movies. He was looking for a change in his previous career when a friend told him he might be good at working with people with developmental disabilities. That friend has proven to be right. Jeff is now supporting two different individuals with ICE in a non-residential program and a weekend respite position as well as helping with relief shifts.

Jeff excels at understanding the people he supports. He is able to discover their interests and help them plan activities around these to create meaningful programs. He says his favorite part of his job



is the interaction between himself and his clients. He also enjoys having new experiences and doing things he may not get to do in another type of employment. One example of this is supporting individuals to attend their Special Olympics activities.

One of Jeff's most appreciated skills is his ability to remain calm in stressful situations. ICE would like to recognize Jeff for his recent involvement with a crisis situation. Jeff came to the aid of an individual in a medical emergency swiftly and effectively. He was able to keep a level head and did exactly what he had been trained to do. Jeff is a valued employee.

## Client Success Story

### Charles

Charles has been with ICE since 2006 and during this time he has lived in the same ICE support home. ICE also supports Charles in the community during the week. Charles likes to keep his staff busy. They are out in the mornings for a visit to the Multiplex for a walk and then jump in the pool to cool off. In the evenings Charles and his staff enjoy catching a movie and spending more time at the Multiplex. Charles' staff has helped him to maintain a positive and busy schedule that has allowed him to overcome some personal challenges.

Charles ICE support home operator has assisted Charles in exploring his

native heritage. They take a yearly trip to the Lac St Anne Pilgrimage where Charles is immersed in the culture and traditions he enjoys.

Charles has found smudging to be very helpful to calm him when he is feeling overwhelmed. Charles is very proud of his background and he is interested in exploring it in further



depth. ICE staff is currently working on a plan to help Charles with this. In his time with ICE, Charles has had many successes. One of his goals was to retain paid employment. Charles has now been working independently four days a week at Swiss Chalet as a dishwasher. His supervisor says "He is an excellent employee because he is always on time and one of the nicest employees to work with". Charles takes pride in his job and it shows in his face when you ask him about work. This success is a huge accomplishment for Charles.

In his down time Charles loves listening to music, his favorite song is Da Da Da. He also loves to socialize. He has many friends who enjoy his funny and enthusiastic personality.

## Important Reminders:

### Employee Address/ Personal Information Changes

Employees are required to inform ICE whenever there are changes in their personal information affecting their employment such as their phone number and home address, Update forms are available at ICE reception for completion and submission.

**Why is this important to you as an ICE Employee?** Information changes impact ICE processing systems for pay (payroll), receipt of tax forms (T-4's) and Registered Retirement Savings Plans. For example as per Policy 3.4.5 Payroll Processing, #12 – "There will be a waiting period of up to 2 weeks to have a T4 reissued if the employee is responsible for the reissuing i.e. the T4 was lost or the employee failed to provide payroll with the current address."

### Employee Timesheet Signatures

Employee Time-sheets record work hours claimed for payment by employees and these legal documents must be signed. Recently there has been an increasing concern with time-sheets being submitted without employee signatures.

**Why is this important to you as an ICE Employee?** Failure to sign off on time-sheets slows the payroll process as valuable time is spent tracking down employees to collect missing signatures. Submission of incomplete time-sheets is a performance concern.

**Please submit employee information changes as soon as possible and ensure you sign your time-sheets.**

**Thank you for helping to keep our pay systems effective!**

## POLICY REVIEW

### 1.1.3 OUTCOME MEASURES

#### General information

The agency's philosophy (**policy 1.1.2**) establishes what components are measured and evaluated for continuous quality improvement to sustain excellence in service provision.

The agency's documentation system is the most essential tool to assist in the collection of outcome measures for employee performance and training, effective health and safety protocols and an overall consistent and excellent service delivery. The policy manual and various operations manuals clearly specify and provide details of the documentation required, who is responsible and follow-up required.

For the purpose of outcome measures the agency will formally document and review **agency, residential and nonresidential goals** for each region. What is encompassing under each of these areas will be addressed below. Prior to agency SWOT meetings, CET or other accreditation processes a summary of each will be provided from information collected during monthly telephone conferences with management. Refer to Master forms binder section A for the forms used for documenting outcome measures for each of these goal areas. Regional Managers/Managers or the appropriate designate in each region will be responsible for these summaries.

Outcome measures are documented in the above three areas on a regular basis, in accordance with agency policy and procedure, and then reviewed and evaluated through various team and managerial meetings. Recommendations are established and implemented to further facilitate improvements in service provision, health and safety and employee competencies.

#### Description of Goals

**Agency Goals :** This will include information on the following:

- Total hours of service billed per month per client and compared to total hours of approved funding available.
- Review of COR score (as applicable) and WCB stats as it pertains to employee safety.
- Review of agency SWOT goals and what was achieved.
- Review of CET as applicable.
- Review of employee mandatory training.
- Review of client behaviour plans and RPAC involvement.

**Residential Goals:** This will include information on the following:  
Progress on **client goals** to determine percentage achieved.

Client health and safety will be reviewed by documenting number of EQAs, random inspections and monthly safety inspection checklist (the latter also includes fire drills, emergency drills, water temperature charts for the home and for client bathing/showering and the inventory list for the emergency preparedness kit.

Review of client/guardian satisfaction with service as reviewed at annual planning meetings.

**Nonresidential Goals:** This will include information on the following:

Progress on **client goals** to determine percentage achieved. Client health and safety will be reviewed by documenting number of random inspections.

Review of client/guardian satisfaction with service as reviewed at annual planning meetings.

Review of staff communication.

Updated October 2012



#### EMPLOYEE REFERRAL INCENTIVE PROGRAM

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

## TRAINING

### PET

April 10th & 11th, 2013  
9 am - 5 pm

April 24th & 25th, 2013  
9 am - 5 pm

(As described on the ICE website)

### Mission Possible Speed and Aggressive Driving

April 30th, 2012  
9 am-12 pm or 1 pm- 4 pm

## ICE has a TD Group RSP plan!



### Refer to Policy 3.4.18 ICE FUTUREBUILDER RSP.

If you are eligible, ICE will match your contributions!

To sign up, please contact Linna Roem at  
780-453-9664



## CALGARY CONGRATULATES



### Long Term Employees !!!!

STAFF	YEARS	DATE
Jack M	10	April 25th
Leslie S	9	April 5th
Laura N	3	April 12th
Connie B	1	April 3rd
Nicole D	1	April 16th

## ICE MOMENTS

### March Thank-you Incentive Draw Winner!

*Ivy Wright* received a thank you note for her consistent job performance and for ensuring client safety and well being.

#### Other Thank-you Cards Received for March Draw

*Bill Damer* received a thank you card for identifying a potential hazard in the residential home he works at and bringing it to the Health and Safety Committee's attention.

*Phylisters Bayoli* received two thank you notes for the extra help she offered a client while working a relief shift in a residential home.

*Laura Nicolson* received a thank you card for providing additional support to the client and assisting the client in finding resources.

*David Abatan* received a thank you card for providing help with different tasks at another ICE residential home.



Jamie Wiltse

**EMPLOYEE REFERRAL  
INCENTIVE PROGRAM  
\$100 RECIPIENT!**

**ICE offices will be closed**

**Friday, March 29th, 2013 for  
Good Friday**



and



**Monday, April 1st, 2013 for  
Easter Monday**

**Please direct all calls to the Employee Client  
Assistance  
Team for these days.**

## Seasonal Allergies

Spring time is typically a difficult time for people who suffer from allergies because of the increased amount of dust and allergens in the air. As the snow melts, snow mould is uncovered and grows. Spring

cleaning and the start of the

farming and gardening season also contribute to allergy symptoms.

Snow mould is a fungus that is found on top of grass after the snow has melted away. It is one of the biggest contributors to seasonal allergies. Once the snow begins melting, the spores from the mould are in the air and anyone with sensitivity will develop symptoms. People may experience symptoms from spring to late fall. Pollen from flowering plants and grass are other allergens. Pollens are carried by the wind or insects.

The symptoms of allergies include sneezing, itching, nasal discharge, congestion and dry and scaling skin. In severe cases, allergies can cause asthma, a chronic inflammatory disease of the airways. Allergies cannot be cured, but the symptoms of allergies can be reduced by avoiding contact with allergens. Stay indoors during peak pollen hours (early to mid-morning). Clean your home frequently to avoid the build-up of dust and other

allergy triggers. Keep the windows of your car and home closed. Wear a filter mask when mowing grass. In the fall, rake up and remove leaves to discourage the growth of snow mould over the winter. Change your



sheets and pillowcases often. Avoid hanging your laundry outdoors as it may collect pollen. Avoid having too many household plants as mould thrives in wet dirt. If you need to go out on days when it's windy, consider an air conditioned venue for your activities. Take medications to treat/prevent allergic reactions as recommended by your doctor.



# Health and Safety Minutes

Meeting  
February, 2013

## AGENDA TOPICS

### STANDING ITEMS

**3.1 A) Review of Regional Health and Safety Meeting Minutes Internal Incidents (Injury, Health, Property Damage)**

Edmonton: January 2, 2013

**December 7, 2012 MVA** – Staff was driving during very slippery weather and could not stop their vehicle and collided with the vehicle of another driver.

Incident investigation to be completed.

#### **Recommendations:**

Take care to drive at a speed safe for the road conditions. Staff may benefit from Mission Possible Driver's Training as scheduled for January and February.

Additional Recommendations: travel only when necessary when road conditions are poor

**December 11th, 2012** – Staff working in the community was walking on a road. There was a lot of snow on the sidewalk and the staff slipped and fell, twisting their knee as they went down.  
Incident investigation to be completed.

**Recommendations:** Wear appropriate footwear for the weather (i.e. use of ice grips), travel at a safe speed and take care where stepping.

No Further Recommendations

South : reviewed at last meeting

Grande Prairie / Northwest: reviewed at last meeting

**B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)**

Edmonton:

**December 3, 2012** – staff was completing an errand in the community during icy winter conditions. Stepping down out of their truck they stepped on ice and slipped and fell to a seated position.

Near Miss Investigation has been completed – the residential program has purchased ice grips for the use of the staff as needed. Salt and sand also purchased for use as required.

**Recommendations:** Look carefully where you are stepping when exiting your vehicle to avoid hazards. Apply sand (carried in vehicle) to ice as necessary before stepping out. Grasp the vehicle door frame while exiting

No Further Recommendations

South: reviewed at last meeting

Grande Prairie / Northwest: reviewed at last meeting

### **3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:**

**February 4, 2012-** staff and client where at the leisure center when another individual was injured and several people were assisting the injured individual. This resulted in the client trying to leave the area very quickly and client and staff fell. Client was not using her walker.

Injury investigation completed

**Recommendations:** Walker and any other ATEI should be used at all times Be aware of surroundings and remove client from situations which may cause distress

### **3.3 Evaluation of current Near Miss Incident Investigations:**

No Current Near Miss Incident Investigations

### **3.4 Review of COR Audit and Action Items**

Reviewed Management leadership and organizational commitment 1.1-1.9

### **3.5 Review of Master Hazard Assessment and Control Document**

Review of pages 24-29

-Storage and use of household cleaners

Under safe work practices- use cleaning caddy when carrying cleaners

-Changing light bulbs

Typo under safe work practices- hire a trained contractor with training and safety equipment – training and should be removed

- Snow Shoveling

Safe work practices- shovel more frequently to avoid accumulation of large amounts of snow and ice

### **3.6 Policy Review - Policy 2.3.14**

### **4.0 OTHER BUSINESS**

4.1 Welcome to Jasmine from the committee

4.2 Reviewed Feb ICE page and suggested an article on working safely in the kitchen, sharing space in the kitchen

4.3 Bath Assist shadows to be completed by Feb 28, 2013

4.4 Upcoming training- Understanding Schizophrenia, March 19, 2013 9 am-12 pm or 1- 4 pm

NEXT MEETING - March 20, 2013 at 1:30 pm at the ICE office.

