

# ICE PAGE

CALGARY

2014

**Contents:**

**POLICY REVIEW**  
**3.5.1 -EMPLOYEE HEALTH AND SAFETY -INTRODUCTION & RESPONSIBILITIES - Pg 3**

**Smoking Materials - Handle Safely - Pg 4**

**TIME SHEET HAND-IN:****August 15th, 2014**

For all shifts worked between August 1st and August 15th, 2014

**September 2nd, 2014**

For all shifts worked between August 16th and August 31st, 2014

**Team Leader Meeting**

August 13th, 2014 @ 1:30 pm

**Health and Safety Meeting**

August 20th, 2014 @ 1:30 pm

**RPAC Meeting**

August 21st, 2014 @ 1:30 pm



## ECAT

Employee & Client Assistance Team

403-819-0583

## Employee Spotlight

### Ava

Ava grew up in a small Alberta town just north of the American border. At 18 she moved to Lethbridge and obtained her beauticians license. She worked in the insurance industry for many years and was part of a family renovation business. Ava is married and has two sons that are both lifeguards and who attend school. Ava says taking care of others has always been a part of her life therefore she found the transition to an ICE support worker a natural one. When not working Ava's hobbies include sewing, crafting, stained glass, and camping.

Ava started working for ICE in November of 2012. She had considered a career as a health care aid but her

friend recommended that she apply at ICE and she has never looked back. Ava has developed a very special bond with the client she supports. She says her



favorite moments in the day are when her client smiles and giggles. She loves being a caregiver and excels at finding new ways to motivate her client.

Ava says one of her favorite things about her current position working for ICE is being able to provide one on one care. She enjoys being able to give her undivided attention to her client without any distractions. Ava also enjoys the independence that ICE allows within each program. She is able to plan her days and feels it makes her better at her job. Ava has been to many of the training sessions offered by the company and really enjoys that she has opportunities to continue her education within new areas of learning.

Ava's kind and cheerful attitude make her a valuable asset to ICE. Thank you for your dedication, Ava!

## TRAINING

### PET

August 11th & 12th

9-5 pm

As described on the ICE website



## ICE offices will be closed Monday, August 4th, 2014 for the Alberta Heritage Day Holiday

Please direct all calls to the Employee Client Assistance Team for this day.



## Client Success Story

### Gary

Gary is an outstanding gentleman with many wonderful attributes. It is hard to imagine a more courteous or well-spoken person. He is compassionate, loyal and welcoming towards others, putting them at ease in situations when they may be uncomfortable. Gary participates in many activities within the Grand Prairie community. He is a part of many special "O" teams such as floor hockey, bowling and curling. Gary also attends Toastmasters, Northwest Self Advocacy group and People Planning Together.



Gary was not always the outgoing person he is today; he has worked hard to achieve his current success. There was a point in Gary's life when even holding a conversation would make him nervous and very anxious. It would take weeks of

preparation, conversations and rehearsing to prepare for self advocacy events. Through classes, encouragement and Gary's own self-discovery he has developed a new world of confidence proving that with support and perseverance anything you imagine can be achieved.

Gary is a great leader because he is selfless. He recognizes people for who they are, always encouraging the best part of them to shine. He can relate with many of the individuals that have a hard time articulating what they would like or need to say, because he's been there... he's lived it.

Gary inspires others with his enthusiasm and his love for life. His excitement when he is telling you about the self-advocacy group is contagious. He is very thorough and upbeat. People that have witnessed his journey and new found confidence will tell you how much he's grown, and how inspirational it has been to watch his success.

Gary has influenced his community's view of adults with disabilities by showing that the only limits persons with disabilities have are those that others put on them or label them with. Gary has held a job at Red Rock for many years. He volunteers at hockey games, and makes himself visible for the world to see. He has chosen to be a voice for others that can't speak and to encourage those that can.

Congratulations, Gary, on your many achievements and your recent selection for an Individual Achievement award by the Northwest region of PDD!

## Policy Review

*The following contains information from Policy 3.5.1. Please refer to the policy manual for the complete policy which also outlines Employer responsibilities.*

### 3.5.1 EMPLOYEE HEALTH AND SAFETY - INTRODUCTION & RESPONSIBILITIES

Independent Counselling Enterprises will take reasonable and prudent action to prevent and to minimize risks in the workplace. **(See policy 4.4.2 Risk Management)** This is best done by having written policies, practices and procedures in place, training and educating employees, employing competent supervisors and communicating to employees their responsibilities. The agency is aware of its responsibilities and complies with legislation as outlined in the Occupational Health and Safety Act Regulation and Code and and Worker's Compensation Board (W.C.B.).

**The Supervisor has the responsibility to:**

- Ensure that the employee complies with the agency's health and safety regulations.
- Ensure that the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.
- Ensure the employee practices Standard Precautions.
- Advise the employee of any potential or actual health or safety danger that is known by the supervisor.
- Provide written instruction, when required, about measures and procedures to be taken for the employee's protection.
- Take every precaution reasonable in the circumstances for the protection of the employee.
- To work in compliance with the agency's health and safety regulations.
- To respond in a timely and effective manner to employees that decide the skill requirements for service provision exceed what they are able to safely do.
- To ensure the employee has the appropriate medical/ behavioural training prior to working a shift.

**The employee/SHO has the responsibility to:**

- Work in compliance with the agency's health and safety regulations.
  - Practice Standard Precautions.
  - Use or wear any equipment, protective devices or clothing required by the employer/regulations/legislation.
  - Report to the employer or supervisor any known defective equipment or protective device that may be dangerous, missing or defective.
  - Report any known workplace hazard to the employer or supervisor.
  - Not remove or disable any protective device.
  - Work safely and not use or operate any equipment in a way that may endanger any worker.
  - Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
  - To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger.
- The employee/SHO has the right and the responsibility, at all times and without penalty, to refuse work that the employee/SHO feels is a threat to his/her health and safety.** The employee is to ensure their own and the clients' immediate safety and immediately contact their supervisor or after hours ECAT supervisor for further direction. Replacement coverage will be provided if required. Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the type of work the employee can complete. In the event of an injury to follow all agency policy and procedures.

**The Visitor or Contractor has the responsibility to:**

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.
- To do nothing that increases the normal hazards to clients of I.C.E. or to employees engaged in work for the agency. (see **Policy 3.5.7 Visitors/ Contractors**).
- Inform I.C.E. of any uncontrolled hazard observed.

### 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!



### 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**

## Important Reminders from the Personnel Department for ICE Staff:

- **Letters of Employment - this process may take up to two weeks**

As per ICE policy 3.4.5 Payroll Processing #10, employees requiring “Written Verification of Employment” are reminded that this process requires a written request and **may take up to two weeks to complete**. Employees are responsible to submit requests for verification of employment far enough in advance to allow for processing time in order to avoid disappointment.

- **Letters of Intent- an application process**

Staff who sign an ICE “Letter of Intent” should not confuse this application process with “Signing Terms of Employment” for a position. A Letter of Intent is simply a written application indicating that staff are interested in a posted position within the company. Many staff may complete a “Letter of Intent” for the same posted positions. ICE will complete a selection process and will offer the position to the most qualified applicant. Once that process has been completed the successful applicant will be asked to sign “Terms of Employment” for the position.



### HAVE YOU MOVED ?

### HAS YOUR PHONE NUMBER CHANGED?



It is important to advise the ICE office of any address or contact changes.

## Smoking Materials - Handle Safely



Recent news stories have covered community events with serious damages incurred due to fires caused by cigarettes or other smoking materials. Fires caused by smoking materials affect not only the smoker, but non-smokers as well. Losses caused by cigarettes are preventable and it is important that ICE staff are knowledgeable about how to prevent fires caused by smoking materials.

A lit cigarette improperly disposed of can cause a large fire in seconds. Putting out a cigarette the right way only takes seconds, too. It is up to ICE staff to ensure the cigarettes of the ICE clients they support and their own cigarettes are put out, all the way, every time!

ICE Policy 3.8.10 **Smoking** outlines expectations for smoking behaviors by both clients and staff at ICE. Residential programs are required to have safe cigarette disposal means readily available. If clients are smoking on balconies or outside at ICE programs, staff must actively monitor ongoing for safe client actions and to ensure safe disposal of cigarette ends.

Disposal equipment for cigarettes must be non-flammable and readily available i.e. deep metal cans filled with either sand or water. Douse cigarettes with water or stub out in the sand.



Caution - Cigarettes should NEVER be put out in the soil of potted plants as the soil contains organic materials that may catch fire.

Always be alert around smoking.

## Employee Referral Incentive Program \$100 Recipient



**Yolande Sadate Sontia**

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!

## Calgary ICE Moments!

### July Incentive Thank-you Card Draw Winner

**Shafiqul Amin** received a thank you card for reporting and following up to correct program hazards that occurred in June including a faulty bracket for the fire extinguisher, a fallen window screen and a plumbing back up.

### Other Thank-you Cards Received for July's Draw

**Theresa Walker, Maxine Bailey and Lorna Koch** each received a thank you card for attending extra training at the ICE office.

**Aline Kabeja** received thank you cards for being flexible with her schedule and agreeing to work on very short notice.

## Peer Group Outings

Clients and support workers will be getting out together twice in August for group outings. We have planned to go to Heritage Park for Tuesday, August 12th and you can join us anytime between 11:00 am and 3:00 pm. Support workers gain free admission with ICE I.D. and the office has two for one admission coupons available for those interested. Regular admission is \$24.99. The group will be meeting at the admission gates. We do have support workers willing to drive others.

The second outing will be Thursday, August 28th from 11:00 am -3:00 pm. This outing will be held at Prince's Island Park for a picnic and stroll through and around the park. The group will be meeting at the back entrance to Eau Claire Mall. We hope everyone can make it out!



Please contact Nikki at the office if you would like more information.

## ICE Calgary Congratulates Long Term Employees!!!

STAFF	YEARS	DATE
Deanna R	21	August 4th
Cor K	16	August 27th
Beatrice K	2	August 9th
Beth L	2	August 13th
Samantha T	2	August 16th
Sam C	1	August 28th

An apology goes out to Iris B for the omission of her 8 year ICE anniversary date July 21st in last month's ICE Page.

## ICE has a TD Group RSP plan!

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### ICE FUTUREBUILDER RSP.

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To sign up, please contact

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## Health and Safety Minutes Calgary Health and Safety Meeting - June 18th, 2014

### 3.0 STANDING ITEMS

#### 3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)

Edmonton(Incidents, Recommendations, Additional Recommendations): **May 7, 2014 minutes**  
**No Current Internal Incidents**

South (Incidents, Recommendations, Additional Recommendations): **May 6, 2014 Mtg minutes** -No Current Internal Incidents

Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): **May 16, 2014 minutes**

**April 10, 2014:** Staff was backing out of a parking stall and another car was backing out of another stall and hit the staff's car.

**Recommendations:** For staff to be careful when backing out of parking lots.

**An incident investigation was completed.**

**Further recommendations:** check surroundings carefully, make sure to utilize rear view and side mirrors.

**April 29, 2014:** Staff was removing a hot pan from the oven with oven mitts, there was a small hole in the oven mitts and staff burnt their hand.

**An Incident investigation completed.**

**Recommendations:** Replace oven mitts, check oven mitts on a regular basis.

**Further recommendations:** use silicone oven mitts.

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

Edmonton( Incidents, Recommendations, Additional

Recommendations): **May 7, 2014 Mtg. minutes** No Current Near Miss Incidents

South (Incidents, Recommendations, Additional Recommendations): **May 6, 2014 Mtg. minutes**  
**No Current Near Miss Incidents**

Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): **May 16, 2014 Mtg. minutes.** No Current Near Miss Incidents

**3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage** (Incidents, Recommendations):  
**No Current Internal Incidents**

**3.3 Evaluation of current Near Miss Incident Investigations** (Incidents, Recommendations):  
**No Current Near Miss Incidents**

**3.4 Review of COR Audit and Action Items** - Reviewed: Qualifications, Orientations and Training-section 5.1-5.7

**3.5 Review of Master Hazard Assessment and Control Document**  
Reviewed General Section pages 30-37  
Seasonal yard work- no changes  
Snow shoveling- no changes  
Medication Administration- no changes  
Blood glucose testing- no changes  
Use of epi-pen- no changes  
G or J tube feed/medications- no changes.  
Intermittent catheterization and urine elimination- no changes  
Ostomy care- no changes

Other regions review & and recommendations and regional response to recommendations. :

**Edmonton**  
Review of Master Hazard Assessment and Control document. Pages 22 - 23  
Review of general sections-use of BBQ's

**Under Safe Practices** - consider the following additions

- Ensure that BBQ instructions are easily available for the reference of staff. (Staff must have been provided a proper equipment orientation and have read and understand the instructions of proper BBQ usage before using the equipment.)
- Note that BBQ's in use are never to be left unattended.
- Make sure that BBQ's are far away from the house and in an open area.
- Add safe preparations and practices to control small grease fires.

**Grande Prairie:**  
Tabled till next meeting

#### **South - General HACD** **Pages 48, 49 and 50**

- Client support for seizures: Biological Hazards – suggest increasing frequency to 2.
- Contact frequency with bodily fluids is likely at least once per month when working with some clients.
- All other items remain unchanged.
- **Contact with Visitors or Contractors:** no suggested changes.
- **Entering or leaving the worksite after dark:** Biological Hazards – suggest changing the frequency to a 1, and potential consequences to a 2. The total would then be a 5.

#### **3.6 Policy Review - 3.5.10-** **Emergency Procedures**

#### **4.0 OTHER** **BUSINESS**

ICE Page Health & Safety Article suggestions - what to do if there is a summer storm, tornado or heat wave.  
Reviewed Flood Emergency Drill

**NEXT MEETING – August 20th,**  
**2014 @ 1:30 pm**