

ICE PAGE

CALGARY

2016

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Team Leader Meeting

January 6th, 2016 @ 1:30 pm

Health and Safety Meeting

January 20th, 2016 @ 1:30 pm

RPAC Meeting

January 5th, 2016 @ 10:00 am

ECAT

Employee & Client Assistance Team

403-819-0583

after office hours

(Phones do not accept text messages. Staff need to call ECAT.)

TIME SHEET HAND-IN:

January 15th, 2016

For all shifts worked between January 1st and January 15th, 2016

January 31st, 2016

For all shifts worked between January 16th and January 31st, 2016



Making it Happen!

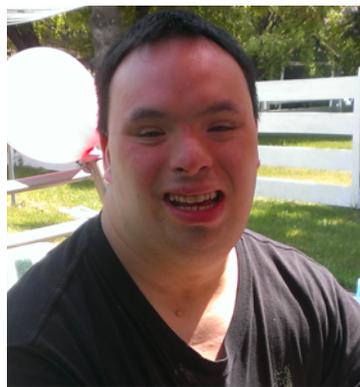
Supporting Social Inclusion

Sean W. is an expressive and energetic person who likes people. He loves to be active and can become bored and restless when life is too quiet. His residential support team was looking for new ways to build on Sean's interests to get him more involved in his community.

At home after watching movies on TV Sean would often improvise dramatic scenes and he really enjoyed singing and dancing. For Halloween in 2014 Sean wore a Thor costume to a party, and after that he would sometimes put the Thor costume on at home and act out his favourite movie bits. Recognizing that Sean enjoyed role play and was a natural actor, his support team decided to explore if he might enjoy a community acting class.

Sean's ICE staff researched local community drama classes on the internet seeking a class that he could participate in. Their first efforts were met with disappointment as some of the sessions located were not able to accommodate Sean's needs. The team didn't

give up and kept looking until they found an opportunity for Sean through the Edmonton Down Syndrome Society's Centre Stage Musical Theatre program. This program teaches musical theatre techniques to individuals with, but not limited to, Down



syndrome, ages 8 to adult. Centre Stage was flexible and even welcomed Sean without the usual required audition. He joined their "Jersey Boy's" group for men ages 16 and up and jumped right in.

The Centre Stage Musical program offers individuals opportunities to learn singing, dancing, and stage performance with the

assistance of two experienced instructors. There is a group performance planned for early May 2016.

Sean's acting class is held on Saturdays and it is quite a distance across the city from his home. This is not something Sean is currently able to manage by bus. Luckily, Jocelyn, the Team Coordinator and Betty, a regular weekend staff at Sean's home have been able to cooperate in a plan to provide support and transportation to get Sean to class each week. They are excited to see him get the chance to do something he really loves.

The first Saturday Sean arrived at the class he joined right in without any shyness at all. He has been attending once a week since mid September and still loves it. Not usually a morning person, Sean is always willing and eager to get up and ready for his class on Saturdays

As with most growth experiences there have been a few bumps along the road. Sean continues to work on moderating his language when he is excited and on sharing the lime light with other actors, a common challenge for many thespians! *(continued on page 2)*

Sean's speech has improved from the many songs and verbal exercises completed during drama sessions. He is developing friendships with others in the group and enjoying each session as it comes. Asked if he likes his acting class, Sean gives a huge smile and a resounding, "Yes!"

Staff Spotlight

Jocelyn Agard has been an employee of ICE for two and a half years. She is a caring lady who can be counted on to give her best for ICE clients. One day Jocelyn can be observed assisting ICE individuals to attend necessary medical appointments and the next she will be organizing a fun birthday or Christmas celebration. Jocelyn makes sure that the individuals she supports have the opportunity to participate in community activities and enjoy life as they pursue their goals. Thank you Jocelyn for your excellent commitment to client support!



Jocelyn (left) with Sean at the ICE Christmas Open House.

Calgary ICE Moments!

December 2015 Incentive Thank-you Card Draw Winner



Fisseha Kelemework received a thank you card for his diligence in recording a broken water thermometer in the residence and replacing it with the spare thermometer. He won a set of dishes and a set of pots and pans.

Other Thank-you Cards Received for the December Draw

Jackie Godlien received a thank you card for reporting an icy walkway in the community.

Denise Falkenberg received a thank you card for noticing a burning smell at the theatre and reporting it to the management.

Linda Scarlett received a thank you card for attending a Health and Safety meeting as a guest.

Lorette Elgar received a thank you card for advocating for her client at an arts and craft class.

Patsy Stewart received a thank you card for helping decorate a new residential home and fixing a broken drawer in the home.

Shelly Rulli received a thank you card for being flexible with her schedule to accommodate a client's work schedule.

TRAINING

Pre Employment Training
January 14th and 15th, 2016
9 am - 5 pm

As described on the ICE website

Mental Health First Aid
January 12th and 13th, 2016
9:30 am - 4:30 pm

A course to provide help to a person developing a mental health problem or in a mental health crisis.

Training will be held in the boardroom at the Marlborough Park Community Centre at 6021 Madigan Drive NE

Effective Communication
January 27th, 2016
1:00 pm - 3:00 pm

TransGender Awareness
January 29th, 2016
1:00 pm - 3:00 pm
Explains what gender is, sexual orientation and gender identity.

ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Denise S.	20	January 24th
David A.	10	January 19th
Greta W.	9	January 22nd
Erika B.	5	January 21st

Provincial ICE Health and Safety Draw Winner



South Regional Manager, Sharon Brown (above left) with happy winner, Temi Olayinkaya.

ICE employees provide excellent service and are diligent to mitigate daily health and safety risks throughout the year. In some circumstances employees go “above and beyond” in their duties and are recognized by supervisors, co-workers, clients, guardians and managers filling out and submitting a special “Thank you” card available at ICE offices. Completed Thank You cards are entered in monthly regional draws for great prizes. Each year in December, ICE employees who have received a minimum of three health and safety related Thank You cards (from different sources) have their names entered into a special province wide draw for a \$1000 cash prize.

This year the lucky Health and Safety winner was Temi Olayinkaya of Lethbridge.

Congratulations, Temi!

Health Corner

What is Gastroenteritis?

Gastroenteritis is an upset stomach. It causes nausea and vomiting. You may also have diarrhea or a fever. People often call it “stomach flu” but it is not the flu which is an illness affecting the respiratory system. Gastroenteritis often only lasts 1 or 2 days, but can last a week.

What causes it?

Gastroenteritis is caused by germs like viruses and bacteria. It may be passed person to person or contracted from food poisoning. Food poisoning occurs when people eat foods that contain harmful germs. Germs can get into food while the food is growing, during processing, or when it is prepared.

What should you do if you believe you have Gastroenteritis?

- Drink plenty of fluids so that you do not become dehydrated. Dehydration occurs when your body loses too much fluid. This can happen when you vomit a lot or have diarrhea. Consume fluids slowly, in frequent small amounts. Drinking too much too fast can cause vomiting. Choose water and other caffeine-free clear liquids until you feel better. If you have other health factors such as kidney, heart or liver disease consult your doctor.
- Electrolytes should also be replaced, especially if vomiting or diarrhea lasts longer than 24 hours. Electrolytes are minerals in your blood that keep many systems in your body working as required. Sports drinks are available that may help to replace electrolytes.
- When you feel like eating, start with mild light foods such as dry toast, applesauce, bananas and rice. Avoid

spicy, hot or high fat foods. Do not drink milk or eat ice cream or other dairy foods until fully recovered.

Gastroenteritis can usually be treated at home but seek medical help if:

- You have symptoms of mild dehydration, these include: dry mouth, dark urine, less urine.
- There is severe diarrhea or vomiting for more than a day,
- You have a fever that lasts more than 1-2 days,
- You are not feeling better after a week of home treatment.



Seek immediate medical attention if there are symptoms of severe dehydration (sunken eyes, a dry mouth and tongue, fast breathing and heartbeat, feeling very dizzy or light headed; not feeling or acting alert); you have sudden, severe belly pain; you experience other severe symptoms such as blurred vision, bloody stools, trouble swallowing etc.

How to prevent gastroenteritis?

- The best thing you can do is wash your hands thoroughly and often. This is especially important after you use the bathroom, before and after providing personal care and before you eat or prepare food.
- If others around you have symptoms of gastroenteritis, carefully follow standard precautions, increase diligence with household sanitizing / disinfection routines and implement social distancing precautions.
- Keep your hands away from your nose, eyes and mouth.
- Carefully follow all food safety rules (separate cutting boards, defrosting meats in the fridge, cooking meat till well done, monitoring the temperature of the fridge).
- Do not eat meats, dressings, salads or other foods that have been kept at room temperature for more than 2 hours.

Health and Safety Minutes Calgary - Health and Safety Meeting - November 18th, 2015

3.0 STANDING ITEMS

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2

Internal Incidents

Calgary- Oct 7, 2015 meeting minutes
Sept 13, 2015

A Support Home Operator (SHO) was stopped in their vehicle at a Yield sign waiting to turn right. A vehicle following struck the SHO's vehicle from behind. Incident Investigation Completed

Recommendations: The SHO was not at fault in this incident. The other driver was responsible and may have been distracted or impatient. One concern related to the ICE SHO was that the incident was not immediately reported to an ICE supervisor. All ICE SHO's and employees are required to report such incidents within 24 hours. Manager to review reporting requirements with the SHO.

Additional recommendations: Suggested to drive during less busy time of day.

South: Oct 6, 2015 meeting minutes
No Current Incident Investigations

Grande Prairie / Northwest:

Oct 13, 2015 meeting minutes

September 9, 2015-Staff was stepping out of the shower and slipped on the bathmat. Staff attempted to break his fall by grabbing the towel bar and ripped it out of the wall. Staff also hit his head when he fell.

Recommendations: Bathmat to be replaced with a non-slip version. Suggested that staff shower at home not at the residence.

Internal Incident Investigation Completed.

Additional recommendations: Staff should inspect back of bath mats regularly for wear and tear to ensure backing is non-slip. Suggest installing a grab bar in addition to fixing towel bar.

B) Review of Regional Health and Safety Meeting Minutes - Section 3.3

Edmonton: Oct 7, 2015 minutes

Sept 18, 2015

While attending an external day program a client desired more personal funds than she had available and became upset with staff there when they could not meet her demands. The client threw a phone at the staff and threatened to harm herself with a

plastic knife. 911 was called and the client was taken for assessment at the hospital. Follow up with the client's psychiatrist and RPAC has been initiated. Plastic knives have been locked up with other sharps at the residence.

Near Miss Investigation to be completed.

Recommendations: Alternate control systems for client finances (to staff managing daily funds) are recommended for this client in order to avoid power struggles.

South: Oct 6, 2015 minutes
No Current Near Miss Incidents

Grande Prairie / Northwest:
Oct 13, 2015 meeting minutes
No Current Near Miss Incidents

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

Oct 27, 2015

Staff was on route to a meeting and had to take a detour route. Staff glanced down at GPS to make sure the correct turn was made, and staff rear ended the vehicle in front. Only staff's vehicle had damage to the front passenger side, no personal injury to either driver. Staff was applying breaks and estimated speed was around 5km/hr.

Incident Investigation Completed

Recommendations: Staff to take Mission Possible Distracted Driving, allow more travel time for appointments and plan route prior to leaving.

3.3 Evaluation of current Near Miss Incident Investigations:

Oct 23, 2015

Staff was out in the community exiting a bathroom stall. While exiting, staff's toe of her shoe caught the edge of a tile surrounding a drain causing staff to trip. Staff caught self before falling and hitting the sink vanity. Staff was wearing proper footwear.

Near Miss Investigation to be completed.

Recommendations: Staff to maintain awareness of surroundings. The manager of the building was contacted and informed of the hazard.

3.4 Review of COR Audit and Action Items

The 2015 COR Audit report will be submitted to CCSA by mid November and 2015 hopefully results should be available by mid December.

3.5 Review of Master Hazard Assessment and Control Document

Review the Office Specific HACD Driving, Office Cleaning – no recommendations for either.

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

Edmonton: General Section, Pages 68-69
Travel on wet or slippery surfaces was discussed. One suggested addition to physical hazards is to add "possible concussion" to the document. No other changes were recommended.

South: Site Specific HACD reviewed for the new office space. Locations of fire extinguishers, smoke detectors and first aid kit reviewed. Emergency plans reviewed due to the changes. Suggestions on the best Muster Point reviewed with Health and Safety committee.

Grande Prairie: Office Related Work: Meetings/Communication, Driving, Office Cleaning, Contact with Visitors, Contractors or intruders/strangers at office- all no additions.

3.6 Policy Review - 3.5.2 Assignment of Responsibilities

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions – Winter preparedness kit in vehicle (i.e. shovel, cat litter, blanket etc.)

NEXT MEETING – January 20th, 2016 at 1:30pm.

**ICE offices will be closed
Friday, January 1st, 2016 for
New Year's Day
Please direct all calls to the**



**Employee Client Assistance
Team for this day.**

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

Employee Referral Incentive program \$100 Recipients



Donna Mikl



Amitha Nadukkuparampil-Sasikumar

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!

Important Message from ICE Payroll!

ICE employees need to confirm that that the address on their pay-stubs is correct in order to ensure 2015 T-4's will be received.

If your address is not current /correct please contact the ICE office in your region as soon as possible.

Policy Review

*** Effective immediately all private client and employee information transmitted electronically by ICE personnel is required to be password protected for confidentiality. Stay tuned for related ICE policy revisions coming soon.**

3.8.2 MAINTAINING CLIENT CONFIDENTIALITY

Any information pertaining to Independent Counselling Enterprises clients or their families will be held in strict confidence. No information will be released without written consent from the client and/or guardian and the funding source (as appropriate) and in accordance with the Freedom of Information and Protection of Privacy Act and the Health Information Act (see Policy 2.2.2 Client Confidentiality).

Independent Counselling Enterprises employees must sign a Standards of Confidentiality when hired.

Violating this Standard will warrant disciplinary action.

Updated October 2015

3.8.3 RELEASE OF CLIENT INFORMATION

1. No information about Independent Counselling Enterprises' clients will be released without the express permission of:
 - The President;
 - The client and/or guardian;
 - The funding source
 and in accordance with the Freedom of Information and Protection of Privacy Act and the Health Information Act.
2. Employees releasing client information in violation of this policy will be terminated for cause.

Updated October 2015

*** ICE staff are reminded of the requirement to read and review the full 2015 ICE Policy Manual by January 31, 2016.**

2015 President's Address

On Thursday, December 10th, 2015 Independent Counselling Enterprises hosted its annual Christmas Open House and Employee Award Celebration in Edmonton. Attending this celebration were individuals receiving supports, families, community partners, and ICE staff.

ICE President, Michael Rutherford addressed those present and thanked ICE employees for their excellent work over the past year. Mr Rutherford specifically commended employees for their efforts to complete the many residential moves necessary in the past 12 months as ICE moved forward on client safety initiatives. Mr Rutherford also congratulated ICE staff on their strong performance in the 2015 internal Certificate of Recognition (C.O.R.) Health and Safety audit which achieved a score of 98% for the second consecutive year.



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CALGARY ICE EMPLOYEE AWARDS 2015



Deanna R. presents 20 year service award gift to Bill D.



Deanna R. presents 15 year service award gift to Jose R.
Not pictured Annette I.



10 year service award recipients (left to right) George K., Pam T., Stephanie N. and Irene D. Not pictured Janet Z.





**COMMUNITY CAPACITY
AWARD**
Ron K.



EMPLOYEE OF EXCELLENCE AWARD
(Left to right) Irene D., **Winner - Maxine B.**, Nora H., Deanna R.



COMMUNITY REHABILITATION TEAM OF THE YEAR AWARD
Royal Oak Program - (left to right) Irene D., Tanya D., Bev L., Arjay A., and Patsy S.



NON-FIELD STAFF AWARD
Sam C.





HEALTH AND SAFETY AWARD WINNER
Bev J. (on left) with Khrystyna H. and Deanna R.



HEALTH AND SAFETY COMMITTEE
(Back row -left to right) Khrystyna H., Whitney S., Irene D., Bill D.
(Front row -left to right) Bev J., Jasmine H., Anamarie. Not in photo Nora D.



ICE OFFICE STAFF
(Left to right back row) George K., Khrystyna H., Deanna R., Nora H., Linda D., Whitney S., Kim C., Donna M.
(Left to right front row) Jasmine H., Laura S., Sam C., Stephanie N., and Irene D.