

CALGARY**ECAT**

Employee & Client
Assistance Team
403-819-0583

After office hours
Phone do no accept text
messages— staff need to
call ECAT.

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**TIME SHEET
HAND-IN**

- January 15th, 2018 –**
For all shifts worked
between January 1st and
January 15
- January 31st, 2018 –**For
all shifts worked between
January 16th and January
31st

UPCOMING:

- HEALTH AND
SAFETY MEETING**
– January 17th, 2018 at
1:30PM
- RPAC MEETING –**
January 9th, 2018 at
10:00AM

Jenna is a friendly young woman who lives in Edmonton with one roommate. She has been with Independent Counselling Enterprises since May 2017. Jenna enjoys working and spent her summer as a prep cook with the City of Edmonton's Fort Edmonton Park. She worked long arduous hours but enjoyed every moment of her experiences. It was with the assistance of Inclusion Alberta that Jenna successfully enrolled in NAIT's First Year Culinary Arts Program this past September. Jenna, her guardian and ICE staff have worked closely with Inclusion Alberta to ensure a smooth transition into this field of work Jenna is passionate about.

Attending culinary school is challenging and it can be stressful. Jenna starts school at 7:00 am and has to be up at 4 - 4:30 am in order to catch her bus to NAIT at 5am. ICE staff have been encouraging and supporting Jenna to establish and commit to effective daily routines. These routines are important so that Jenna has time to study and to retire to bed at a reasonable hour allowing her enough rest to do her best in her course work.

Staff also promote a cooperative living arrangement with Jenna's roommate that focuses on quiet interactions for weekday evenings to allow Jenna to focus on her studies or rest.

Jenna has enhanced more than her cooking skills this year. She has enhanced many life skills including her personal resiliency and coping abilities. When Jenna is having a hard day at school, she now takes it upon herself to remove herself from the situation, think about it and when she is ready, she returns to class. In the evenings when she returns home from NAIT, ICE support staff are there to help Jenna with emotional support, listening and talking through her concerns. They also encourage her to take time to balance her studies with recreation, exercise and rest.

Jenna is proud of her culinary skills and she recently got the chance to showcase these by planning and delivering a wonderful meal at a Christmas party hosted for family members and shared with staff by her roommate and herself. Jenna researched the menu, went shopping for the groceries needed and then assumed the role of head chef. She proved very adept at delegating chores

to the staff and her roommate while she prepared the roast beef, garlic mashed potatoes, and grilled asparagus/other vegetables. Of course there was also a delicious dessert!

To date, Jenna has not missed a single day of school at NAIT, even when she was not feeling her best. She is not afraid of hard work and her success has been fully earned by Jenna putting in the effort day after day. Beyond providing Jenna a vocational education, attending NAIT has provided her with a great opportunity to network with other people who have similar interests in the culinary field. Jenna has made many friends and she actively participates in extra-curricular activities with her classmates.



Employee Spotlight

Aroke Forbinake began with ICE in a Team Leader position four years ago and then in 2014 completed the ICE Team Coordinator (T.C.) training program to become a residential supervisor. Aroke has a positive, calm and efficient manner that instills confidence in both the clients she supports and the staff she supervises. She demonstrates through her words and actions the respect she has for client abilities and their goals for independence and she supports and encourages their growth in these areas. Thank you for your efforts, Aroke!



President's Annual Open House Address

The year has flown by once again and we now reflect on the accomplishments of the people we serve, direct service staff, supervisors, and management.

Many of the people we serve have worked hard to achieve their outcomes which is their personal success.

In September ICE completed our Certificate of Recognition audit.

This is an external audit, conducted by a professional auditor and in partnership with the Continuing Care Safety Association. The process lasted a few weeks and required 90 employees in Edmonton and Calgary to be interviewed to confirm their knowledge and practice of the agency's health and safety systems.

ICE achieved a score of 98% which we are extremely proud of.

This score would not have been possible without our staff confirming their knowledge and practice of the health and safety program.

ICE also participated in Occupational Health and Safety inspections for Care Worker Violence Prevention. Verbal reports from the OHS inspector were positive.

In June, 2017, ICE completed the Creating Excellence Together (CET) - Level 2 accreditation process including complex needs review and respite review.

This audit occurred in the 5 PDD regions where ICE provides service.

In all 5 regions, the results of the Level 2 accreditation were 100%. Again we should all be proud of that accomplishment since it is a direct reflection of the quality of service we deliver.

I urge everyone to maintain their knowledge and practice of our Health and Safety policies and as required in the OHS legislation. There are changes being proposed to the legislation and I assure you all we will remain informed and continue to improve our processes as needed throughout the next year.

Our success is possible through maintaining positive relationships with experts to steer us in the right direction. Those people include:

- **Disability Services PDD division** – providing feedback and resources to enable us to do our work.
- **Alberta Health Service - Public Health** – a valuable resource to all of us.
- **The Edmonton Fire Department** for providing inspections and feedback
- **Inspections Group** – for inspections covering Life Safety elements of the Alberta Building code.
- **Alberta Council of Disability Services (ACDS)** – providing training resources and expertise on the CET standards.

Most importantly the people we serve, their families, front line staff, supervisors, and managers. On behalf of ICE, I wish all of you a safe and peaceful holiday season and the very best in the New Year.

Policy Review

3.4.14 MATERNITY AND/OR PARENTAL LEAVE

Maternity and /or parental leave is granted in accordance with Employment Standards and eligibility is as follows:

- **Employees are eligible for this leave after 90 days of employment with the agency**
- **Birth mothers can take up to 78 consecutive weeks of unpaid job-protected leave. This is made up of 16 consecutive weeks maternity leave and up to 62 weeks parental leave.**
- **Fathers and/or adoptive parents are eligible for up to 62 weeks of unpaid, job protected parental leave.**
- **The employee must provide at least 6 weeks written notice about when she intends to begin maternity leave.**

No employee will be granted leave that is not eligible as per Employment Standards criteria.

Process for Approval

- 1.The employee must complete the Leave of Absence form and submit it to their supervisor no later than 6 weeks prior to the date that the employee wishes to commence the leave.
- 2.The employee must meet with their supervisor to submit the above mentioned documentation. For those employees who are in receipt of Blue Cross and/or Wawanesa benefits and /or participate in Futurebuilders RSP the employee's responsibility to contribute for these benefits and the time periods for continuation of coverage will be reviewed. (Refer to Policy 3.4.18 Futurebuilders RSP, Policy 3.4.19 Benefits- Blue Cross and Policy 3.4.20 Benefits- Wawanesa)
- 3.Should the birth mother be required to cease employment for medical reasons, as substantiated by physician's written documentation, prior to 12 weeks from the estimated date of birth, unpaid medical leave will be considered for approval. (Refer to Policy 3.4.16 Leave of Absence)

Documentation as per Policy 3.4.16 Leave of Absence must also be completed.

During Leave

- 1.Sick and vacation time are not accrued during this unpaid leave and employees on maternity/paternity leave are not eligible to receive vacation pay (if applicable) during the leave.

Completion of Leave

- 1.Upon return to work from maternity/paternity leave, the employee will be reinstated to the same or comparable position with earnings and other benefits at least equal to those received when the leave began.
- 2.As per Employment Standards employees must give at least four weeks written notice that they intend to return to work or to change their return date. This notice must be provided at least four weeks before the end of the leave.
- 3.Failure to provide this notice or to report to work the day after their leave ends shall be considered a resignation. In this circumstance the agency is under no obligation to reinstate the employee as per Employment Standards. All employee benefits, should they exist, will be discontinued immediately.

It is not I.C.E.'s policy to extend this type of leave past the time as allocated by Employment Standards.

Updated January 2018

OFFICE CLOSURE

The ICE offices will be closed on January 1st, 2018 for the New Years' Holiday

Please contact ECAT on this day.

Other Thank-you Cards Received for December Draw

Joanne Heck received a thank you card for reporting a snow covered walkway.

Rincy Kuriakose received thank you cards. The first for doing a fire evacuation when the smoke detectors went off unexpectedly and the second for being flexible with her schedule.

Maxine Bailey and Destiny Iyamu received a thank you cards for being flexible with their schedules.

T R A I N I N G

PET (Pre-Employment Training)

January 23-25, 2018

9:00AM-5:00PM

PBI (Proactive Behaviour Intervention)

January 26, 2018

9:00AM-5:00PM

WHMIS

January 11, 2018

1:30PM-3:00PM

January 16, 2018

9:30AM-1:00PM

ICE Congratulates Long Term Employees!

Staff	Years	Date
Denise S	22	January 24, 1996
David A	12	January 19, 2006
Greta W	11	January 22, 2007
Erika B	7	January 21, 2011
Eugenia K	2	January 4, 2016
Jacqueline K	2	January 20, 2016
Raji V	2	January 22, 2016
Marilyn R	2	January 26, 2016



Jenae Lauder was thanked by her CSC for reporting an uneven floor hazard while out in the community with her client. Jenae won a Keurig K35 Classic Series Coffee Maker

\$100.00 Referral Incentive Program Winner



Joji Paul

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!

Health and Safety Meeting Minutes

November 22nd, 2017– Calgary Region

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

Edmonton—Oct 4, 2017

September 30th, 2017

The day after news stories broke about community attacks in Edmonton and Los Vegas a client became very agitated listening to media on his phone and started to throw items, yelling and aggressing towards staff. Staff was struck in the face. The staff pressed the lifeline and left the apartment to wait outside. Police came and were able to calm the client. From comments made by the client during the incident it appeared that the client may have felt stressed and threatened, not understanding the recent news events. Staff did not have the lifeline on their person at the time of the incident and it was reported the manager included this in their recommendations.

Recommendations: Programs with life lines require staff to carry them at all times. Review training for lifeline use with the staff. Some clients are highly sensitive to trauma and may need extra support to understand and feel safe when intense news/community events occur. Help clients to process such news events so they feel safe and encourage them to reduce/ limit the amount of trauma they watch on TV by redirection to alternate positive activities designed to reduce stress.

Incident Investigation to be completed.

South -Oct 13, 2017

No Internal Incidents to Report

Grande Prairie / Northwest -Oct 12, 2017

No Internal Incidents to Report

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

Edmonton- Oct 4, 2017

September 5th, 2017

Light fixture fell off a light in the hallway at a residential program. No one was near the area when it happened. No one was injured.

Recommendations: Add checking of light fixtures to regular monthly inspections as a proactive measure.

Near Miss Investigation completed.

Additional Recommendations: Ensure when changing light bulb to securely attach light fixture.

September 9th, 2017

Client and staff were out in the community for swimming. The client became agitated and tried to bite staff. Staff was not injured. It was noted that there are positive approaches in place for the client. The recreation center was very busy and noisy and this could have stressed the client resulting in the behaviour.

Recommendations: Plan for swimming on less busy days/times at the community pool. Staff training / refresher training in autism spectrum disorder would be beneficial.

Near Miss Incident Investigation to be completed.

Additional Recommendations: ICE to explore alternative items for client to have an appropriate release (i.e. Calming Toys for Sensory Stimuli – chew fidgets)

South - Oct 13, 2017

No Near Miss to Report

Grande Prairie / Northwest—Oct 12, 2017

No Near Miss to Report

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations): October 11, 2017

Client was from earlier interaction with staff. While at City Hall train station client starting walking away from staff as staff was talking about earlier interaction. Staff informed client that they are not to walk away and to be near staff. Client then turn and hit staff with an open hand on the left shoulder. While keeping safe space client and staff walked to client's home.

Recommendations: Review with staff PBI skills, avoid power struggles and when client is agitated to keep safe space. Review with staff client's coping strategies (i.e. client walks away when frustrated to calm).

Incident Investigation completed.

October 25, 2017

Staff went into the Tim Hortons bathroom to get toilet paper (to blow nose). When reaching staff slipped and fell on the right side of body, placing all weight on right wrist she also fell on her right knee. Staff felt numbness and pain. Pain increased throughout day and when opening deadbolt on door the pain intensified. Later that same day was diagnosed with hairline fracture of the radius bone. (Note; staff was wearing proper footwear and no water on bathroom floor)

Recommendations: Review with staff proper body mechanics/reaching/bending etc. Remind staff to take their time and not rush. Utilize napkins provided at Tim Hortons to avoid bending and reaching for toilet paper.

Incident Investigation completed.

3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations): October 25, 2017

Staff and client were in parking lot walking to the car. Staff and client went to car that was not staff's. Staff laughed and said she had made a mistake; client became upset and started to escalate. Staff drove client home when he was escalated in the vehicle.

Recommendations: Review with to not drive escalated client as per policy for at least 3 hours. Incident to be reviewed at RPAC. Staff to be more aware of where they parked last.

Near Miss completed.

3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations)

Reviewed Element 1: Management Leadership and Organizational Commitment.

3.5 Review of Master Hazard Assessment and Control Document

Pages 64 – 75 were reviewed of General Section.

No additional recommendations.

3.6 Policy Review

3.5.6 Mandatory First Aid Kits

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions - Christmas Safety (i.e. Christmas tree, lights, extension cords, shopping, crowds etc.)

NEXT MEETING – January 17th at 1:30 pm

Important Message from ICE Payroll

ICE employees need to confirm that the address on their paystubs is correct in order to ensure 2017 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.

When you call in, it is also a good idea to check that the rest of your contact information is up to date including: emergency contact persons, phone numbers and your email address.

Annual Christmas Open House





10 YEAR SERVICE AWARDS

Front Row, L to R: Linda Doherty, Beverly Jerrett, Greta Wozniak



HEALTH AND SAFETY AWARD

Front Row, L to R: Khrystyna Herman—Personnel and Training Coordinator, Cheryl Carter (Recipient)



HEALTH AND SAFETY COMMITTEE

Front Row, L to R: Khrystyna Herman, Jasmine Haynes, Cheryl Carter, Donna Mikl, Beverly Jerrett



COMMUNITY CONNECTIONS AWARD

L to R: Hinke Meijers-Weening (Recipient) , Alex Cusack (CSC)



CET PRESENTATION FROM ALBERTA COUNCIL OF DISABILITY SERVICES

L to R: Deanna Rachkewich – Regional Manager, CR—Management Team—Linda Doherty, Jasmine Haynes, Whitney Dunham, Brigitte Yvon .

PROVINCIAL INCENTIVE WINNER

Across five regions of Alberta ICE employees provide excellent service. Supervisors, co-workers, clients, family members and managers are encouraged to formally recognize ICE employees who go “above and beyond” in their duties by filling out a special “Thank You” card available from any ICE office. The completed cards are entered in a draw box in each region’s main office and cards are drawn each month for great prizes.

Each year in December, ICE employees who have received a minimum of three Thank you cards (from different sources) have their names entered into a special province wide draw for a special cash prize.

Barb Whitney (pictured left with South Regional Manager Sharon Brown) was 2017's winner.





EMPLOYEE OF EXCELLENCE

Copperpond:

Back Row from the left: Louise Bordat, Olivia Serojane, Jana Saunders

Front Row from the left: Kneeling: Nikki Novak, Susan Johanson

Bhupinder Mann (not present)



From the left:
Brad Bennet ,
Curtis Peturson

From the left: George Kabeja, Justin Nguyen

