

ICE PAGE

CALGARY

2015

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RPAC Meeting

June 2nd, 2015 @ 10:00 am

Team Leader Meeting

June 3rd, 2015 @ 1:30 pm

Health and Safety Meeting

June 17th, 2015 @ 1:30 pm



ECAT

Employee & Client
Assistance Team

403-819-0583

TIME SHEET HAND-IN:

June 15th, 2015

For all shifts worked between June 1st and June 15th, 2015

June 30th, 2015

For all shifts worked between June 16th and June 30th, 2015

Support Home Operator Spotlight

Kim & Murray

Kim and Murray Olson have been Support Home Operators (SHO's) in the Grande Prairie area for over twenty years. Before that they assisted for years at the Joy Chapel in Grande Prairie where individuals from many agencies gather each week to socialize.

The Olsons are excellent role models in their consistent daily actions of kindness and caring towards others. In their role as SHO's they support a gentleman who has limited communication skills yet through years of taking the time to truly listen to him, they do so effortlessly.

Kim and Murray also take health and safety very seriously. They have been



very cooperative with implementing the new standards and responsibilities required to ensure client safety within ICE support homes.

The Olsons go the extra mile for their family and the individual who lives with them has become part of their

family. They take him to medical appointments, and set up family visits and support him during his hospital stays, visiting him night and day... even if he's there for 4 months. Kim and Murray have shared their home with this individual for 20 years. The client has watched their children grow up and start families of their own. Sharing this family experience has provided a remarkably rich life for this individual.

When Kim and Murray do get the chance to take a rare vacation on their own, they make sure the client they support also has something special lined up so he doesn't feel left out. The family also goes away together for camping vacations.

ICE values the Olsons as part of our team. Thank you, Kim and Murray, for all that you do.

TRAINING

Documentation Training

June 16th
1 pm - 4 pm

Crisis Prevention Intervention Training

June 18th & 19th
9 am - 4 pm

As described on the ICE website

Client Food Safety

June 23rd
1 pm - 4 pm

Pre Employment Training

June 29th & 30th
9 am - 5 pm

MORE EXCITING CHANGES TO I.C.E. EMPLOYEE BENEFITS!

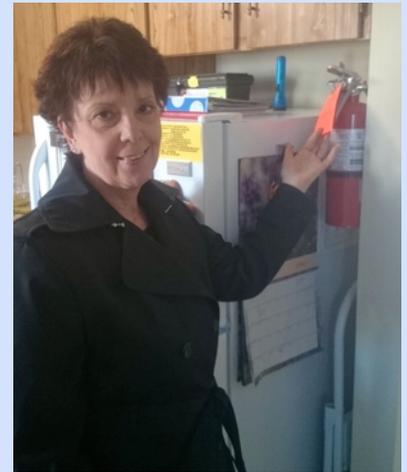


Effective June 1st, 2015 ICE will implement changes to company sick time benefits. These changes will extend or enhance sick time benefits to many current ICE employees. Employees who have questions about their personal eligibility for these benefits should contact the ICE Payroll Department.

Policy revisions will be released soon with the specifics of these changes.

On May 4, 2015 Regional Manager Deanna Rachkewich visited the I.C.E. Ranchlands residence. Deanna completed a random inspection while at the home to ensure implementation of policies and procedures after relocation of the residence.

These types of visits provide excellent opportunities for senior management to reinforce health and safety requirements for clients and employees.



Client Success Story

Nancy is an easy going person with a great sense of humor. Nancy grew up in Castlegar, BC with three siblings. She moved to Lethbridge 9 years ago.

Nancy started with ICE in June of 2014 and has made a lot of progress towards her personal goals since then. With the support of ICE staff, Nancy has organized her apartment. Initially she found this an overwhelming task but she has achieved excellent success by starting in one area and working out from there. In the last year Nancy also increased her levels of physical activity and she now regularly attends Aquafit and lane swim. She also enjoys going for walks. Nancy's



exercise program is resulting in many benefits for her health and wellness.

Nancy says her favorite thing about ICE is the support she receives from her staff. She likes having people around her as invested in making a change as she is.

In her free time, Nancy likes to spend time with her sister and friends. She attends a book club monthly and loves to scrapbook. Nancy also loves country music and enjoys attending concerts with friends and family. During the holiday season, Nancy and her sister bake for friends and family. They are busy all of December because of such high demands for their delicious treats. Nancy also enjoys attending cooking classes at the Lethbridge Community Kitchen.

Nancy is a pleasure to be around and always is making people laugh. Keep up the good work Nancy. Your dedication is inspiring!

Effective Voice Mail Messages

While I.C.E. office personnel are committed to responding in a timely manner to calls from field staff, the operation of our very busy agency often involves office personnel in meetings and community follow up. This is the purpose of having voice mail messaging. Voice mail allows callers to leave messages that office personnel may later respond to.

Staff may use voice mail most effectively by:

- **Listening carefully to the voice mail message of the person you are calling.** Office personnel often change their voice mail messages to identify times and days when they will not be in the office.
- **Identifying yourself clearly at the start of the message. Include your full name, and your ICE identification number.** It is also a good idea to mention the name of the residence your call relates to.
Example: *"This is John Smith, Employee # 6034, of 222 Residence calling."*
The more specific the information you leave the more easily the person called can get back to you.
- **Stating briefly and clearly, the purpose of the call and type of response you are seeking. By stating the specific purpose of the call you enable the person receiving your message to follow up immediately on your concern and then get back to you, perhaps resolving the matter with one return call.**



Example, following identification of the caller:
"I am calling to resolve a concern regarding a 4 hour relief shift worked by myself at house # 223 on June the 18th from 2 pm to 6 pm. According to my pay stub there is an error. Please contact me on my cell phone number ###-###-#### regarding this matter.

- **Leaving short, planned, effective messages, not expansive conversations.** If the matter requires extensive clarification, it would be better to speak directly with the person involved.
- **Ensuring that you are calling from a clear connection.** Poor connections and fuzzy cell phone calls are difficult to understand and reply to.
- **Ensuring you leave an appropriate number at which you can be reached.** It is each employee's responsibility to update their contact information (addresses and phone numbers) with the ICE office. If you leave a phone number without a message service or fail to provide an active contact number your call can not be returned.

Important notation*** Remember that shift cancellations or changes can not be made via voice mail messages. **Any arrangements that could affect the safety and/or support of ICE clients must be confirmed through direct contact with a supervisor or ECAT.**

Important Seasonal Reminders

1. Planning to spend time outside means planning to protect yourself. Don't forget to:

- **Apply insect repellent** - repellents don't kill insects, but they can reduce bites from mosquitos, ticks, fleas and other bothersome bugs.
- **Stay hydrated** - drinking adequate amounts in hot weather can help reduce the risk of heat-related illness. Keep water or sports drinks (with electrolytes) on hand to maintain hydration, and try to stay in a shady or air conditioned location during the hottest parts of the afternoon.
- **Apply a water resistant sunscreen of at least SPF 30** - Regardless of age and skin type (whether or not you burn easily) a water-resistant sunscreen that protects against both UVA and UVB rays is recommended all year round. Yes, even in winter and on cloudy days. Apply it 15 to 30 minutes before going outside. If you're using both sunscreen and insect repellent, apply sunscreen first and then repellent.



2. **Lawn Mower Safety** – provide staff (and where applicable, clients) who will operate this equipment with (documented) orientation training or refresher training for safe use and storage of lawn mowers, fuel, and maintenance equipment. Ensure there are gloves and safety glasses on site ready for



use. Ensure staff know where to find and review Material Safety Data Sheets (MSDS) for hazardous materials such as gasoline. Also review the Lawn Mower Safety resource information available in the ICE Health and Safety Binder.

3. **Barbeque Safety** –Read and carefully follow the manufacturer's instructions to inspect /assemble BBQ equipment before use. Ensure all staff/clients who will operate the BBQ have been provided a documented orientation for safe equipment use. Review the BBQ resource information available in the ICE Health and Safety Binder.

4. **Emergency Response requirements for Severe Weather** – Whether it is a thunderstorm, a tornado, a flood or extreme heat, everyone needs to maintain their awareness of weather hazards, and know the signs and required actions in the event of severe summer weather. Required emergency responses should be reviewed regularly with clients and staff. See resource information in the Health and Safety Binder.

Health and Safety Minutes Calgary Health and Safety Meeting - April 22nd, 2015

3.0 STANDING ITEMS

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

Edmonton: March 4, 2015 minutes

February 14, 2015

Staff went outside wearing winter footwear to throw away household garbage. Staff was returning into the building when they slipped and fell on the ice. Staff felt pain in their back, legs and one arm. The employee was assisted to arise by two community members. Medical follow up was completed.

Recommendations: Use of ice grips for icy winter conditions. Residential programs are recommended to purchase a set of ice grips for the use of members of the staff team when completing such household tasks. If a single home residence - always sand and salt walkways before using them for such tasks. If the residence is in an apartment or condo complex and the complex is responsible for walkway clearing and sanding, staff should check if the walkways are hazardous before proceeding. Notify building maintenance of the hazard concerns and postpone such household tasks until after the hazards have been addressed. In this case the building management people should also have been made aware (maintaining required confidentiality) that someone had fallen and injured themselves on their property

Additional Recommendations: Have salt or sand available to apply to icy surfaces even when snow clearing is the responsibility of the landlord in case snow and ice are not cleared in a prompt manner

February 17th, 2015

Staff was driving a client to a medical appointment on wet and icy roadways. The staff stopped at an intersection and when the light turned green, they went to make a right hand turn. The car slid out of control and struck a bus shelter on the side of the road. No members of the public, the client or staff were injured but the vehicle was damaged.

Recommendations: Check weather reports in advance of outings/appointments and plan/prepare for conditions as per weather forecasts. Use public transportation (bus or taxi) during poor weather conditions.

Additional Recommendations: staff to attend AMA Mission Possible

February 20, 2015

Due to freeze/ thaw cycles of weather the eaves troughs above the front walkway of a home were blocked and an overflow of water was dripping onto the front steps. A bucket had been placed below to catch the water to prevent an ice hazard developing on the steps. Staff was asked to empty the bucket of water. When they

went to do this they fell due to ice on the sidewalk and injured their arm.

Recommendations: At first opportunity in the spring arrange for gutter cleaning and/or repair. Until this repair is completed have staff use sand and salt diligently to control walkway ice hazards.

Additional recommendations: Do not use bucket to catch water, clear ice as it develops

South: March 10, 2015 minutes

No Current Incident Investigations

Grande Prairie / Northwest -

March 12, 2015 minutes

February 25, 2015

At the library while waiting for client to come out of washroom, staff leaned up against wall and she slipped and hit her head on the wall. No injury.

Recommendations: Ensure all snow is removed from boots/shoes before walking/standing on floors. Or changing to indoor shoes when at the library.

Internal Incident investigation in progress.

No Further Recommendations

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

Edmonton: March 4, 2015 minutes

No Current Near Misses

South: March 10, 2015 minutes

No Current Near Misses

Grande Prairie / Northwest -

March 12, 2015 minutes

March 5, 2015

Clock above the staff bed fell off the wall. No injuries occurred. Clock was removed in the first place due to the time change.

Recommendations: Not to hang clock above the bed, place it on a different wall. When hanging the clock up ensure it is secured.

Internal Incident investigation in progress

No Further Recommendations

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

March 5, 2015- Client and Support Home Operator (SHO) were in the car to go shopping when client touched the SHO. The SHO cued the client regarding maintaining appropriate personal space. After arriving home the client squeezed the SHO's shoulder. The SHO again spoke with the client about personal boundaries and asked the client if they understood, the client said yes, but then became agitated and hit the Support Home Operator on the shoulder.

Recommendations: SHO to attend PBI / CPI training. RPAC to review incident. Incident Investigation Completed

March 20, 2015- Staff escorted a client with a history of falling outside so that client could have a cigarette, staff then asked client to knock on the window when they were ready to come inside so that staff could escort them. Client

returned to the apartment without knocking on the window. Staff reminded client that they should have knocked on the window so that staff could have escorted them back inside. Client became agitated and hit the staff in the eye.

Recommendations: Staff to attend CPI. Staff to review clients Positive Approaches. Staff is to observe client and meet them at the door when client is ready to return to the apartment Incident Investigation Completed

April 4, 2015- staff and client where in staffs vehicle stopped at an intersection stopped at a red light about to turn right. Pedestrians were walking in the intersection and staff waited until it was safe to complete the turn. Another vehicle hit staffs vehicle.

Recommendations: Staff to ensure all vehicle lights are in working order. Staff and client to utilize public transit when possible. Incident Investigation Completed

3.3 Evaluation of current Near Miss Incident Investigations:

March 11, 2015- staff was completing a two person transfer with another staff of a client from their walker to their wheelchair when staff's right knee briefly weakened. Staff felt that they did not transfer weight equally to both legs. Later staff could hear a clicking noise from their knee when walking.

Recommendations: Staff to review policy 2.3.7 lifting and transfers. Staff to take extra care to ensure that proper body ergonomics are used when lifting or transferring Incident Investigation Completed

April 9, 2015- Staff and clients were going shopping. Client initially did not want to go shopping but then decided that they would go. Staff was helping the other client with their seatbelt when the client asked the staff to help them with their seatbelt. Staff stated that they would help client in a moment, when staff attempted to help with the seatbelt the client grabbed the staffs hand and pushed it away, there were some red marks on the staffs hand but no skin was broken.

Recommendations: Staff to review policy 2.4.7 Use of Staff Vehicles in regards to transporting clients with behavioural issues. Staff to review client's positive approaches. Staff to watch for signs of agitation and if client is agitated shopping trip should be postponed. In the future staff should assist the client with their seatbelt before assisting the other client. Near Miss Investigation Completed

3.4 Review of COR Audit and Action Items

Reviewed Section 4 – Ongoing Inspections

3.5 Review of Master Hazard Assessment and Control Document

Reviewed Job Type; Office Related Work Meetings/Communications- add policy 3.5.4 working alone
Driving- add Chemical Hazards (fumes, gasoline, antifreeze etc) Frequency of exposure -4, Potential consequences – 4, Hazard

probability – 1 for a total of 9 and priority of 2.
 Change potential consequences of physical hazards to a 4 as a vehicular accident can result in death
 Office Cleaning – no additions.

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

Edmonton – Pages 26 & 27 – Dishwashing. Recommendations – additions were recommended for information to the control section regarding sanitizing requirements for the hand washing of dishes. Control information to be added include:
 use of Quatranary Ammonium Chloride or diluted bleach for sanitizing hand washed dishes.
 Air drying of hand washed dishes.

Secure storage and information (MSDS) regarding use of sanitizing agents.
 Instruction sheets for staff on the use of sanitizing agents for hand washing dishes.

Grande Prairie:
 General HACD Pages 26-28
 Dishwashing (machine & manual): no changes
 Bed making: no changes
 Washing/Mopping floors: no changes

South
 General HACD Pages 11 – 15
 Accessing the Community – recommend changing the potential consequences of biological hazards from a 2 to a 3, consequences of allergic reactions or west nile virus could be critical and require medical aid, lost time, or a visit to medicentre.

Use of Sharps – no recommendations
 Cooking/Food Preparation – recommend adding signage posted in the kitchen on recognizing different types of fires common in the kitchen i.e. grease fires, electrical fires and what to do about each kind.

3.6 Policy Review - 3.5.1 – Employee Health and Safety – Introductions/Responsibilities
 3.5.2- Health and Safety Committee
 3.5.3- Communication/Staffing Support

4.0 OTHER BUSINESS
 ICE Page Health & Safety Article suggestions
 - Article on heatstroke and dehydration

NEXT MEETING – June 17, 2015 at 1:30 pm

Calgary ICE Moments!

May 2015 Incentive Thank-you Card Draw

Winner



Linda Ezetah received a thank you card and won an infant car seat for her efforts to secure all the cords in a residential home in order to reduce tripping hazards.

[Other Thank-you Cards Received for May's Draw](#)

Tanya Dusang received a thank you card for preventing a slipping hazard by implementing a new safety strategy for kitchen tasks.

Tanya also received a thank you card for purchasing a new light fixture for a basement light in a residential home.

AnaMarie Burgonio received a thank you card for the extra support she offered a client.

Cherre Salazar received a thank you card for being flexible with her schedule and accepting a shift on short notice.

Kelly Domino received a thank-you card for assisting a client through some difficult challenges.

ICE Calgary Congratulates Long Term Employees!!!

STAFF	YEARS	DATE
Bill D	20	June 7th
Charles B	16	June 16th
Jose R	15	June 3rd
Maxine B	9	June 9th
Aline K	4	June 3rd
Emilie S-N	1	June 19th
Glovilyn F	1	June 30th

ICE offices will be closed Wednesday, July 1st, 2015 for Canada Day

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



Policy Review

3.1.2 PERSONAL INFORMATION AND DOCUMENTATION REQUIREMENTS

The following information must be collected or completed on all candidates for employment prior to hiring:

- Application form including pre-employment screening questions
- Personal resume
- Verification of qualifications (i.e. diplomas, degrees, certificates)
- Copy of current license/membership of professional designation
- Two satisfactory employment references (verbal not written documentation)
- Clear Police Information Check (no older than 6 months)
- Revenue Canada TD-1 federal and provincial tax credit form
- Valid driver's license, if applicable
- Documentation of third-party auto liability insurance (minimum \$1 million), if applicable
- Immunization record (if required)
- A negative TB skin test (chest x-ray if skin test is positive) if required
- Employee benefit information (if required)
- Standards of Confidentiality
- Work permit, if applicable

The company cannot retain information on an employee file that is not related to employment. This information will be shredded.

Support Home operators are not employees of the agency. The following information must be collected or completed for individuals entering contractual agreements for support home operators:

- Application form including screening questions
- Personal resume
- Verification of qualifications (i.e. diplomas, degrees, certificates)
- Copy of current license/membership of professional designation
- Two satisfactory employment references (verbal not written documentation)
- Clear Police Information Check (no older than 6 months)
- Documentation of third-party auto liability insurance (minimum \$1million), if applicable
- Documentation of household insurance
- Standards of Confidentiality

Receipt of this information, together with evidence of attendance at the Pre-Employment Training Program, will be documented in individual employee personnel files. Note that should a person be hired for a position within the C.R. Unit their **terms of employment** must

be completed prior to their first shift worked as a regular staff member for that program.

All employees will be notified, prior to being hired, of all possible disclosures of their personal employment information to third parties during the course of their employment.

The employee/support home operator is obligated to disclose to the employer, **in writing**, if the status of their clear Police Information Check changes during their employment with Independent Counselling Enterprises. Failure to do so will result in disciplinary action up to and including dismissal.

I.C.E. picture identification is completed for all employees and a copy of the photo is retained in the employee's personnel file.

An electronic file is generated for all I.C.E. employees and support home operators within the framework of C-Views. Hard copy files are organized according to a standard format.

An employee must sign a training participation form every time the employee attends an in-service or receives training provided by I.C.E. (see also Policy 3.3.1 Professional Development). Support home operators and their respite will sign a training participation form for all training provided by I.C.E.

There is a cost associated with obtaining a police information check. An employee will be reimbursed for the cost of the information check once they have completed their probationary period and submit an original receipt. The expense will not be reimbursed if the potential employee obtained the check prior to employment with I.C.E. If this information is required again during the course of employment the cost will be reimbursed. Reimbursement is not applicable for support home operators or the respite they may hire.

All household members (with the exception of clients) of the support home must provide proof of clear police information checks to I.C.E.

Updated April 2015



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