

J U N E 2 0 1 7

# ICE PAGE

## CALGARY

### ECAT

Employee & Client Assistance Team  
**403-819-0583**

After office hours  
Phones do not accept text messages— staff need to call ECAT.

### INSIDE THIS

**CET ARTICLE** 2-3

**HEALTH AND SAFETY ARTICLE** 3

**POLICY REVIEW** 4

**HEALTH AND SAFETY MEETING MINUTES** 6

### TIME SHEET HAND-IN

- **June 15th, 2017** – For all shifts worked between June 1st and June 15th
- **June 30th, 2017**–For all shifts worked between June 16th and June 30th

### UPCOMING:

- **HEALTH AND SAFETY MEETING**  
- June 21st 2017 at 1:30PM
- **RPAC MEETING**–  
June 13th, 2017 at 10:30AM

## Making it Happen!- Supporting Social Inclusion

Linda is a collector of bracelets and animal figurines. She always has a wrist full of beautiful bracelets. Linda is also very creative with a delightful sense of humor, she will often playfully joke with and tease those around her. Linda can truly surprise those that she knows with her quick witted humor. She has been with ICE since 2015 and enjoys a busy schedule of activities including jewelry classes, bowling, and bible studies.

Last year during discussions at her annual planning meeting Linda decided that she wanted to give back to her Calgary community as a volunteer. With the support of her ICE staff, Anamarie, Linda filled out volunteer applications and submitted around thirty resumes. Linda was disappointed when there was no response to her applications, but then her staff Anamarie suggested another way to find a volunteer option. Anamarie suggested that Linda directly approach some Calgary organizations that were already familiar with Linda's excellent personal qualities to see if they needed any volunteers. This resulted in Linda successfully securing two volunteer placements.

On Tuesdays Linda goes to the Rehabilitation Society of Calgary and sets up for their painting class. With Anamarie there to support her, Linda sets up the tables, chairs, paints, canvases, brushes, cloths and everything else needed for the class. Linda then participates in the class. She is an excellent artist who loves to



draw and paint. After the class, Linda ensures that everything is returned to the correct place ready for the next week.

On Thursdays, you will find Linda at the Centre Street Church where she has chosen to participate in a Bible study group since 2015. In addition to being a member of the group, she has now taken on a volunteer role. She sets up the tables, chairs and the Bibles and helps choose class materials for the group to work on. Choosing resources for the study group is Linda's favorite duty. Once again she participates in the class and then ensures all is put back in the right place. Linda is very dedicated to both her volunteer positions and she takes pride in her accomplishments. She is a very social person and she has made many friends in her classes and within the bowling league. Congratulations, Linda!

## Employee Spotlight

Anamarie has been a staff with ICE since 2012. She has worked diligently with Linda and another client to ensure they both have successful programs. When asked if she enjoys her work, Anamarie breaks out in a huge smile and expresses how much she loves working with the individuals she supports. Her efforts are greatly appreciated by the women and ICE management. She is a highly valued staff and member of our ICE team. Thank you, Anamarie.



## CREATING EXCELLENCE TOGETHER– (Article continued on Page 3)

### Health and Safety at I.C.E.

ICE voluntarily completed the company's first Certificate of Recognition (COR) in 2005. To achieve this goal ICE developed a health and safety management system following eight essential components which comprise ICE's current health and safety program. ICE maintains a strong commitment to client and employee Health and Safety through continued COR status, reliably scoring 97% or higher for the past 4 years

### Management Commitment and Leadership

ICE has maintained a consistent leadership and company focus on Health and Safety throughout the transition of ownership from Michael Rutherford to Geneve Fausak. In her first annual company address in December 2016, the new president reconfirmed ICE's well established commitment to continuous improvement for health and safety.

ICE management recognizes employees who go "above and beyond" to mitigate daily health and safety risks in their support of individuals served. Monthly incentive prizes and annual awards are presented and each year in December eligible employees are entered into a province wide health and safety draw for a prize.

### Hazard Identification and Assessment

ICE has a comprehensive Hazard Assessment and Control Document (HACD) that formalizes assessment of hazards related to company jobs and tasks. Employees are informed and encouraged to offer input into hazard and control information that relates to their work sites.

ICE has a formal risk management program and policy. Risk Assessment documents are completed and reviewed a minimum of annually to identify, update and address specific hazards associated with supporting clients with high risk considerations.

### Hazard Controls

In addition to the hazard identification and assessment procedures covered in the ICE HACD, this comprehensive document also identifies control measures that have been established for identified hazards. Control measures implemented include: engineering controls (ceiling lifts, carbon monoxide detectors, Lifeline alarm systems etc.), administrative controls (risk assessments, policies, procedures, and guidelines) as well as personal protective equipment (latex/nitrile gloves, oven mitts, safety glasses etc.).

Regional Health and Safety committees and residential teams review incidents impacting worker health and safety and make recommendations for additional control measures.

### Ongoing Inspection Program

Internal inspection procedures actively involve ICE employees at all levels of the company and ensure ICE has enhanced safety systems in both residential programs and support homes.

In residences there are interconnected wireless smoke alarms on each level and in bedrooms. There is also at least one carbon monoxide detector on each level.

In both residential programs and support homes, water

temperatures are regulated and regular safety checks are completed on water temperature. Individuals supported are assessed for bathing safety and safe bathing protocols are implemented as necessary.

ICE has formalized and scheduled inspections including: Environmental Quality Audits (twice each year at residential programs and once per year for support homes), bi-monthly office inspections, Ergonomic Checklists (for office staff – annually), Monthly Residential Safety Inspections, Random "drop in" inspections - 3 times annually at both residential and non-residential programs and Monthly Support Home Operator Checklists .

### Worker Competency and Training

The agency provides courses and in-services:

- To assist staff in providing the best possible care to individuals they support with various and sometimes challenging medical, physical, behavioural and mental health disabilities. To this end, the agency has developed a number of in-services provided internally beginning with Pre-employment Training (PET).
- Related specifically to client diagnosis/issues, including Autism Spectrum Disorder, Trauma Informed Care, Transgender Awareness, Aboriginal Awareness, Hoarding Disorder, Brain Injury and Schizophrenia.
- To enhance employees' skills in being able to carry out their job responsibilities in a confident and competent manner. These include Documentation and Reporting Practices, Effective Communication, Ethics, Social Inclusion, Professionalism, Team Building and Time Management. ICE also facilitates a 4 month Team Coordinator Training course in Edmonton for potential supervisors.
- On key Health and Safety topics such as an internally developed Promoting Safety course. In addition, in conjunction with the Continuing Care Safety Association, ICE has provided trainers with train the trainer courses in Workplace Inspections, Hazard Assessment and Control, and Incident Investigation.

ICE has also invested resources into internal trainers providing them with train the trainer courses, which are then offered to staff to enhance employee skills in working with individuals they support. These include Applied Suicide Intervention Skills Training (ASIST), Mental Health First Aid, and Crisis Prevention Institute Non-violent Crisis Intervention Training (CPI).

### Emergency Response

ICE completes a full range of emergency response planning including:

Policies, procedures and resource information are provided for a wide range of potential emergencies such as fire, evacuation, medical, behavior, tornados, blizzards, home invasion, loss of heat, loss of water, excessive heat, bomb threats, loss of power etc.

A 24 hour employee/client communication system combining office access with supports from the Employee Client Assistance Team (ECAT).

Residential Program emergency Procedures have been enhanced. These include posted emergency response plans, floor plans and evacuation routes, emergency contact num-

## **CREATING EXCELLENCE TOGETHER– (Continued from Page 2)**

bers, fire extinguishers, linked smoke detectors, CO detectors, first aid kits as well a 72 hour emergency preparedness kit. ICE employees and supported individuals regularly practice emergency response drills. Residential staff and residents complete fire drills monthly and a variety of other emergency drills (i.e. loss of power/heat, severe storms, gas leak etc.) a minimum of three times per year. Individuals or staff that sleep in basement bedrooms in residential programs and support homes are required to complete fire drills using window egress three times annually in January, May and September.

### **Incident/Accident Investigation**

ICE has policy, procedures and two types of incident reporting forms (general and critical) in place outlining the requirements including timelines for the reporting of all incidents and near miss events related to health and safety for both individuals and employees.

Employees are asked for their input both informally and formally on incident reports to identify incident causes and to suggest ways to prevent future similar incidents. Employees also participate in Residential Team meetings and on regional Health and Safety committees and make follow up recommendations for incidents. Internal and Near Miss Investigations are shared and discussed within regional Health and Safety Meetings and published in the ICE page.

### **Program Administration**

ICE strategic company action plans and implementation activities demonstrate commitment toward continued improvement of the Health and Safety Management System at ICE. In the last 12 years ICE has diligently and consistently enhanced practices and procedures for client and staff risk management and elevated the company's health and safety performance.

## **Seasonal Allergies and Hay Fever**

Spring is typically a difficult time for people who suffer from allergies because of the increased amount of dust and allergens (such as pollen) in the air. Spring cleaning and the start of farming and gardening season also contribute to allergy symptoms. Hay fever is the most common seasonal allergy. Common allergic reactions include: sneezing; runny, stuffy, or itchy nose; temporary loss of smell; itchy watery eyes; a sore throat or coughing; snoring; dark circles under the eyes; headache and fatigue.

### **Ways to reduce seasonal allergy symptoms**

As many seasonal allergies such as hay fever are related to pollen exposure it is best to reduce this exposure by:

- Keeping house and car windows closed
- Using an air conditioner with HEPA filtration indoors, to help clean the air,
- Wearing a pollen mask (air filtration) if required to mow the grass,
- Limiting the time you spend outside when pollen counts are high (during midday and afternoon).
- Taking a shower and changing your clothes after you spend time outdoors.

If you need to get out of the house on days when pollen counts are high or it is windy outside, consider going to an air-conditioned venue for your leisure activities.

### **Managing allergy symptoms**

Clean the inside of your nose with salt water to clear a stuffy nose,

Use over-the-counter allergy medicine to help your symptoms. Be sure to read all instructions and use these safely.

Rinse itchy eyes with cool water or saline eye drops to remove clinging pollen or dust after you come indoors.

If symptoms still bother you, visit your doctor to see if immunotherapy might help you.

## Policy Review– 3.8.6 Dress, Hygiene and Grooming

The purpose of the agency's dress code and personal appearance standards are to ensure that the employee presents him/herself in a professional and neat manner and that safe and sanitary working conditions are apparent at all work sites.

1. Excellent personal hygiene is required of all Independent Counselling Enterprises employees.
2. Employees are required to dress professionally at all times. Although clothing may be casual, it must be clean and well kept. Employees are not to wear clothing with offensive slogans/diagrams (sexually explicit, discriminatory, profane). Casual clothing such as sweat clothing and shorts are not acceptable for those employees who work within an office setting. An employee should consult their supervisor if clarification is required concerning appropriate dress/footwear.
3. Employees are to be well groomed. Hair should be clean and combed. Make-up, when worn, should be flattering and not excessive. Excessive or conspicuous jewelry is considered inappropriate.
4. Footwear should be safe, functional, and appropriate for the job responsibilities at all work settings. Outdoor footwear should be exchanged for indoor wear. Examples of appropriate footwear for working in the programs include shoes with closed toes and heels/heel supports (sling backs) with non-skid/slip resistant soles. Inappropriate/unacceptable examples include: flip flops/beach shoes, open toed/open-backed shoes, slides/mules (backless shoes), footwear with heels greater than 2.5.inches, shoes with spiked heels, platform shoes (soles greater than 1 inch), or slippers.
5. In an office setting sandals or open toed shoes are acceptable providing the heel support (secure strap or fully encased) is present and the shoe fits properly i.e. the shoe fits securely at the heel and remains in contact with the entire sole of the foot while walking.

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## **ICE HAS A TD GROUP RSP PLAN!**

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**Refer to Policy 3.4.18 ICE FUTUREBUILDER RSP**

If you are eligible, ICE will match your contributions! To sign up, please contact:

**Independent Counselling Enterprises at: 780-453-9664**



**Other Thank-you Cards Received for May Draw**

Diane S received a thank you card for her outstanding professionalism and support for her client which was recognized at the clients volunteer placement.

Lorette Elgar was thanked by the Training/Personnel Coordinator for identifying a potential tripping hazard in the office. Lorette won a Cuisinart Waffle Maker



**ICE Calgary Congratulates Long Term Employees!!!**

Staff	Years	Date
Bill D	22	June 7, 2017
Jose R	17	June 3, 2017
Maxine B	11	June 9, 2017
Aline K	6	June 3, 2017
Arjay A	2	June 4, 2017
Bhupinder M	2	June 19, 2017
Gideon G	2	June 22, 2017
Cindy M	2	June 22, 2017
Stephanie M	1	June 10, 2017
Olivia S	1	June 10, 2017
Vaishaliben D	1	June 23, 2017
Christopher A	1	June 24, 2017

**T R A I N I N G**

**PET (Pre-Employment Training)**

June 26-28, 2017 9:00AM-5:00PM

**PBI (Proactive Behaviour Intervention)**

June 2 & June 29—9:00AM-5:00PM

**CPI Refresher**

June 30, 2017— 9:00AM-5:00PM

**As described on the website**

**\$100.00 Referral Incentive Program Winners**

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!



Harkema



Olivia Schaefer



Cyril Lind-  
Stephanie Bruce

Tom say



**INDEPENDENT COUNSELLING ENTERPRISES  
Health and Safety Committee Meeting Minutes  
Calgary  
May 11th, 2017**

**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): March**

March Minutes not available

**South (Incidents, Recommendations, Additional Recommendations): March 14, 2017**

No Internal Incidents to Report

**Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): March 9, 2017**

No Internal Incidents to Report

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

**Edmonton (Incidents, Recommendations, Additional Recommendations): March**

March Minutes not available

**South (Incidents, Recommendations, Additional Recommendations): March 14, 2017**

No Near Miss Incidents to Report

**Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): March 9, 2017**

No Near Miss Incidents to Report

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

No Internal Incidents to Report

**3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):**

**April 4, 2017**

Staff was cooking rice in the microwave as per the suggested time on the package. Staff left the rice while it was cooking in the microwave. While sitting at the kitchen table, smoke alarm went off and microwave was pouring out smoke. The back door was opened; rice was safely removed from microwave and placed outside, windows and doors opened to remove smoke.

**Recommendations:** When cooking foods do not leave it unsupervised, use a lower setting on the microwave and/or cook with less time and check, if not done put in for more time.

Near Miss Completed.

**April 6, 2017**

Client wanted to go to store to buy cat litter and wanted to do so by crossing a busy highway. Staff tried redirecting client but client was adamant. Staff and client crossed busy highway when they thought it was safe to do so.

**Recommendations:** Remind staff to refuse unsafe work and contact office for future concerns, incident reviewed with RPAC. Near Miss Completed.

**April 12, 2017**

While driving to program with client, staff drove over a pothole causing her to have 2 flat tires. Both staff and client were fine; client was picked up as staff needed to have her tires repaired.

**Recommendations:** Avoid construction area and be mindful of potholes while driving, take public transit when possible, attend Mission Possible training.

Near Miss Completed.

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

Section 4. Ongoing Inspections

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

Reviewed General Section Pages 14 - 19

**3.6 Policy Review**

2.2.7 – Procedure for Resolution of Concerns and Complaints

**4.0 OTHER BUSINESS**

ICE Page Health & Safety Article suggestions - Bee Stings, Insect bites and seasonal allergies.

NEXT MEETING – June 21, 2017 @ 1:30pm

