

ICE PAGE

CALGARY

ECAT

Employee & Client Assistance Team
403-819-0583

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

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TIME SHEET HAND-IN

- **March 15th, 2017** – For all shifts worked between March 1st and March 15th
- **March 31st 2017** – For all shifts worked between March 16th and March 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING** – March 15th, 2017 at 1:30PM
- **RPAC MEETING** – March 14th, 2017 at 10:00AM

Making it Happen!- Supporting Social Inclusion

John is a sociable and lively individual. His main hobby is collecting and modifying model cars. Spending quality time with his family is also something that is important to John. For the past eight years John has been employed at Goodwill.

Jonathon, his ICE support staff, assists John within the community to encourage his social networking as well as to maintain John's health and wellbeing. John has regular health appointments to ensure his mobility remains optimum. Jonathon ensures John makes his appointments as scheduled and he is always there to lend a listening ear and provide John with encouragement.

Due to John's enthusiasm for model cars he made a connection with a fellow community member at a local church event. John and his friend began meeting every Monday for dinners and to discuss their mutual love of cars. John's ICE support worker, Jonathan, introduced the idea of John and his friend attending the Hythe Motor Speedway for the races to encourage John's love of cars and expand on his current activities. Jonathan says that through time he has noticed an increase in John's interactions while attending the event. John enjoys meeting the race car drivers and receiving autographs from them as well as discussing the various vehicles that are at the races. John and his support worker then talked about the possibility of John attending the Wanham tractor pull. Although it wasn't an

event John had previously thought of attending he thoroughly enjoyed it and now attends it with his friend every year as well. John is always interested in expanding on his experiences, perhaps a NASCAR race is in his future.

Throughout the year John has a lot of fun with his family and enjoys the time they spend together. He likes going for quad rides, camping and sharing family dinners. John is excited for the upcoming summer and getting back to his family's outdoor activities.



Employee Spotlight

Jonathan is an engaging member of the ICE Grande Prairie team who loves to see his clients involved in community activities. Jonathan helps John with some of the challenging tasks such as making the travel arrangements and adjusts his schedule as needed so he can be there to support John. John says that it means a lot to him that Jonathan spends the extra time to make these arrangements so he can get to the car races and tractor pull. Jonathan is always willing to go above and beyond in his duties as a support worker and we appreciate him being a part of our team!



DAYLIGHT SAVINGS TIME

SUNDAY March 12th, 2017
at 2:00AM clocks are turned
forward 1 hour



HURT AT WORK?

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately to an ICE supervisor or manager.** In the event of an injury the employee will follow all agency policies and procedures

While not all injuries are reportable to WCB, all injuries and work related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow up may be completed for the safety of all parties

IMPORTANT MESSAGE RE: EMPLOYEE ADDRESSES

ICE Employees need to ensure that they update their addresses, phone numbers as well as emergency contacts when there are changes.

Please contact the ICE office in your region to update or confirm your information as necessary.

Building a Mentally Healthy Workplace

Canada now has most employers on side with protecting employee physical health and safety. We have Occupational Health and Safety legislation and regulations in place. Our workplaces inform employees about hazards and controls, complete ongoing inspections and operate health and safety committees. These and other activities have been designed to address the physical safety of workers. But people are more than just their bodies, they also have minds. The World Health Organization (WHO) has asked nations to give additional consideration to the impact of psychosocial hazards of work on health and this has made mental health in the workplace a hot topic.

WHO is asking for an increased health and safety focus on proactive management of psychosocial risks. Studies have shown that stress at work can lead to negative health outcomes including: burnout, depression, social and behavioural health issues as well as physical health such as muscu-

loskeletal disorders, heart disease and metabolic illnesses.

Protecting the health of minds is what mental and psychological health and safety is all about. ICE is proud of our company's Health and Safety program but there is always room to improve and this is an area for additional growth. We all have mental health on a continuum. Striving for a supportive workplace environment that improves mental health in our company is a goal we should all be working on.

How do we create a supportive work culture?

The answer is that all levels of our company have a role to play. ICE management develops strategic planning addressing company risk factors and addresses these in order to create a mentally healthy workplace. Activities at this level include: policy development; identifying support resources for employees, establishing systems for employee recognition and reward, and provision of opportunities for employee growth and development. Employees at all levels of the company are encouraged to increase their awareness of mental health and openly and respectfully talk about it in order to create a supportive work culture.

A supportive work culture is one where employees:

- Support each other,
- Are aware of and seek to understand each other,
- Take care around each other and interact with civility and respect.

ICE employees can expect to hear more about this important topic. If employees have ideas for improving mental health and safety at ICE they are encouraged to share their input with their regional Health and Safety committee.



Policy Review

2.2.3 INFORMED CONSENT AND DOCUMENTATION REQUIREMENTS

1. Clients and/or their guardians have an absolute right to informed consent.
2. Informed consent is a free choice to participate in or to avail themselves of services offered by Independent Counselling Enterprises. In order to make this choice, clients and/or guardians must be informed of the full implications of the service including benefits, risks, costs and other pertinent information.
3. Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign a partial delegation of medical consent form and consent to administer medications that are also kept on the client's file. All documents are to be renewed annually.
4. Non Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign consent to administer medications should medication delivery occur during service delivery. This form will be kept on the client's file. All documents are to be renewed annually.
5. Where release of health information is required the client / guardian must sign the agency Health Information Release Consent (HIA). This consent is valid for 30 days.
6. Clients and/or guardians can withdraw consent at any time. This decision must always be respected by Independent Counselling Enterprises employees. Should consent be withdrawn, employees are to notify their supervisor immediately and document the details of the situation in a contact note.
7. I.C.E. may request participation in recording or video-taping clients to further promote services or for training purposes and will do so under the following conditions: the client has full knowledge of the purpose and written consent is provided from the client/legal guardian (see **Policy 4.5.1 Public Relations**).
8. I.C.E. promotes its programs through participation in media publication events (I.C.E. Brochures, Career Fairs, and Web site etc.) through the use of photographs, videotapes, and audio

taped interviews or creative work and may request involvement from agency clients. I.C.E. will ensure that the client/legal guardian is aware of the purpose and provides written consent (see **Policy 4.5.1 Public Relations**).

9. I.C.E. clients may be asked to participate in research activities for educational purposes. In doing so the following conditions must be met: participation is completely voluntary, continuation of services is not contingent on the client's participation, informed written consent must be given by the client/legal guardian which specifies: the nature/purpose of the research; a description of possible risks, and a guarantee of confidentiality. Generally it is I.C.E. Policy to not participate in research activities.
10. Clients / guardians may be asked to participate in Creating Excellence Together Accreditation (CET) / CCSA Certificate of Recognition (COR) / Personal Outcomes Index (POI). Those chosen for and accept to be part of these processes will sign consent.
11. Clients / guardians who choose to participate in any of the above mentioned processes will sign time limited consent for each specific activity.
12. All media inquiries and promotional activities pertaining to clients will be directed to the President (see **Policy 4.5.2 Media Relations**).



Other Thank-you Cards Received for February Draw

Joe B received a thank you card for reporting hazards in the community and taking further steps to avoid the hazards

Joanne H received a thank you card for advising a relief staff that their indoor footwear did not meet ICE policy

Melanie S received a thank you card for reporting a workplace hazard to her supervisor

Cheryl Carter, Denise S, Theresa W and Alice G received thank you cards for completing a visitor orientation with the Health Inspector

Jasmine H received a thank you card for shoveling the stairs at the office during a snowstorm.

Cyril T received a thank you card for staying late until another staff could arrive at shift.

Stephanie M received a thank you card for covering a shift on very short notice.



Lyndsay Harkema received a thank you card for reporting icy road conditions and following up with the office when she reached her destination safely. Lyndsay won a bread maker.

CALGARY ICE MOMENTS!

ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Tanya D	18	March 18, 2017
Richard S	6	March 10, 2017
Susan M	6	March 23, 2017
Sharon R	4	March 16, 2017
Linda S	2	March 3, 2017
Denise F	2	March 9, 2017
Joanne H	1	March 9, 2017
Wine G	1	March 9, 2017
Johnson N	1	March 21, 2017
Angela F	1	March 29, 2017

PET (Pre-Employment Training)

March 28,29 & 30, 2017
9:00AM-5:00PM

PBI (Proactive Behaviour Intervention)

March 3 & March 31, 2017
9:00AM-5:00PM

T R A I N I N G

ASIST Training

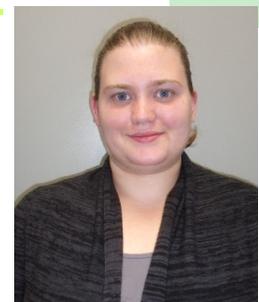
March 29th-30th, 2017
8:45AM-5:00PM

Client Advocacy

March 21, 2017
1:00PM-3:00PM

\$100.00 Referral Incentive Program Winner

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!



Shaylene Findlay

CREATING EXCELLENCE TOGETHER

Standard 2/14: Choices and Decision Making

(This Quality of Life standard # 2 Choices and Decision mirrors the Quality of Life Standard # 14)

About these Standards

The individuals' opportunities to make decisions in "everyday" matters, such as

- ◇ what to wear
- ◇ what and when to eat
- ◇ how to spend their free time
- ◇ what traditions or cultural or religious activities they want to participate in
- ◇ whether to work or volunteer
- ◇ The support given to individuals to make everyday decisions.

Individuals who are not able to express their likes, dislikes, needs and wishes verbally can usually express them in other ways, such as through their facial expressions, gestures or other behaviour.

Service providers can assist individuals to develop decision making skills and experience success by providing:

- ◇ Meaningful options to choose from
- ◇ Clear, concrete and balanced information about each option, whether they are daily options or occasional options
- ◇ Emotional support, education and advice
- ◇ Opportunities to apply develop or exercise their decision making skills in various aspects of daily living
- ◇ Opportunities to directly experience their preferred options
- ◇ Opportunities to pursue choices that may involve an element of risk
- ◇ Discretion for, direction on, advice around and, possibly, alternative suggestions for decisions that could jeopardize the health and safety of the individuals or others

For example, individuals who wish to use public transportation need to know which bus to take and the route's schedule. Individuals will also need support if things go wrong.

Standard 2: Individuals make decisions about everyday matters

Key indicators: Quality of Life Level 1 Indicators

1. The individual makes known her wants, needs, likes and dislikes in regard to everyday matters
2. The individual chooses what activities and events to participate in on a day-by-day basis
3. The individual receives balanced information about the possible outcomes (i.e., positive or negative impact) of her options so she can make informed decisions about everyday matters
4. The individual makes decisions about everyday matters
5. The individual experiences the outcomes of daily decisions
6. The individual
 - A) Chooses and uses the possessions she needs on a day-by-day basis
 - B) has control over her day-by-day spending

Standard 14: Individuals are supported to make decisions about everyday matters

Key indicators: Quality of Life Level 1 Indicators

1. Staff take into consideration the individual's wants, needs, likes and dislikes as they relate to everyday matters
2. Staff assists the individual to choose activities and events she wants to participate on day by day basis
3. Staff gives the individual balanced information about various options with the goal of helping her make informed decisions about everyday matters
4. Staff assists the individual to make decisions about everyday matters
5. Staff assists the individual to experience the outcomes of daily decisions
6. Staff assists the individual to
 - A) Choose and use the possessions she needs on a day-by-day basis
 - B) Maintain control over her day-by-day spending

INDEPENDENT COUNSELLING ENTERPRISES
Health and Safety Committee Meeting Minutes
February 15th, 2017
Calgary

STANDING ITEMS

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

Edmonton (Incidents, Recommendations, Additional Recommendations):

January 4, 2017

No Internal Incidents to Report

South (Incidents, Recommendations, Additional Recommendations):

January 10, 2017

No Internal Incidents to Report

Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations):

January 12, 2017

No Internal Incidents to Report

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

Edmonton(Incidents, Recommendations, Additional Recommendations):

January 4, 2017

No Near Miss Incidents to Report

South (Incidents, Recommendations, Additional Recommendations): January 10, 2017

No Near Miss Incidents to Report

Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): January 12, 2017

No Near Miss Incidents to Report

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

Jan 10, 2017

Staff and clients were returning home from program. When stopped at intersection waiting for advanced green left turn, car from behind was unable to stop due to ice and rear ended staff vehicle.

Recommendations: Be aware of surroundings (keep space in front to allow self to move forward if car behind cannot stop), drive during less busy times, attend Mission Possible training. Note: staff unable to take public transit as rural area.

Internal Investigation completed.

Jan 12, 2017

Staff was walking in residential home and stepped on a stick pin. This stick pin penetrated through shoe and poked staff on toe. (Unknown where pin came from as client does not sew). First aid given and Staff Informed she just received her tetanus shot.

Recommendations: Ensure staff are wearing proper foot wear with thicker sole, be watchful of floor surfaces, clean/vacuum regularly.

Internal Investigation completed.

3.3 Evaluation of current Near Miss Incident Investigations:

Jan 10, 2017

Staff was in Tim Hortons parking lot, staff stopped let other staff out of car. During this time a car back out of stall, hitting staff vehicle on the front right side. Staff indicated it felt more of a push than hit and no damage was visible on either vehicle.

Recommendations: Park in a stall when stopping in parking lot. If no spot available, staff should look for safe alternative parking. Staff to be aware of surroundings and if seeing car backing up, honk, to alter car.

3.4 Review of COR Audit and Action Items –
Reviewed the 2016 Audit – Conclusion.

3.5 Hazard Assessment and Control document (H.A.C.D.) review – Reviewed the new format of HACD General Section.-Working with people.

3.6 Policy Review The committee reviewed Policy 2.3.14 Community Rehabilitation – Bath/Shower Assist. – discussed guidelines for grab bars should be provided for clients that use them.

OTHER BUSINESS

ICE page Article suggestions – Imminent Danger, How to Report.

NEXT MEETING – March 15th, 2017 at 1:30 PM