

# ICE PAGE

CALGARY

2016

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**Health and Safety Meeting**

November 15, 2016 @ 1:30 pm

**RPAC Meeting**

November 8th, 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:**

**November 15th, 2016**

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

**November 30th, 2016**

For all shifts worked between Nov. 16th and Nov. 30th, 2016



### *Making it Happen!*

*Supporting Social Inclusion*

Amanda is a capable young woman who likes to be active, socialize with others, and just have fun! Amanda has been with ICE since 2010. She currently lives in a support home and also has support from ICE out in the community. Amanda is a very caring individual who loves to help others and make them feel special.

Amanda has always enjoyed visiting places like Value Village and Goodwill as she likes to sort through clothes, movies and books. One of Amanda's goals was to find a volunteer placement, so she decided to stop by Goodwill one day and speak to the manager about any available positions. The manager offered Amanda a volunteer placement at Goodwill and after a few months Amanda was offered a paid position; Amanda was

very excited that all her hard work had paid off. In the store, Amanda works hard up front sorting clothing by tag



colour and then putting them into bags which are sent to people in need. Amanda recently decided to further her skills at Goodwill by learning work tasks in the back of the store as well as the front. Part of these new

responsibilities includes the task of sorting clothes by gender and size. At first Amanda stated she found this hard for her, but with the support of her ICE staff, Lori, Amanda has overcome this roadblock and now she is up for the challenge. Amanda also does other tasks at work such as, putting household items in their proper location and tidying the store. She enjoys her working environment and socializing with her co-workers during break times. She has become close to the great support network at Goodwill.

When Amanda's not working she likes shopping for good deals at community thrift stores as saving money is always a bonus. She is also busy with activities like singing, swimming, and bowling. In addition Amanda participates in many Special Olympic sports like basketball and softball.

Congratulations to Amanda for all her hard work and success in her community!

**Employee Spotlight - Lori Jones**



Lori has been an ICE employee since 2014. When Lori is not busy working she enjoys bike riding, camping, going for walks along the river and movies. Lori and Amanda are a very busy duo and enjoy being active out in the community.

Lori enjoys supporting Amanda in many activities, such as, swimming, bowling, and checking out various classes (singing, dancing) at the Leisure Centre. When they have free time in their busy schedule they enjoy going to many Calgary attractions, such as, Heritage Park and The Calgary Zoo.

Thank you Lori for all the dedication and support you provide to Amanda!

**Congratulations Employee Referral  
Incentive program \$100 Recipient**



Samantha Campbell

**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!**

**Calgary ICE Moments!**

**October Incentive Thank-you Card Draw Winner**

**Fisseha Kelemework**



Fisseha received a thank you card from his supervisor for performing first aid as required in an emergency situation.

He won a Ninja Professional Blender.

**Other Thank-you Cards Received for the October Draw**

Joanne Heck, Rachel Niyiroranya, Lucille Walters, Marcelo Miranda, Jayveen Calimag, Shelly Rulli, Lydia Miller, Shaista Naz, Sam Campbell and Nikki Novak all received a thank you card for attending Promoting Safety training.

**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**





### Tips for Staying Safe in Alberta over the Fall and Winter:

Get informed before you head outdoors

- Check weather and road reports each day so that you are

well prepared for weather related events.

- In cold weather dress in layers to avoid hypothermia. Take wind chill factors into account. A cold wind can make a temperature of -10° Celsius feel like -25° Celsius or worse.
- Be careful to avoid frostbite. This occurs when skin is exposed too long to freezing temperatures and blood circulation to that area stops. Be careful that your ears, fingers, toes and cheeks are covered, especially when there is a wind.
- Avoid driving in dangerous conditions such as blizzards, during freezing rain events and heavy snow storms.

#### Maintain pedestrian safety

- Choose safe footwear with good grips. During icy conditions ice treads are recommended.
- In winter allow extra time to cross the road, as cars may have difficulty stopping on icy streets.
- As it is dark for much of the day during fall and winter, wear light colour clothing that allows you to be seen. Clothing reflectors are a good idea if walking at night.

#### Take care of your health.

- Immunize for seasonal influenza.
- Eat well. You will be warmer if your body has food energy to burn.
- If your skin or lips become dry or parched from the cold and dry heat indoors, try using a moisturizing cream or lip balm.
- Dry indoor heat can cause minor dehydration, which in turn may lead to colds. Drink lots of water.
- Wear sunscreen with a SPF of at least 15. Remember that you can get sunburn on a cold sunny winter day as well as in summer.

#### Prepare your Vehicle for Winter Driving Conditions

- Check your antifreeze.
- Confirm your heater system works correctly and the window defrost is operating.
- Inspect the windshield wipers and replace them if they are worn.
- Change the wiper fluid to one with antifreeze in it.
- Check the battery. Cold weather puts extra demands on the charging system of vehicles.
- Maintain appropriate vehicle fluids (oil and transmission fluid) a low viscosity oil is recommended for winter.
- Check your vehicle's tire treads. Replace tires without sufficient treads. Snow tires are an excellent investment for winter safety.
- Keep an emergency kit in your vehicle including: a blanket, snow shovel, flashlight, non-perishable food, sand and a candle.

## TRAINING

**Pre Employment Training (PET)**  
November 7th, 8th, and 9th, 2016  
9:00 am - 5:00 pm

### **Mission Possible Driver Awareness Training Winter and Fatigue**

Session 1 of 2 Module 1 of 2  
*(Both sessions must be attended to complete course modules. Part 2 to be held Dec. 6, 2016.)*

November 3rd, 2016  
9:00 am - 12:00 pm

### **Proactive Behaviour Intervention (PBI)**

November 10th, 2016  
9:00 am - 5:00 pm

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

Table 1

Staff	Years	Date
Donna M.	18	November 23, 2016
Janet Z.	11	November 25, 2016
Shafiqul A.	10	November 16, 2016
Melanie S.	8	November 25, 2016
Colleen D.	4	November 30, 2016
Hinke M-W	1	November 27, 2016

**ICE offices will be closed**  
**Friday,**  
**November 11th, 2016**  
**for**  
**Remembrance Day**

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



## **CREATING EXCELLENCE TOGETHER (C.E.T.)**

Creating Excellence Together Standards are made up of two levels of achievement available for community disability service providers to support and guide their organizations in quality improvement in the provision of services to individuals. These levels flow from a primary level of service outcomes and performance Accreditation Level I, to an advanced level of performance achievement, Accreditation Level II.

Accreditation Level I achievement provides the service providers outcomes of how they measure against the Level one standards and indicators for *Quality of Life, Quality of Service and Organizational Framework* in the quality service they provide.

Accreditation Level II achievement contains additional indicators and information a service provider needs to allow it to move forward in its service performance. To achieve Accreditation Level II, it is expected that all Accreditation Level I indicators will be met and a significant in depth review of the *Organizational Framework* will be conducted.

Accomplishing Accreditation Level II achievement in organizational and service excellence is a major undertaking and reflects a service provider's drive to be the best that it can be.

ICE will be participating in a C.E.T survey June 2017 and will be participating in the advance level of performance achievement, Accreditation Level II.



### **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.*

### **Time Change Reminder**

**Sunday, November 6, 2016,**  
**2:00 AM** clocks are turned  
**backward 1 hour to 1:00 AM**



## Health and Safety Minutes Calgary - Health and Safety Meeting - September 21, 2016

### 3.0 STANDING ITEMS

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

##### Edmonton:

**July 20th, 2016** meeting minutes  
No current Internal Incidents to review

**August 3, 2016** meeting minutes  
No current Internal Incidents to review

##### South:

**August 9, 2016** meeting minutes  
No current Internal Incidents to review

Grande Prairie / Northwest : August 11, 2016  
No current Internal Incidents to review

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

Edmonton(Incidents, Recommendations, Additional Recommendations):

**July 20th, 2016** meeting minutes  
No current Internal Incidents to review

**August 3, 2016** meeting minutes  
No current Internal Incidents to review

South (Incidents, Recommendations, Additional Recommendations):

**August 9, 2016** meeting minutes  
No Near Miss Incidents to Report.

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

**August 11, 2016** -No current Near Miss Incidents

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

##### **August 25, 2016**

Staff was at a Globalfest with her client (this is an outdoor event). It had been raining heavily causing there to be large deep mud puddles. Globalfest

staff placed wood planks on ground to cover the mud puddles. While staff was walking, she did not notice wood planks had been placed as it had sunken further into the ground, person walking ahead of staff walked on plank causing the wood to rise hitting the staff on the left leg.

**Recommendations:** Staff to be aware of surroundings, look for alternative pathways that are not mud covered. Staff is encouraged to not follow too closely to those walking ahead of staff. Staff to inform Globalfest staff to place signs in areas where there is wood plank places on the ground. Incident Investigation completed.

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

**June 20, 2016-** Staff was driving client in the community, they smelled and saw smoke coming from the jeep engine. Staff immediately pulled over and all exited the vehicle safely and AMA was contacted. Please note staff/client does not have access to public transit.

**Recommendation:** Staff to have vehicle inspected regularly, top up engine fluids regularly. If in city limits, take public transit. Near Miss Investigation completed.

#### 3.4 Review of COR Audit and Action Items

Reviewed Element 7 – Incident Investigation

The committee was also informed internal COR will start September 26 in Lethbridge and Edmonton.

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

Reviewed the HACD Working with High Behaviours pages 16-20 for items that should be in the section specific to non-residential work.

Self Injurious Behaviour- recommended change emergency contact numbers located at phones in residential programs to emergency numbers located on back of Hazard Assessment Control card.

Suicidal Behaviour- recommended removing from HACD “removal of sharps, chemicals and medication. Also to remove additional staff to be called.

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

##### Edmonton

July 20, 2016 Meeting Minutes. The Committee reviewed pages of the revised 2016 HACD format. Feedback from the group was positive regarding the format of the document. The document appears more user friendly for addition of general information and information on Residential Site Specific Hazards and Controls.

##### South:

Reviewed Pages 30 - 34  
Use of Dishwasher – No Recommendations  
Bed Making – Add use of (and regular checking of) bed bug traps under client/staff beds.  
Washing/Mopping Floors – No Recommendations  
Vacuuming – No Recommendations

##### Grande Prairie:

Reviewed the HACD Office Related Work. Pages 10-17  
Use of Office Equipment (Photocopying, Printer and Fax);  
Use of Visual Equipment (Projector, Overhead Screens); Filing;  
Opening, Sorting and Routing Mail;  
Ascending and Descending Stairs;  
Inspecting/First to Arrive to New Worksite; Termination/Hiring – all sections no further recommendations.

#### 3.6 Policy Review - 3.5.9 – Hazard Assessment and Control Document

#### 4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions - Change in weather, dressing appropriately/layers.

Upcoming Training – Workplace Inspection October 19th, 2016  
HACD October 21st, 2016  
Incident Investigation October 21st, 2016

**NEXT MEETING** – November 15th, 2016 at 1:30pm.

## Policy Review

*(A portion of policy 3.5.8 is reproduced here, please refer to the Policy manual for the complete policy)*

### 3.5.8 Eliminating/Mitigating/Controlling Work Site Hazards

For the purposes of this policy residential programs refers to homes that are staffed by I.C.E. employees. Support homes refer to programs that are only monitored by I.C.E. and the operator is not an employee of the agency.

1. To reduce the risk of fire there are to be no lit candles, lit fires in fireplaces and no lit fire pits in the yard in any residential program. ...
5. In residential programs:
  - Portable heaters-are not to be used as the primary heat source. Portable heaters are not permitted in sleeping rooms. If there is a need for use of a heater a protocol will be developed outlining the need (i.e. furnace repair required), the length/period of time the heater will be required and clear instruction as to the safe use/storage of the portable heater. To further facilitate client safety if the temperature of the home is not appropriate to permit a comfortable environment for the client(s) the I.C.E. employee will contact their Supervisor/Manager for alternative arrangements (i.e. hotel/motel, another residential program etc.).
  - Halogen lamps are not to be left turned on without employee supervision.
  - All lamps in the client home must have the light bulb completely covered/encased by a lampshade or globe.
  - For clients who choose to have a Christmas tree they will be required to purchase an artificial one. Artificial trees will also be required in any office setting.

- When recharging smart phones and other electronic devices use approved chargers/cords or docking stations to prevention overheating and a potential for a fire.

6. All residential and support homes are to have a working fridge thermometer. Appliances with built in thermometers are acceptable.

7. As per Policy 3.8.6 Dress, Hygiene, and Grooming it is the employee's responsibility to ensure they wear clean and safe indoor shoes while on shift in the homes. This is not applicable to support home operators.

8. Employees/ Support home operators will ensure support and supervision, as required, is provided to clients when using the household appliances and yard equipment. Protective equipment such as gloves and goggles must be provided. When orientations are provided to either an employee or a client in a residential setting document this in the log book. All lawn mowers, weed eaters, gardening equipment etc. will be maintained, used, and safely stored appropriate to the situation in the home.

9. Snow and ice is to be cleared from all pathways, sidewalks, and driveways as soon as it appears. When the employee clears snow or salts ice during the course of their work duties it must be documented in the hazard section of the staff communication logbook in residential programs.

10. If the hot water supply in any program is interrupted for any reason the employee / client WILL NOT heat water in the kitchen and transfer it to any other location in the home. This practice will also not be used to convert the kitchen into a bathing site. The employee is to call their supervisor or, if after hours, the ECAT supervisor for direction i.e. moving to a new location until the water supply source is repaired.

11. Employee personal belongings i.e. purse, money, cigarettes, matches, lighter, medications etc. are to be kept locked away at all times. (See Policy 3.8.12 Smart Phones and Mobile Devices)

12. For residential programs: To eliminate client injury heating blankets and heating pads are not to be used. Warming of towels/wash cloths in a microwave is not permitted. Use of bean bag heating pads that are heated in a microwave is prohibited.

13. Workers are responsible to be aware of any other potential worksite hazards and how they may impact the overall health and safety of employees and clients. Workers are responsible to report and follow through in correcting, eliminating or controlling these hazards with assistance of their Team Leader and Supervisor and communicating this process in the hazard section of the staff communication log book. All supporting documentation must be completed.

14. For agency employees ability to gain/regain access to the program in the event of an emergency or as part of a fire/emergency evacuation drill it is required that an extra key to the program be kept either in a lock box or in a safe/secure location outside the program. The location of the key is to be documented in the Orientation Manual and is to be kept highly confidential.

Refer to policy 3.5.11 Fire Prevention, Policy 2.3.14 Community Rehabilitation Bath/Shower Assist and Policy 2.3.15 Community Rehabilitation Temperature Monitoring and Safe Practices.

Updated March 2016

# Season's Greetings

FROM ALL OF US TO ALL OF YOU

You are invited to attend  
Independent Counselling Enterprises'  
30th Anniversary Open House and Awards  
Celebration



**December 1, 2016, From 11:30am to 3pm  
at the Marlborough Park Community Centre  
6021 Madigan Drive N.E. (in the large hall)**

**We will be having lunch catered. Food will  
only be ordered for those who have confirmed  
their attendance. Please call Rachel at (403)  
219-0503 by November 15, 2016 to confirm  
your attendance.**

**Lunch will be served from 12:15pm to 1:15pm  
Awards and Games will follow**