

# ICE PAGE

CALGARY

2014

## Contents:

**POLICY REVIEW.....** 3.4.12  
LATENESS AND ABSENTEEISM  
Pg - 3

**Health Corner - Influenza - Pg 4**

## TIME SHEET HAND-IN:

### October 15, 2014

For all shifts worked between Oct. 1st and Oct. 15th, 2014

### October 31st, 2014

For all shifts worked between Oct. 16th and Oct. 31st, 2014

## Team Leader Meeting

October 8th, 2014 @ 1:30 pm

## Health and Safety Meeting

October 22nd, 2014 @ 1:30 pm

## RPAC Meeting

October 16th, 2014 @ 1:30 pm



# ECAT

Employee &  
Client Assistance  
Team

403-819-0583

## Employee Spotlight

### *Swanavon team*

For several years there has been a consistent support team working at the ICE Swanavon residential program in Grande Prairie. Every day the members of the team would go to work and follow regular routines for the two clients sharing the home. Of course activities varied here and there but life for the clients and the supports provided by the team had a natural flow. The clients were busy enjoying their lives: riding horses with the Peace Area Riding for the Disabled Society, volunteer positions, movie nights, gym sessions, dinners with friends, and jobs.

Then one day in March of this year the staff on shift noticed a health concern for one client. This was the start of a long medical journey for all involved. It seemed that every week brought a new diagnosis for that person. Long hours were spent in the hospital. Things progressed....but not for the better.

The team came together stronger than ever in their support for this client. They did their best to help him through medical tests and treatments and advocated for him as needed. They also adjusted their schedules to

experience was for this person who had looked forward to it for months. They all pulled together and drove the client back and forth the 30 km for the three camp days. This ensured that the client could attend as much of the camping experience as possible.

*The strength of the team is each individual member. The strength of each member is the team." - Phil Jackson*



continue to meet the needs of his roommate. In June both clients went to Joy Camp for 5 days (30KM out of Grande Prairie). Sadly right at that time there was a decline in the one gentleman's health. The treatment required hours of daily attendance at the hospital in Grande Prairie. The team knew how important the annual camping

The treatment continued for a full 30 days impacting the daily routines that the client held dear to him. The staff team got creative and brought enjoyment to the client by rearranging routines to find something fun to do with him every day including: mini golfing, movies, ordering in dinner and having friends over to the house for coffee or tea. The team coordinated drop off points for shift changes and their communication skills became stronger. The roommate needed attention and support as well and the team made sure his interests were also sustained.

The Swanavon team have pulled together and implemented every possible measure to support their clients and each other. They prove, "The strength of the team is each individual member. The strength of each member is the team." --Phil Jackson.

Thank you to this very committed and caring staff team!

## Thank You to all 2014 Certificate of Recognition (COR) Audit Participants!

The 2014 external COR Health and Safety audit process has now been completed. Two ICE regions: Calgary and Edmonton were involved in this year's external audit which included observation tours, documentation review and over 80 health and safety employee and contractor interviews. The auditor has asked ICE management to express her sincere appreciation for the cooperation and input of all participants. Preliminary feedback regarding the eight areas of an effective health and safety management program as delivered at the Post Audit meeting September 12th was very positive.

Once the auditor's full report has been completed and approved by the Continuing Care Safety Association /Partners in Injury Reduction, a copy will be returned to ICE management. ICE will share this with employees and prepare an action plan for 2014-2015 to implement the report's recommendations for continuous improvement.

Please be sure to review the 2014 ICE COR audit results which will be circulated later this fall.

**ICE offices will be closed  
Monday,  
October 13th, 2014  
for  
Thanksgiving**

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



## Client Success Story

### Charity

Charity is a lovely, articulate young woman with a great personality. She is one of ICE's newest clients in the South region. She is originally from a small town near Lloydminster Saskatchewan. Charity moved to Lethbridge this past spring and she started services with ICE in July 2014.

Charity has had an eventful 2014 so far. She became engaged, moved to a new city, and started a new job. Charity moved to Lethbridge this spring after her engagement to another individual receiving supports from ICE. Charity and her fiancé have known each other for 3 years and have been engaged for almost a year. The wedding date is set for July 2015 and they are both very excited about it.

Charity has been working most of her adult life. She has had a variety of jobs including: being a prep cook, completing laundry tasks at an

assisted living facility, working at various fast food establishments and employment at a large retail store. Charity secured a job within three weeks of moving to Lethbridge and she says she really enjoys working at the dollar store near her new house.

Although Lethbridge only has a population of around 90,000 people, to Charity the city seems large. She has had fun learning the bus routes and exploring the area with staff support. One of Charity's goals is to get to know more people in her new city and to make new friends. She is wonderful at knitting, making jewelry, and baking so she is exploring ways to meet people with similar interests with some help from her staff. She and her fiancé also actively work to make their relationship better each day.



Even though Charity has had many changes to deal with over the past several months she maintains a positive attitude and a great outlook on life. She says we can choose to be happy and content, or sad and overwhelmed when changes happen in our lives. She just figures it's easier to be happy. What a great attitude to live your life by.

Welcome to Alberta, Charity!

## ICE Policy Review

### 3.4.12 LATENESS AND ABSENTEEISM

Attendance of employees is extremely important to the overall success of service delivery and hence the operations of the agency. It is recognized that on occasion, an employee may not be able to come to work or need additional time before commencing shift assignment. Sickness and other unanticipated events may require the employee to miss all or part of the work day.

Employees are responsible for notifying supervisors of lateness or absenteeism as soon as they become aware of these circumstances. If your need for time off is foreseeable, you must provide as much notice as possible. If it is not foreseeable, you must provide as much notice as practical, but in no event less than 4 hours prior to your normally scheduled starting time. When the employee does contact I.C.E. personnel the employee must clearly indicate for how long you will be unavailable and when you expect to return or as the case may be when you will arrive for work.

Employees are to be prepared to commence their shift at the assigned shift start time that was provided during booking. Being present and unprepared to commence a shift does not constitute availability to complete work assignments and as such will be addressed during employee performance evaluations.

If an employee does not arrive at the scheduled time to relieve another employee, the employee who is waiting to be relieved will contact the supervisor. The supervisor will make alternative arrangements for coverage.

If the employee finds his/her shift has been canceled or the client has not shown up, the supervisor should be contacted immediately.

**Excessive absences, or lateness and excessive patterns of absences and lateness will lead to disciplinary measures. If you are absent from work for three (3) consecutive working shifts without notice, the agency will consider that the employee has voluntarily resigned his/her position. ( Refer to Policy 3.4.17 Job Abandonment)**

#### Procedure:

##### Supervisor:

Monitor employee time-sheets and reason for absences and lateness.

Document excessive or patterns of lateness and absence for the employee

Prepare documentation for any payroll deduction that is required as a result of absences and lateness.

Meet with employee when repeated absences and lateness are a job performance issue. Clearly indicate to the employee the job action required by the employee for performance to be satisfactory.

##### Employee:

Comply with the above stated policies to ensure effective job performance



**Canada's Fire Prevention Week will run from October 5th to October 11th, 2014.**

This year's theme is, **"Working smoke alarms save lives - test yours every month."** Fire Prevention Canada statistics record that fire kills eight people each week in Canada, with

residential fires accounting for 73% of fatalities. This year's theme was selected as about 66% of home fire deaths occur in homes without working smoke alarms. Simple measures can be taken to prevent fires!

Additional fire safety information may be found in the ICE residential Health and Safety Binders or visit the Fire Prevention Canada website at [www.fiprecan.ca](http://www.fiprecan.ca).



*The Annual ICE Christmas Party and Awards Ceremony will be held on December 2, 2014 from 12 - 3 pm*

**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**



**Health  
Corner**

**Seasonal  
Influenza**



Influenza is a health factor in Alberta every year. The good news is that Alberta has an immunization program for influenza that will begin in mid October. The influenza vaccine will be offered to all Albertans (six months of age and older), free of charge.

The Alberta Health Services message this fall is, "GET IT BEFORE YOU NEED IT."

**What is influenza ?** An infection of the nose, throat and lungs (respiratory tract) that is caused by a virus. Most cases occur over the winter months.

**How is it spread?** Influenza is spread through the air. The virus is spread through the air when someone coughs, sneezes, or even talks and someone else breathes in the virus. It can also be spread by touching objects that have been coughed or sneezed on by someone with the virus.

**How serious is seasonal influenza?** Influenza can be serious. Most people who get sick with influenza recover but it can be fatal for those at risk of complications including: babies, pregnant women, those over 65 years, children up to 5 years, and people with chronic health

problems. Complications of influenza include: pneumonia, ear and sinus infections and dehydration. Influenza can also make chronic medical problems (congestive heart failure, asthma, diabetes) worse.

**It is important that all ICE staff know how to identify the symptoms of influenza and how to prevent it.**

**Symptoms:**

- Fever (temperature of 38.5 or higher) that starts suddenly. Note: For clients over 50 years it is important to know the client's average daily baseline temperature as for older individuals fever will be defined as 1.5 degrees higher.)
- cough,
- headache,
- muscle aches,
- loss of appetite,
- feeling tired.



**Prevention**

- Get the influenza vaccine every year ,
- Regular and effective hand washing (use hand sanitizers when hand washing is not an option),
- Sanitize high touch areas in homes and offices several times daily,
- cover your mouth and nose with your arm or a tissue when you cough or sneeze,
- Stay home when you are sick and avoid social contact.



**TRAINING**

**Pre -Employment Training**

October 15th and 16th, 2014  
9 am - 5 pm

**Pre -Employment Training**

October 29th and 30th, 2014  
9 am - 5 pm

As described on the ICE Website

**FASD**

October 2nd, 2014  
1 pm - 4 pm

As described on the ICE Website

**Mission Possible**

Part 1 - October 21st, 2014  
9 am - 12 pm  
or  
1 pm - 4 pm

As described on the ICE Website  
(Note: attendance at a Mission Possible Part 2 session is required to complete this training.)





Khrystyna Herman and Bill Damer were presented with Health and Safety jackets on September 17th, 2014 for their ongoing contributions to the ICE Calgary Health and Safety Committee. Thank you for your service!

## Employee Referral Incentive Program \$100 Recipient

**Lorna Koch**



*Thanks for referring a staff to ICE!*

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!

### September Incentive Thank-you Card Draw Winner

*Aline Kabeja* received a thank you card for ensuring the safety of the staff and clients in a Residential placement by disposing of a broken household item.

### Other Thank-you Cards Received for September Draw

*Allison Adolphe* received a thank you card for recognizing the symptoms of distress in her client and immediately seeking medical attention.

*Theresa Walker* received a thank you card for ongoing consistent reviews on how to safely use a fire ladder with the clients.

*Kemi Aderibigbe, Anamarie Burgonio, Nora De Leon, Khattab Elnakah, John Bosco Eugenio, Glovilyn Fruto, Maaza Habtemariam, Niza James, Bev Jerrett, Aline Kabeja, Fisseha Kelemework, Tina Lamoureux, Chinonye Nwachukwu, Sharon Radder, Denise Sielecki, Sam Timleck and Cyril Tom* all received thank you cards for participating in the C.O.R. audit.

## ICE Calgary Congratulates Long Term Employees!!!

STAFF	YEARS	DATE
Mary M	9	October 20
Mohammed A	8	October 20
Beverly J	7	October 10
Rachel N	6	October 3
John V	5	October 22
Christina L	4	October 14
Chinonye N	4	October 15
Susie O	3	October 11
Gerald D	3	October 10
Olubokola A	1	October 2
Nora H	1	October 29

## Health and Safety Minutes Calgary Health and Safety Meeting - August 20th, 2014

### 3.0 STANDING ITEMS

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

Edmonton: July 10, 2014 minutes

**Date:** A Health Inspection visit (new provincial PDD requirement) was planned to an ICE program. Staff moved some items in the general area of the home and a client became agitated and aggressive. The client aggressed towards 3 staff at the home injuring one employee. Police intervention was required to resolve the incident.

**Recommendations:** Refresher PBI training for staff. Careful client preparation in advance of Health Inspection visits. Hoarding behavioral patterns require pro-active intervention measures to be implemented well in advance of Health inspection visits. Staff training and agency planning surrounding this area of concern is under development. Internal incident Investigation to be completed.

**Additional Recommendations:** Staff to receive CPI training

**June 10th, 2014-** Staff and a client were on an outing requiring variation from the client's regular schedule. The client did not respond well to the schedule change and became tired and agitated and struck the staff injuring them. The staff redirected the client to calm by having a treat at a restaurant.

**Recommendations:** When support requirements necessitate schedule changes, the support team needs to plan carefully in advance with the client. Determine activities that the client will enjoy and that will not over-tax their energy levels. Build in rest breaks. Offer rest breaks/ preferred activities (going to sit and have a treat) before the client becomes overtired and agitated. Review the incident with the RPAC committee for additional support suggestions. Internal incident Investigation to be completed.

**Additional Recommendations:** staff to take PBI refresher or CPI training.

**June 27, 2014-** Staff was driving in the community and their vehicle was struck from the side by an oncoming car. Staff was injured in the motor vehicle collision. Recommendations: Use public transit (ETS, DATS) as much as possible; drive at less busy times and avoid high risk areas. Staff to be offered the opportunity to attend Mission Possible driver awareness training. Internal incident Investigation has been completed.

No Further Recommendations

South: July 3, 2014 minutes  
No Incident Investigations

Grande Prairie / Northwest: June 12, 2014 minutes.

**May 19, 2014-** Staff was assisting with meal preparations using the oven. Staff went to pull a tray of food out of the oven to check it and the baking sheet slipped from staff's hand and hot cooking liquids poured on to staff's foot, burning the foot. ( Staff was wearing runners at the time)

Recommendations: Replace cooking ware when it is warped/ damaged. Use deeper cooking pans when cooking something that will produce fluids. Internal Incident Investigation completed.  
No Additional Recommendations

**July 10, 2014 minutes:**

No Internal Investigations

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

Edmonton: July 10, 2014 minutes

**June 13, 2014-** At a residence a sharp was found which had not been locked up immediately after use as per policy. Once reported it was immediately secured.

**Recommendations:** Review of policy 3.5.8 with the Residential team.

A near miss incident investigation is to be completed. No additional recommendations.

**June 6th, 2014-** Staff was outside the ICE office wearing footwear according to ICE office requirements.

A passerby requested directions and the staff hurried across the grass verge to provide directions to assist the visitor. Staff misplaced their footing on the unlevel ground surface and twisted their ankle. Staff recovered shortly afterwards with no injury effects.

**Recommendations:** Staff to use care regarding the hazards presented by variations in ground surfaces i.e. cement / grass/ and dirt. Proceed with caution.

A near miss incident investigation is to be completed.

**Additional Recommendations:** staff to slow down, not rush and be aware of surroundings

South: July 3, 2014 minutes

No Current Near Miss Incidents

Grande Prairie / Northwest:

June 12 minutes and July 10 minutes. No Current Near Miss Investigations

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

No Current Internal Incidents

#### 3.3 Evaluation of current Near Miss Incident Investigations:

**July 6, 2014.** Staff prepared dinner for client and the client asked the staff to cut up her sandwich. Staff suggested that client use her utensils to cut up her own sandwich. Client got up from the table, shouted at the staff and pushed her while walking by.

Recommendations: RPAC to review incident, staff to review clients Positive Approaches. Staff to be informed when there has been increased bouts of aggression displayed by the client.

Internal Investigation completed

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

Incident Investigations: Section 7.1-7.11 reviewed

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

Reviewed General Section Pages 39-42

Personal Care-

Bathing/showering client – no additions

Client toileting, changing incontinence

undergarments and peri-care- no additions

Shaving or brushing clients teeth- no additions

Foot care, clipping nails- add to safe work

practices- use of safety goggles while clipping nails

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

Edmonton

Distribution of 2014 Hazard Assessment and Control

Document. Review of ICE office site specific control measures.

Grande Prairie:

Reviewed pages 24- 28

Housekeeping, Storing and Using Household Cleaners, Changing Light Bulb, Use of ladder, Use of floor mats: all no changes.

South:

General HACD Pages 50 & 51.

Contact with Visitors, Contractors or intruders/strangers. - Recommend the activity be divided. Contact with visitors and contractors poses significantly less potential for serious consequences than contact with intruders and strangers. Contact with visitors and contractors will happen much more frequently but will have less potential for serious consequences. Contact with intruders or strangers will happen less frequently but have more potential for serious consequences. Entering of leaving worksite after dark. No changes.

#### 3.6 Policy Review

3.5.1- Employee Health and Safety- Introduction and Responsibilities

#### 4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions - Ecoli precautions, other food born illness precautions.

NEXT MEETING – October 22nd, 2014 at 12:30 pm



# **HALLOWEEN PARTY!**



**COME JOIN US FOR SOME SPOOKY FUN,  
GREAT FOOD  
AND MONSTER MASHING**

**DON'T FORGET TO WEAR YOUR COSTUME  
AND ENTER THE COSTUME CONTEST  
11 AM TO 2 PM  
OCTOBER 31, 2014  
6021 MADIGAN DRIVE NE  
(SMALL HALL)**

**PLEASE RSVP BY OCTOBER 27, 2014 @ (403) 219-0503**

**We will be serving BBQ beef on a bun, beans,  
coleslaw and dessert so please bring your appetite.**

