

ICE PAGE

CALGARY

2015

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RPAC Meeting

October 6th, 2015 @ 10:30 am

Team Leader Meeting

October 7th, 2015 @ 1:30 pm

Health and Safety Meeting

October 21st, 2015 @ 1:30 pm

TIME SHEET HAND-IN:

October 15th, 2015

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

November 2nd, 2015

For all shifts worked between
October 16th and October 31st, 2015



ECAT

Employee & Client
Assistance Team

403-819-0583

Employee Spotlight

Denis

Denis was born in Fahler Alberta along with many brothers and sisters. Living and attending school in that small community probably attributes to his genuine and giving personality. Later Denis moved to and found employment in Grande Prairie. He applied for employment at ICE shortly thereafter.

Denis has a kind friendly manner with people and ICE is pleased to have him on our team. Within his employment at ICE he consistently supported two ICE clients for twelve years. He watched them develop their skills and was there to assist each step

forward they made.

Denis has recently chosen to transfer positions within ICE to provide



Denis (left) and Lorne

supports to a younger client who is new to our agency. ICE is very excited for this new supportive partnership as we know the commitment and effort Denis put into the previous program. Denis is the type of person an employer can count on. He willingly assists in so many ways, it could be with moving a residence, comforting a client in the hospital, or taking an extra shift on his day off to help a client on a plane trip to see their family. His attitude speaks to the ICE vision of “empowerment, integrity and caring”

When Denis takes time for himself he is usually helping his family with the grandchildren. He loves to watch them grow and play. He also takes up charitable runs locally, the most recent being a Cancer relay race. Thank you, Denis for all you do.

TRAINING

Pre Employment Training (PET)

Oct. 6th and 7th, 2015
9 am - 5 pm

Mission Possible Driver Awareness Training
(Winter and Fatigue Modules)
Part one of two required sessions
Oct 2nd, 9 am - 12 noon

Fetal Alcohol Spectrum Disorder (FASD)
October 21st, 2015, 1 pm - 4 pm

Client Safety in the Community
(Traffic Safety for Clients)
October 22nd, 2015, 1 pm - 3 pm

Courses above as described on the ICE website

ICE offices will be closed
Monday,
October 12th, 2015
for Thanksgiving

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



Client Success Story

Tamara

Welcome Home! Those two words have come to mean a great deal to Tamara over the last few weeks.

Tamara set a goal 4 years ago that she wanted to move into her own apartment. She had been living in a support home for 7 years by that time and she wanted to be more independent. She talked to her guardian, support home operators, staff and family about it and they all agreed she could do it, if she built some independent living skills first.

Initially Tamara had a few set backs where it seemed like she might not be able to achieve her goal but Tamara was determined.

Her motto is, "Anything is possible if you just believe", and she simply refused to give up. She and her support team decided to try a different approach. Instead of focusing on the



imposing goal of moving out independently they focused on smaller more manageable goals for Tamara. They identified things that would be challenging for her, but not overwhelming. In this way Tamara gradually built her skills and also increased her self-esteem. She says now she loves to learn new things and take on new challenges.

Tamara was all smiles this August long weekend when she braved the heat to move her belongings into her new home. She says she is so grateful that people didn't give up on her. She really appreciates the opportunity to increase her independence. Her support network believed she could do things even when she was unsure of herself.

We want to congratulate Tamara on her many accomplishments. Welcome to your new home!

Policy Review

3.5.8 Eliminating/Mitigating/Controlling Work Site Hazards

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

For the purposes of this policy residential programs refers to homes that are staffed by LC.E. employees. Support homes refer to programs that are only monitored by LC.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.
2. There are to be no stick pins in common areas in any residential program. These may be used in the staff office and only if this is a contained room and able to be locked.
3. All sharps i.e. knives, scissors, tools, sewing/knitting supplies, choppers, graters, blender blades, thermometers etc., with the exception of butter knives, will be locked up in all residential programs. A location will be identified as appropriate to the home i.e. office, kitchen drawer. In a support home sharps are to be in a secure location. Client support requirements will determine if locks are required.
4. In residential programs all cleaning supplies are to be kept locked up in an area separate from the food and medications in the home. If a client is independent in cleaning and/or are able to clean unsupervised a location will be identified for the storage of these products i.e. laundry room. MSDS forms are readily available in the Daily Planner. Cleaning supplies may need to be in a locked location in a support home and is dependent on client support requirements. Any deviation from #3 and #4 will be a joint decision of the client, their support network and Independent Counselling Enterprises Management and will be documented as such.
5. In residential programs:
 - Portable heaters-are not to be used as the primary heat source. 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 LC.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 running 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.
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 also Policy 3.8.12

Telephone/Cell Phone Use and Other Personal Electronic Equipment).

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.

Updated March 2015

(Refer to the ICE Policy manual for the complete policy.)



October is Fire Prevention Month



The National Fire Protection Association theme this year is “**Hear the beep where you sleep**”. The key message of this year's Fire Prevention Week campaign, October 4-10, is to install smoke alarms in every bedroom, outside each separate sleeping area, and on every level of your home, including the basement. These practices are already in policy for ICE residential programs but ICE would like to encourage employees to implement similar practices at home.

Roughly half of home fire deaths result from fires reported between 11 p.m. and 7 a.m., when most people are asleep.

Smoke alarms save lives. If there is a fire in your home, smoke spreads fast and you need smoke alarms to give you time to get out. Having a working smoke alarm cuts the chances of dying in a reported fire in half.

Congratulations Employee Referral Incentive Program \$100 Recipients!

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!

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

Calgary ICE Moments!

September 2015 Incentive Thank-you Card Draw Winner

Lorette Elgar received a thank you card for recognizing a safety risk in the community and taking steps to mitigate the risk proactively. She won a heated throw blanket and a micro bowl.

Other Thank-you Cards Received for September's Draw

Arjay Acero received a thank you card for taking the initiative to keep a first aid kit on her person while out in the community.

ICE Calgary Congratulates Long Term Employees!!!

STAFF	YEARS	DATE
Mohammed A	9	October 20th
Bev J	8	October 10th
Rachel N	7	October 3rd
John VK	6	October 2nd
Christina L	5	October 14th
Chinonye N	5	October 15th
Gerald D	4	October 1st
Shayne P	3	October 30th
Nora H	2	October 29th
Olubokola A	2	October 2nd
Jennifer W	1	October 24th



Photos from the ICE Farewell to Summer Barbeque held August 27th, 2015th.

Influenza

Influenza (also known as the flu) is a contagious respiratory illness caused by flu viruses. It can cause mild to severe illness, and at times can lead to death. The flu is different from a cold. The flu usually comes on suddenly.

Symptoms of the flu often include:

- Fever or feeling feverish/ chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)
- Some people may have vomiting and diarrhea, though this is more common in children than adults.

Flu Complications

Most people who get influenza will recover in a few days to less than two weeks, but some people will develop complications (such as pneumonia) as a result of the flu. Some complications can be life-threatening and result in death.

Prevention of Influenza

Vaccination - Getting your influenza immunization every season – and as early in each season as possible – is the single most effective way to arm yourself against influenza. Influenza immunization will be available, to all Albertans six months of age and older, starting Tuesday, October 20, 2015. Without immunization, you are at risk. Detailed clinic schedules, will be made available on the Alberta Health Services website in early October.

The influenza vaccine (flu shot) can protect you from flu for at least 4-6 months or even longer. Flu immunization does many things: it reduces the incidence of the flu; its severity; its duration and your level of infectiousness (the ability to infect others). The vaccine can also protect from an



outbreak in offices and within residential programs where such an outbreak can result in severe health complications for vulnerable clients.

The flu vaccine is safe and it can not give you the flu because it does not contain a live virus. Many people have little or no side effects from the vaccine. A new vaccine is developed every year and is based on the most common current circulating strains of the flu virus.



Other steps during flu season to help protect you from getting influenza.

- Wash your hands often with soap and water or an alcohol-based hand rub.
- Avoid touching your eyes, nose, or mouth. Germs spread this way.
- Try to avoid close contact with sick people.
- Practice good health habits. Get plenty of sleep and exercise, manage your stress, drink plenty of fluids, and eat healthy food.
- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, always cough or sneeze into your arm, not into your hands. Throw away tissues after wiping your nose or covering a cough, and wash your hands.
- Sanitize high-touch household and work surfaces (i.e. light switches, door knobs, computer keyboards etc.) regularly.
- If you are sick with flu-like illness including symptoms of illness, including fever, cough, headache and extreme tiredness, stay home from work and social functions for at least 24 hours after your fever is gone without the use of fever-reducing medicine.

*Please remember, when taking ICE clients to get the vaccine that you must ensure that you bring a consent approval form **signed by the client's legal guardian.**

Health and Safety Minutes Calgary Health and Safety Meeting - August 19th, 2015

3.0 STANDING ITEMS

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

Edmonton: July 8, 2015 meeting minutes

June 7, 2015 – Staff was carrying paperwork and crossing the living room at a residential program. They hit their leg on the corner of the coffee table and experienced an injury.

Recommendations: Review the arrangement of furniture in the space. Is it too crowded? Could it be arranged in a safer manner? Consider selection of alternate furnishings which may be less hazardous i.e. a padded ottoman rather than the coffee table. Dollar Stores sell padded covers for furniture corners. Staff is to take care where they are walking especially in areas with limited space.

Incident Investigation to be completed
No Further Recommendations

June 11, 2015 – Staff was preparing potato fries using oil in a frying pan on the stove top. When removing the fries from the pan, some of the cooking oil was spilled on the burner and started a small fire. The staff cooking yelled to alert the other staff and they evacuated the clients and themselves from the residence. The staff cooking grabbed the fire extinguisher and put out the fire without damage to the home. (Fire extinguisher was replaced immediately after the incident.)

Recommendations: Do not use oil to deep fry foods on a stove top as this is very hazardous. If clients would like potato fries or other deep fried foods take them out to enjoy these at a restaurant. Alternately consider baking fries in the oven or an engineering control such as purchasing an appliance (i.e. a hot air fryer) which would provide similar cooking results in a much safer manner. Review cooking safety with clients and staff.

Incident Investigation completed.
No Further Recommendations

June 15, 2015- Staff went to the basement of a residence to check if the laundry was completed. The staff stepped off the stairs onto a wet and smooth floor surface. There had been a leak from the basement bathroom sink which had gone unreported. The staff slipped and fell backwards hitting their head on the floor causing an injury.

(The leaking faucet hazard was addressed immediately after the incident.)

Recommendations: All team members to receive retraining for reporting and controlling hazards promptly. Smooth basement floor surface is to be addressed with a mat or grip surfacing.
Incident Investigation completed.
No Further Recommendations

South: July 14, 2015 meeting minutes
No Current Incident Investigations

Grande Prairie / Northwest: July 9, 2015 meeting minutes. No Current Incident Investigations

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

Edmonton:

July 8, 2015 minutes
No Current Near Miss Incidents

South: July 14, 2015 minutes
No Current Near Miss Incidents

Grande Prairie / Northwest: July 9, 2015 meeting minutes - No Current Near Miss Incidents

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

July 17, 2015- An office staff was in the community for a meeting on a day that was very windy and rainy, when they opened the car door the wind caught the door and hit the staff in the shoulder.

Recommendations: minimize outside meetings in poor weather.
Internal Incident Investigation Completed

July 31, 2015- Staff was walking on a paved walkway in a park. There were loose stones on the walkway and staff slipped and twisted their ankle. Staff was wearing proper footwear.

Recommendations: staff to be aware of their surroundings when walking in the community.
Internal Incident Investigation Completed

3.3 Evaluation of current Near Miss Incident Investigations:

July 10, 2015 - Upon arriving at shift client asked the staff to drive him on an outing. Staff was instructed by the office not to drive client that day due to a previous incident. As the incident progressed the client became agitated and threatened staff. Client became physically aggressive and staff called 911; client then

started to apologize and left the room. Staff locked the door and waited for the police.

Near Miss Incident Investigation Completed.

Recommendations: Staff to re attend PBI. Incident sent to RPAC for review. Client to be informed of changes affecting their program. ECAT to be notified about significant changes in programs.
Near Miss Incident Investigation Completed.

3.4 Review of COR Audit and Action Items. Reviewed Section 2 -Hazard Information and Assessment

3.5 Review of Master Hazard Assessment and Control Document
Tabled
Other regions review & and recommendations and regional response to recommendations. :

Edmonton: Tabled for this meeting.

South: Discussion at the meeting centered on adding a hazard to the document. Staff at the meeting wondered about the possibility of adding excessive heat as a hazard. Physical hazards can include heat exhaustion and heat stroke. Heat stroke can be fatal in extreme cases. Controls could include covering windows with drapes, shades etc., putting up temporary window reflectors, not running the oven, dishwasher, or clothes dryer during the hottest part of the day. It also could include seeking cooler locations when possible, and ensuring proper hydration. It was suggested to put frequency of exposure at a 3, Potential consequences at a 4, Hazard Probability at a 2.

Grande Prairie:

General HACD Pages 45-47
Completing First Aid & CPR – no additions. Use/Maintenance of oxygen tanks – no additions
Use of gloves – no additions

3.6 Policy Review - 2.5.1.- Behavioral Management

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions - Fall Clean up safety. Stephanie is leaving the health and safety committee so another office staff may join.

NEXT MEETING – October 28, 2015 at 1:30 pm.

YOU ARE INVITED TO JOIN US FOR OUR HALLOWEEN CELEBRATION



COME JOIN US FOR SOME SPOOKY FUN,
DON'T FORGET TO WEAR YOUR COSTUME
AND ENTER THE COSTUME CONTEST

11 AM TO 2 PM

OCTOBER 29th, 2015

6021 MADIGAN DRIVE NE
(SMALL HALL)

PLEASE RSVP BY OCTOBER 26, 2015 @ (403) 219-0503

****Please note that only light snacks will be served
so please bring your own lunch**