

# ICE PAGE

CALGARY

2013

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## Health and Safety Meeting

Sept. 18th, 2013 @ 1:30 pm

## RPAC Meetings

Sept. 19th, 2013 @ 1:30 pm

## Team Leader Meeting

Sept 4, 2013 @ 1:30 pm

# ECAT

Employee & Client  
Assistance Team

403-819-0583

after office hours

## TIME SHEET HAND-IN:

### September 15th, 2013

For all shifts worked between Sept. 1st and Sept. 15th, 2013

### September 30rd, 2013

For all shifts worked between Sept. 16th and Sept. 30, 2013



## Employee Spotlight

### Sharon

Sharon started working for ICE just this past year but she has already proven herself to be a valuable employee. Sharon came across an online ad for ICE and after researching a little bit about the organization was very impressed by the company's professionalism and sense of "family". She now reports that her first impressions about the company were sound and says that ICE truly promotes employee education, open communication and a positive supportive work environment.

According to Sharon her first love is her family. She is the proud mother of two children. Her family loves to travel and explore new places, either in Canada or other countries. One of the most recent and memorable trips that the family took was to Turkey to visit Sharon's brother.

Sharon has a strong business background and a wealth of experience as a business owner. During her work history she has owned a travel agency, a catering truck and a chicken farm. She also volunteered in a position as Director of Airdrie Chamber of Commerce and the Association Secretary for Airdrie Women in the Small Business Association. After working in highly competitive business ventures for years Sharon was ready for an employment change and wanted to work with people in a more meaningful way. This search led Sharon to her current role as an ICE community support worker.

At ICE Sharon has been supporting two clients out in the community and has done some relief work as well. She has assisted one client to obtain a volunteer position and also helped this individual to forge some new community relationships. Currently Sharon is transitioning to begin work with a new individual. She is very eager to learn new skills and has attended various

workshops offered by ICE to expand her knowledge in the field. Sharon is a responsible and reliable employee and it has been delightful to see how quickly she has developed her skills and how she has adapted to meet her client's needs. Sharon has a true passion for making a difference.



# Client Success Story



## Chandra

Chandra is a vibrant and determined young woman with an adventurous spirit and this has been an exceptional year for her. In the spring Chandra was contacted by the Canadian Paraplegic Society and they introduced her to Morrie. Now recovered, Morrie, like Chandra had previously experienced injuries that affected all four of his limbs. He was looking for a partner who was up for the challenge of completing in the Great White North Half Iron man triathlon. This event involves

over 100 km of swimming, biking and running. Chandra was excited to participate and together she and Morrie selected the team name, "Kwadsquad," and started training for the event. They worked hard; training in all kinds of weather for three months to prepare for the half iron man. Despite a mechanical problem with the bike on race day, Chandra and Morrie finished the race in 8 hours 15 minutes. An impressive feat! They didn't stop there, either. On August 26th, they ran the Edmonton Marathon, a 41 km run and finished in 4 hours and 29



minutes. ICE support staff for Chandra are busy behind the scenes. They help

her organize for events, assist with travel and check in as she competes to offer support as needed.



Chandra has completed several complex surgeries in order to walk and her diligent efforts recently won her the approval for a special walker. When Chandra first started to walk with the walker this spring, it took her 1 hour to walk 100 meters, now she is walking 400 meters in about 45 minutes.

Chandra's next goal is to walk in the CIBC Run for a Cure on October 6th. She is determined to complete the walk and is training hard for it. Congratulations, Chandra, you are an inspiration to us all!

**ICE offices will be closed**

**Monday,**

**September 2nd, 2013**

**for the Labour Day Holiday**



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

**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**



## POLICY REVIEW

### 2.3.6 P.D.D. RISK ASSESSMENT

P.D.D. has a client risk assessment document which includes the identification of risks, potential consequences, likelihood of occurrence, risk rating, mitigations, and recommendations to minimize risks. This document may be completed and provided to I.C.E. at the point of intake. Existing clients that require a risk assessment will be completed by agency staff. Completing a risk assessment is a formal process and needs to be coordinated to include members of the client's support network for accurate information gathering. I.C.E. will complete risk assessments, as required, using the P.D.D. template. Amendments to existing assessments will be completed as needed. Assessments will be reviewed by agency personnel as part of the client orientation.

I.C.E. management will determine if a risk assessment is required for a client based on historic and current behaviours of concern.

I.C.E. management will complete the risk assessment process which includes facilitating the risk assessment meeting and preparing the risk assessment document.

The completed document will be reviewed by the President for final approval.

A review of the information will determine if a client is identified as O.H.&S. (Occupational Health and Safety) risk, Level A, or Level B. Level descriptions are defined in P.D.D. policy.

Completed and revised risk assessment documents will be forwarded to P.D.D.

Risk assessments will be reviewed at annual planning meetings and amended as required.

Risk assessments are scanned into I.C.E.'s computer system for access by agency personnel who will train/orient employees to the risks and control measures. Risk assessments are filed in client files at the office.

A copy of the risk assessment document is copied into the site specific section of the orientation manual in residential programs. Relief to residential programs must sign in the site specific section of the orientation manuals to verify they have read this information.

Amendments will be required

- If there is a significant increase in CI/GIs
- Control measures for a behaviour of concern are no longer effective and formal planning is required.

- A client exhibits new behaviours of concern and these risks have previously not been identified.
- The information documented in the risk assessment appears to be inaccurate based on what is observed once support services are provided by I.C.E.
- A client exhibits medical symptoms that pose a risk to themselves or others and require intervention and future planning.
- Recommendations are provided by external professional resources.

#### Orientation /Training

Once a P.D.D. risk assessment is complete, the information must be provided to employees. Risk assessment orientation/training will be completed by designated personnel.

Employees who provide direct client support may train other support staff, such as relief or a newly hired regular team member. A supervisor must provide approval of the ability of staff to complete the risk assessment orientation.

When a Booking Coordinator or ECAT supervisor books relief for clients who have been classified as "A" or "O.H.&S" risk, the program manager is to be contacted to determine who will provide the orientation. For these clients training must be provided in person either at the program or at the main office. Employees will then sign a staff development participation form. In a residential program staff development participation forms are available at the residence. When the form is completed it is to be provided to the main office either by fax or hand delivered to the program supervisor. The staff development participation form is to be filed in the employee's file and the information is entered into CViews.

Training for clients with a "B" designation will also be provided in person whenever possible, but may be provided when necessary over the phone.

Training includes a review the risks as outlined in the document and the controls implemented by the agency.

Controls may include positive approaches, protocol documents, positive and /or restrictive procedures documents, assistive technology/environmental interventions and/or medical interventions. These controls will be identified in the risk assessment; however specific instructions on how to use the controls will be explained in supporting documents such as Positive Approaches, Planned Positive Procedures (P.P.P.), Planned Restrictive Procedures (P.R.P.), and routines, etc. as per I.C.E. policies and procedures. The supporting documents are available to employees and will be reviewed with the assessment tool as part of the orientation.



## ICE Calgary Congratulates Long Term Employees!!!



STAFF	YEARS	DATE
Annette I	13	Sept. 22nd
Elaine M	12	Sept. 24th
Theresa W	9	Sept 16th
Stephanie N	8	Sept 6th
James M	5	Sept 18th
Abby I	1	Sept 6th
Ninette I	1	Sept 21st

## TRAINING

### PET

Sept 10th and 11th  
9 am - 5 pm

As described on the ICE website

### PET

Sept 26th and 27th  
9 am - 5 pm

As described on the ICE website

### Promoting Safety

September 17, 2013

9 am -12 noon

or

1 pm - 4 pm

## 2013 Internal COR Audit

The 2013 internal ICE Certificate of Recognition (COR) Health and Safety Audit will take place September 9<sup>th</sup> – 27<sup>th</sup>, 2013. Three regions of the province: Northwest / Grande Prairie, South (Lethbridge) and Edmonton will be involved in this year’s audit. Internal ICE COR auditors, Greg Lane and Corinne Stasiewicz will complete 9 office / community site observation tours as well as over 70 Health and Safety interviews for this important process. Achievement of a Certificate of Recognition shows that a company has an excellent safety record and is constantly trying to improve it.

After on-site audit activity is completed the information gathered will be summarized into a report covering eight key areas of an effective Health and Safety program. The report summarizes areas of strength and identifies areas where employee health and safety may be further enhanced at ICE. The completed audit document is first submitted to the Continuing Care Safety Association (our certifying partner under the direction of Partners in Injury Reduction, Govt. of AB.) for review and approval. Once approved the annual COR report will be made available to all ICE employees. (The 2012 COR report is currently available for review in the Health and Safety Binders at ICE residential programs and ICE offices. We received a mark of 95% on last year’s internal audit.)

COR audit recommendations from each year’s report are used by ICE management to further enhance the company’s Health and Safety performance.

## Best Wishes for a Happy Retirement!



We would like to take this opportunity to share with you the news that Elaine Manser is retiring from Independent Counselling Enterprises after 12 years of service. We will miss her wisdom and insight but, most of all we will miss her company.

Elaine has always been a dedicated and valuable member of our team. Her efforts and achievements were appreciated by everyone. We will find it hard to replace her blend of skills, experience and good humor.

Thank you, Elaine, for the fun and friendship and for always making each day easier. On behalf of I.C.E. we wish you a very long and happy retirement.

## Calgary ICE Moments!

### *August Incentive Thank-you Card Draw Winner!*

**Annette Izon** received a thank you card for recognizing a potential hazard for the building which houses three residential ICE homes. She reported the improper disposal of a propane tank and contacted the fire department who then disposed of the tank properly.

### Other Thank-you Cards Received for August's Draw

**Irene Dixon** received a thank you card for setting up the office in a residential home that moved.

**Honora Wharry** received a thank you card for reporting an incident with a client that occurred prior to her shift.

**Elizabeth Seidlitz, Jody Hunter, David Abatan, John Van Kasteren and Annette Izon** all received thank you cards for assisting in the move of the residential home they work in and making sure everything went smoothly.

## EMPLOYEE REFERRAL INCENTIVE PROGRAM

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!



## Health and Safety Minutes

### Meeting - July 24th 2013

#### AGENDA TOPIC STANDING ITEMS

##### 3.1 A) Review of Regional Health and Safety Meeting Minutes Calgary- July 24<sup>th</sup> Mtg. Minutes:

###### Edmonton:

April 24, 2013

Staff completed grocery shopping with clients. Ten days passed then a report was made by the employee to the ICE supervisor re back pain.

###### **Recommendations:**

As per Occupational Health and Safety legislation all workers in the province are required by law to report work related injuries or health concerns immediately after they happen. ICE policy requires incident reports to be submitted within 24 hours. Late reporting is detrimental to both staff (potential injury for others, further injury/delayed recovery for the staff involved) and the company.

Staff must understand their own capacity and if asked to perform tasks beyond their abilities they are required to inform a supervisor so that alternate arrangements may be made to complete the work. (Other staff/ clients complete or assist with grocery shopping (lifting and carrying), shop at stores with "carry out service", request that cashier pack individual grocery bags to a light weight, carry or lift fewer items, use a cart.)

No Further Recommendations

May 14, 2013

A client (with symptoms of dementia) was sent home from their day program due to agitation. The client agitation progressed to loud crying and grabbing at the staff's arm which was bruised and scratched. Client later calmed. Staff had followed Positive Approaches in place and had tried (with limited success) to maintain a safe distance and use their PBI. Complete staff team has had Dementia training. (A functional assessment is underway for this client.)

###### **Recommendations:**

Continue with RPAC and follow psychiatric recommendations. Continue to actively review and practice PBI. Ensure client nails are trimmed regularly (while client is in a positive mood). Wear clothing with sleeve protection to avoid scratches when client is agitated.

No Further Recommendations

May 22, 2013

A client was in the community during the day. He collected and cashed in bottles that he had collected while out. With the money the client purchased 24 cans of pop and 12

bottles of water. The client proceeded to drink pop after pop (as per his obsessive compulsive tendencies). When the staff attempted to redirect him from consuming so much pop in relation to concerns for his health, he became agitated and angry. The client then struck the staff on the shoulder as they sat on the couch. Client currently has positive approaches in place.

###### **Recommendations:**

RPAC is presently involved in the review of this client's behavioral incidents of aggression. The client's current positive approaches may be revised and additional measures put in place to avoid such power struggles in the future. RPAC recommendations should be followed. A refresher of PBI training is also recommended for the staff / team. Staff need to assume an active stance (on their feet) as soon as the first signs of client agitation arise.

No Further Recommendations

###### South:

No Minutes available to review

###### Grande Prairie / Northwest:

No Current Incidents

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

###### Edmonton:

June 3rd, 2013

Client returned to their residence in the evening with an unknown individual. The client said he and this person (friend) were going to a movie together. The client had supper with his friend then staff observed the client pushing the friend out the door. The client told staff that the visitor was drunk and asked staff to call the police. Staff told the client to stay inside and refused re-admittance to the visitor. The visitor left.

###### **Recommendations:**

Staff to follow procedures outlined in ICE Policy 3.5.7 Visitors Contractors regarding unknown visitors. Call 911 as necessary for emergency situations.

Meet with clients to review safety expectations surrounding visitors to the residence. With involvement from the residents and their support networks (guardians) write up a client/ house/ roommate agreement re friends/visitors. Review the household agreement regularly with clients.

No Further Recommendations

South: Minutes unavailable to review

Grande Prairie / Northwest: No Current Near Misses

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

No Current Incidents

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

July 15, 2013

At a residence the patio door came off the track and fell, staff caught the door before it hit the ground. Landlord was contacted.

Recommendations: Have door repaired immediately and complete regular inspections and cleaning of the track. Near Miss Investigation Completed

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

6.1-6.8- Emergency Response

##### 3.5 Review of Master Hazard Assessment and Control Document Pages 53-56

Exposure to Personal Scented products and Deodorants- Add under safe work practices, in an office setting put up postings when an allergy/sensitivity is present

###### Edmonton

Reviewed General Section – Housekeeping (Pg 24)

###### Calgary -

Client support with seizures- Add training- outside epilepsy organizations accessed for additional training. Contact with visitors, contractors or strangers at office or residence- Add resources- home invasion in Health and Safety Binder Blood and Bodily fluid exposure/ clean-up – Add Training- influenza awareness,

Add Equipment- use of PPE

South - Reviewed Pages 20-22.

Grande Prairie / Northwest - Reviewed pages 23-26,

3.6 Policy Review -The committee reviewed the changes to the following policies:

2.1.1, 2.1.6, 2.3.6, 2.3.8, 2.3.12, 2.3.14, 2.4.3, 2.5.1, 3.1.3, 3.5.8 and 4.42

#### 4.0 OTHER BUSINESS

4.1 ICE Page Health & Safety Article suggestions – home invasion and review of policy 3.5.7

4.2 There will be some upcoming promoting health and safety training sessions scheduled

NEXT MEETING - September 18th, 2013 at 1:30 pm at the ICE office.

## You are invited to our Farewell to Summer BBQ!

This will also be your opportunity to say goodbye to Elaine who will be retiring September 12, 2013.



**THURSDAY, SEPTEMBER 12, 2013  
11AM TO 3PM**

**MARLBOROUGH PARK COMMUNITY  
CENTER  
6021 MADIGAN DRIVE N.E.  
SMALL HALL**

**We will be serving BBQ Beef on a Bun, Coleslaw and Baked Beans  
Please call to confirm attendance by  
September 6, 2013 at (403) 219-0503**

