

# ICE PAGE

CALGARY

2016

## Contents:

- ◆ **Creating Excellence Together** - Pg 2
- ◆ **Health and Safety Meeting Minutes** - Pg 3-4
- ◆ **Certificate of Recognition** Pg - 4
- ◆ **POLICY REVIEW - 3.5.2**  
**Assignment of Responsibilities** - Pg 6.

## Health and Safety Meeting

Sept. 21st, 2016 @ 1:30 pm

## RPAC Meeting

Sept 13th, 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:

### September 15th, 2016

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

### September 30th, 2016

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

## Making it Happen!

*Supporting Social Inclusion*

Chandra and Raminder are roommates who share an apartment in Edmonton with supports provided by ICE. They are busy, active women with diverse interests. Chandra takes computer courses and volunteers through Northlands. She has always been sports minded and recently volunteered at the Ultimate Volleyball Tournament. Raminder on the other hand likes yoga and country music. She just spent the August long weekend camping and



enjoying tunes at the Big Valley Jamboree. It was a surprise this February when the roommates discovered a common passion, they both love to play boccia!

Boccia is an indoor game of skill similar to bocce where players must throw or roll coloured balls as close as possible to a white target ball called the jack. The winner is the player or team with the most balls near the jack. This adapted form of bocce was first played by people with cerebral palsy but now includes athletes with other severe disabilities affecting motor skills. In 1984 boccia became a Paralympic sport and it is now played in over fifty countries worldwide.

With Chandra and Raminder always keen to explore new and interesting community activities, Becky, the ICE Team Coordinator had signed up for electronic notification of activities through a variety of community groups and associations including the Cerebral Palsy Sports Association (CPSA). It was through an email update from



CPSA that Becky heard about a fun four day boccia information event set up to recruit new players and referees. She suggested to Chandra to go and try it out.

Chandra attended the event's first day with Becky's support to see what boccia was all about and when she returned home she shared her enthusiasm with her roommate. Raminder became excited because she had played boccia in school and also liked it. With both women interested, arrangements were made to attend day four of the CPSA event. There they got to play the game and interact with local as well as visiting players from British  
*(cont. on page 2)*

Columbia who were there to demonstrate the game. After this event Chandra and Raminder both decided to join the Edmonton Cerebral Palsy Boccia league.

A highlight of their boccia year occurred in May when the Edmonton group were invited to play in a tournament in Medicine Hat. This tournament was partially sponsored by the Cerebral Palsy Association. Making the trip a reality was not without its challenges but the two women were keen on the adventure and so staff really wanted to make it happen. Becky set to work to arrange vehicles for the people and equipment required. She first tried to rent a van to transport the wheelchairs and equipment but found the available vehicles were all too small to meet their needs. Becky didn't give up but asked around looking for a solution and luckily Chandra's former Triathlon partner from the Kwad Squad was willing to lend a trailer for this purpose. Four players and three ICE staff as well as volunteers and staff from the Cerebral Palsy Association attended the three day boccia event in Medicine Hat May 12th – 15th, 2016. Chandra and Raminder had a wonderful time sharing camaraderie with friends and competitors, playing boccia, shopping and just relaxing in their hotel. Chandra even came home with a medal from the tournament!

Chandra and Raminder are looking forward to watching the boccia competition at the World Paralympics in Rio on television. They are staying in touch with their boccia friends by Facebook over the summer and look forward to seeing them weekly at the league this fall. Starting in September friends, family and interested community members are welcome to come and watch the games and even to join in for some friendly fun!

### Employee Spotlight - Becky Litke

Becky has been a valued employee of ICE for 13 years and for many of those she has been in a Team Coordinator role at Chandra and Reminder's residence. The two women enjoy being active and Becky notes she loves to see the looks on their faces as they experience life. She says the ladies always challenge her and they all just have so much fun together!

Becky would like other staff to know that many community organizations are welcoming to persons beyond their specific target group such as the CPSA. She encourages staff to not be afraid to explore such options.

Thank you Becky for your limitless enthusiasm!



**Photo:** Becky (center) with Chandra (left) and Raminder (right).

### 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

### CREATING EXCELLENCE TOGETHER

#### What is Creating Excellence Together (C.E.T.)?

C.E.T. is a set of standards that each agency in Alberta who provides service to people with disabilities must meet. The standards were developed by the Alberta Council of Disability Services (A.C.D.S.) The council includes agency representatives and stakeholders such as individuals and parents.

The C.E.T. Standards are the provincial benchmark for assessing the three main components of an organization's operations.

- Programs that ensure individuals have quality of life,
- The quality of service needed to provide and maintain quality of life for the individuals,
- All aspects of the organizational framework (Policies and Processes).

C.E.T. standards are measured through an on-site visit conducted by paid team leaders and volunteer surveyors, all with work experience in the field of community rehabilitation. Each agency is visited or surveyed every three years. The next C.E.T. survey for ICE is **June 2017**. Look for information in the coming months on additional CET topics.

**Health and Safety Minutes  
Calgary - Health and Safety Meeting -  
July 26th, 2016**

**3.0 STANDING ITEMS**

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

Edmonton: June 1, 2016 meeting minutes  
**May 13th, 2016- 10:00AM**

Staff was helping a Team Coordinator move furniture in a program. A client became agitated and bit one of the staff.  
**Recommendations:** Ensure all staff have been fully trained regarding risks associated with client supports. Review PBI procedures. Enhance advance planning to avoid client agitation, i.e. book another staff to take the client out/ provide support to the client during completion of such tasks.

Incident Investigation to be completed.  
No Additional Recommendations.

**May 23rd, 2016- 4:45PM.**

While a relief staff was on shift the client became agitated and the client told the relief staff to, "Get out". The client then started to act aggressively towards their roommate, when the staff intervened the client scratched the staff.

**Recommendations:** Staff to review training (PBI) and always maintain a safe distance to avoid injury. Review and follow the client's Positive Approaches.  
Incident Investigation to be completed.  
No Additional Recommendations.

South: June 7, 2016 meeting minutes  
No Current Internal Incidents

Grande Prairie / Northwest: June 9, 2016  
No Current Internal Incidents

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

Edmonton- June 1, 2016 minutes  
**May 25th, 2016-**

Client was being transported in the vehicle in the back seat. They became agitated and took off their seat belt; as soon as the staff noticed this they pulled the car over. Staff was able to redirect client and the trip continued once the client was calm.

**Recommendations:** Plan ahead to have and use some safe and interesting redirection items in the car; i.e. music or radio, sensory items etc. Look into using

external transportation systems such as DATS rather than transporting client.  
Incident Investigation to be completed.  
**Additional Recommendations:** Review with staff policy 2.4.5 Use of staff vehicle, which states no driving within 3hours of a client escalation.

**May 25th, 2016- 12:15PM**

A client came to the reception desk at the ICE office and requested to speak with his manager. His manager at the time was unavailable in a meeting so the client was asked to wait. The waiting period became extended and the client became angry, shouting and damaging the courtesy phone. The incident happened while the regular receptionist was away and cover-off staff were at reception.

**Recommendations:** Enhance office emergency procedures and training for all individuals who complete reception cover-off. Ensure reception staff know how and when to take steps to proactively problem solve before events escalate.  
Incident Investigation to be completed.

South – June 7, 2016 minutes  
No Current Near Miss Incidents

Grande Prairie / Northwest – June 9, 2016  
No Current Near Miss Incidents

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

**June 6, 2016-** A client was in the hospital waiting for medical procedure. The person was getting agitated as she dislikes hospitals and waiting for prolonged period of time. A nurse asked staff to assist with measuring client's temperature. Staff was in close proximity to the client who then attempted to hit staff. Staff was able to block the hit and remove herself from the room.

**Recommendation:** Staff instructed to be there for moral support and not to perform nursing duties. Staff to provide client with activities to do, when waiting for medical appointments/procedures.

**June 14, 2016-** Staff was injured while at the Cineplex theatre watching movie with a client. Staff was struck on the back of the lower neck area by the child sitting behind her.

**Recommendation:** Staff to be more aware of the surroundings. Staff encouraged to sit at the top seating area with no people behind.

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

**June 2, 2016-** Staff and client were seated at the library. A metal object fell down near them from the ceiling.

**Recommendation:** Staff and client reported to library management and moved to a different area. Utilize hazard ID card and check surroundings for possible hazards.

**June 7, 2016-** Staff was in the client bedroom and noticed a broken window handle, that would prevent it from opening. It is unknown when and how this happened.

**Recommendations:** Staff reported problem to landlord and handle was fixed the same day. Complete regular inspections to make sure handles are visible and in working condition.

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

- Reviewed Element 5 – Qualifications, Orientation and Training
- Review of Master Hazard Assessment and Control Document

**3.5 Hazard Assessment And Control Document -** The Committee reviewed HACD Working with High Behaviours section pages 4-11, for items that should be in the section specific to non-residential work.

Aggression towards property- Remove safe house, sharps, meds, cleaners. Change use of PPE to proper shoes.  
Sexual behaviours – Add utilize emergency numbers on hazard ID card, stay in populated areas.

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

**Edmonton**

Reviewed pages 10 – Outdoor Activities and Pages 11& 12 Accessing Community.

**South**

Reviewed Pages 20-24.

Use of microwave – suggest making hazard probability a 3 to be the same as staff use of household appliances.  
Committee feels that these two activities carry the same probability of injury occurring.

Use of gas stove – Committee feels that the frequency of exposure should be changed because if there is a gas stove in the home then it would likely be used daily.

*Health and Safety Minutes cont.*

### **Grande Prairie:**

Reviewed the HACD Working with High Behaviours.  
Pages 18-20. Reviewed the HACD Office Related Work.  
Pages 1-3.  
Suicidal Behaviours  
Meetings/Communication

### **3.6 Policy Review - Reviewed:**

2.4.5 – Use of Staff Vehicle  
3.8.6 – Dress, Hygiene and Grooming

### **4.0 OTHER BUSINESS**

ICE Page Health & Safety Article suggestions – Severe weather and thunder storms

NEXT MEETING – Sept 21st, 2016 @ 1:30pm.

### **ICE offices will be closed**

**Monday, September 5th, 2016**

**for the  
Labour Day Holiday**



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

### **ICE 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!**

## **Certificate of Recognition (C.O.R.)**

Our annual C.O.R. audit is set to start September 26th. This year's audit will be completed in Lethbridge and Edmonton by four certified internal C.O.R. auditors. It will involve interviews with over 78 ICE staff as well as workplace observation tours and contractor interviews. This process is important to ICE management, employees, clients and community partners.

**What is the COR program all about?** A Certificate of Recognition (COR) is awarded to employers who voluntarily develop health and safety management systems that meet established standards. Certificates are issued by the Alberta government and are co-signed by the Alberta Association for Safety Partnerships. Achieving and maintaining a valid COR allows employers such as ICE to qualify for financial incentives through the Worker's Compensation Board's Partnerships in Injury Reduction program.

ICE management develops vision of what health and safety should be for our company in order to manage risk. ICE has chosen to participate in the Certificate of Recognition (C.O.R.) Program to ensure continuous improvement of our Health and Safety systems. We have maintained our commitment to this goal and our COR certification for over 10 years.

### **What are the benefits of having a COR?**

Having an effective health and safety management system in place assists to minimize injuries and illnesses to employees involved in the work of ICE.

Achievement of a Certificate of Recognition demonstrates that ICE has excellent Health and Safety systems in place and is consistently striving to improve them.

### **What happens after the audit?**

The on site audit is only the first step in the C.O.R. process each year. The real work begins after the audit. From the audit information a comprehensive report is generated and submitted for approval to the Continuing Care Safety Association. The ICE C.O.R. audit report identifies areas where the company's Health and Safety Management System can be improved and then the work begins to address these areas. Annual C.O.R. action plans may involve development of new safety procedures, additions or revisions to policy and/or documentation and training initiatives. The C.O.R. action plan that ICE has been working on since October 2015 was shared with employees in the 2016 May and June ICE pages.

(These remain available for review on line at [www.icenterprises.com](http://www.icenterprises.com).)

# Calgary ICE Moments!

## August Incentive Thank-you Card

**Draw Winner**  
**Destiny Iyamu**



Destiny Iyamu received a thank you card from his Supervisor for the extra time and effort he put in to helping with a residential home move and his consistent support and dedication. He won a set of pots and pan

### Other Thank-you Cards Received for the August Draw

Maxine Bailey and John Van Kasteren received thank you cards for their extra time and effort to help with a residential home move and assisting the clients with the transition.

Anamarie Burgonio received a thank-you card for her extra efforts with a client's program.

Stephanie Nordin received a thank you card for assisting a new co-worker to get acclimated to their position and supporting them with extra training.



## TRAINING

### *Pre-Employment Training (PET)*

Sept. 27th, 28th and 29th 2016  
9:00 am - 5:00 pm

### **PBI**

Sept. 30th, 2016, 9:00 am - 5:00 pm

### **Promoting Safety**

Sept. 8th, 2016, 9:00 am - 1:00 pm

*Courses as described on the ICE website*

### **Sexuality and Relationships** *(for clients)*

Sept. 19th and Sept 26th, 2016  
10:00 am - 12:00 noon.

In-service presented by the Calgary Sexual Health Centre.  
(This course will be held on Monday's for 5 weeks.)

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

Staff	Years	Date
Diane S.	13	Sept. 22, 2016
Mussie G.	12	Sept. 16, 2016
Theresa W.	12	Sept. 16, 2016
Stephanie N.	11	Sept. 6, 2016
James M.	8	Sept. 18, 2016
Abiola I.	4	Sept. 6, 2016
Jasmine H.	4	Sept. 25, 2016
Edwin J.	3	Sept. 11, 2016
Stanley P-T	2	Sept. 12, 2016
Aji M.	1	Sept. 3, 2016
Maryna K.	1	Sept. 24, 2016
Shelly R.	1	Sept. 24, 2016
Kendra F.	1	Sept. 25, 2016
Elizabeth S.	1	Sept. 25, 2016

## Policy Review

### 3.5.2 ASSIGNMENT OF RESPONSIBILITIES

#### The Employer has a responsibility to ensure:

- Health and Safety leadership is visible and demonstrated through organizational health and safety standards, goals and objectives.
- Every reasonable precaution is taken for the health and safety of employees and others present at ICE work sites.
- Employees are aware of their responsibilities and duties under legislation.
- Written health and safety policies are in place, available to employees and compliant with applicable legislation. ICE completes a formal policy review every three years.
- Hazard identification, assessment and documentation is completed for existing and potential hazards and updated ongoing. Methods are provided to control or eliminate hazards identified.
- Effective claims management in the event of an employee injury
- Employees are involved in workplace hazard identification and assessment and in the control or elimination of hazards identified.
- Employees are informed and receive training regarding hazards in the work place.
- Provision of information, instruction, training and adequate supervision to employees to ensure their health and safety.
- Regular inspections of worksites including equipment, materials and protective devices. Corrective actions will be taken as required.
- Incidents are reported, investigated and followed up with corrective actions as required.

- Establishment and support of a Health and Safety Committee.

#### The Supervisor has the responsibility to ensure:

- That the employee complies with the agency's health and safety regulations.
- That the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.
- That the employee practices Standard Precautions.
- The employee is advised of any known or foreseeable safety and health hazard in the area where the employee works.
- Provision of written instructions, when required, about measures and procedures to be taken for the employee's protection and control of hazards.
- Every reasonable precaution has been taken for the protection of the employee.
- To work in compliance with the agency's health and safety regulations.
- To respond in a timely and effective manner to employees that decide the skill requirements for service provision exceed what they are able to safely do.
- To ensure the employee has the appropriate medical / behavioural training prior to working a shift.

#### The Employee / SHO has the responsibility to:

- Know their responsibilities and duties under legislation.
- Work in compliance with the agency's health and safety regulations.
- Practice Standard Precautions.
- Use or wear any equipment, protective devices or clothing

required by the employer/ regulations/ legislation.

- Report any known workplace hazard to the employer / supervisor.
- Report any known equipment or protective device that may be dangerous, missing or defective to the employer / supervisor.
- Work safely and not use or operate any equipment in a way that may endanger any worker.
- Not remove or disable any protective device.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger. In the event of an injury the employee will follow all agency policies and procedures.
- **Refuse work that the employee / SHO feels is a threat to his / her health and safety. This will be without penalty to the employee.** The employee is to ensure the immediate safety of clients / others / themselves and immediately contact their supervisor or after hours an ECAT supervisor to report the hazard and seek further direction.
- Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the work the employee can safely complete.

#### The Visitor/Contractor has the responsibility to:

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.
- To work safely and do nothing that increases the normal hazards to clients or employees of I.C.E. (**See Policy 3.5.7 Visitors / Contractors**).
- Inform I.C.E. of any uncontrolled hazard observed.

Updated October 2015