

ICE PAGE

EDMONTON / NORTHEAST

2013

Contents:

- CLIENT SUCCESS STORY... PG 2
- POLICY REVIEW.....PG 3
- SEASONAL ALLERGIES..... PG 5

TIME SHEET HAND-IN:

April 15th, 2013

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

April 30, 2013

For all shifts worked between April 16th and April 30th, 2013

Health and Safety Meeting

April 10th, 2013 @ 1:30 pm

Team Leader / Team Coordinator

Meetings April 3rd, 2013,
9:30 am and 1:30 pm

RPAC Meeting

April 17th, 2013 @ 2:00 pm



ECAT

Employee & Client
Assistance Team

780-461-7236
after office hours

Employee Spotlight

Jeff

Jeff has been an employee with ICE for over 2 years. His interests include history, reading, camping and movies. He was looking for a change in his previous career when a friend told him he might be good at working with people with developmental disabilities. That friend has proven to be right. Jeff is now supporting two different individuals with ICE in a non-residential program and a weekend respite position as well as helping with relief shifts.

Jeff excels at understanding the people he supports. He is able to discover their interests and help them plan activities around these to create meaningful programs. He says his favorite part of his job



is the interaction between himself and his clients. He also enjoys having new experiences and doing things he may not get to do in another type of employment. One example of this is supporting individuals to attend their Special Olympics activities.

One of Jeff's most appreciated skills is his ability to remain calm in stressful situations. ICE would like to recognize Jeff for his recent involvement with a crisis situation. Jeff came to the aid of an individual in a medical emergency swiftly and effectively. He was able to keep a level head and did exactly what he had been trained to do. Jeff is a valued employee.

Client Success Story

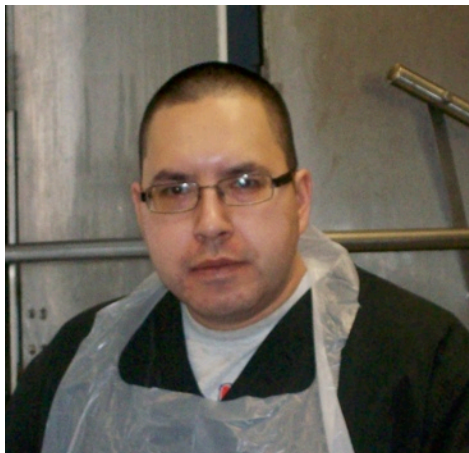
Charles

Charles has been with ICE since 2006 and during this time he has lived in the same ICE support home. ICE also supports Charles in the community during the week. Charles likes to keep his staff busy. They are out in the mornings for a visit to the Multiplex for a walk and then jump in the pool to cool off. In the evenings Charles and his staff enjoy catching a movie and spending more time at the Multiplex. Charles' staff has helped him to maintain a positive and busy schedule that has allowed him to overcome some personal challenges.

Charles ICE support home operator has assisted Charles in exploring his

native heritage. They take a yearly trip to the Lac St Anne Pilgrimage where Charles is immersed in the culture and traditions he enjoys.

Charles has found smudging to be very helpful to calm him when he is feeling overwhelmed. Charles is very proud of his background and he is interested in exploring it in further



depth. ICE staff is currently working on a plan to help Charles with this. In his time with ICE, Charles has had many successes. One of his goals was to retain paid employment. Charles has now been working independently four days a week at Swiss Chalet as a dishwasher. His supervisor says "He is an excellent employee because he is always on time and one of the nicest employees to work with". Charles takes pride in his job and it shows in his face when you ask him about work. This success is a huge accomplishment for Charles.

In his down time Charles loves listening to music, his favorite song is Da Da Da. He also loves to socialize. He has many friends who enjoy his funny and enthusiastic personality.

Important Reminders:

Employee Address/ Personal Information Changes

Employees are required to inform ICE whenever there are changes in their personal information affecting their employment such as their phone number and home address, Update forms are available at ICE reception for completion and submission.

Why is this important to you as an ICE Employee? Information changes impact ICE processing systems for pay (payroll), receipt of tax forms (T-4's) and Registered Retirement Savings Plans. For example as per Policy 3.4.5 Payroll Processing, #12 – "There will be a waiting period of up to 2 weeks to have a T4 reissued if the employee is responsible for the reissuing i.e. the T4 was lost or the employee failed to provide payroll with the current address."

Employee Timesheet Signatures

Employee Time-sheets record work hours claimed for payment by employees and these legal documents must be signed. Recently there has been an increasing concern with time-sheets being submitted without employee signatures.

Why is this important to you as an ICE Employee? Failure to sign off on time-sheets slows the payroll process as valuable time is spent tracking down employees to collect missing signatures. Submission of incomplete time-sheets is a performance concern.

Please submit employee information changes as soon as possible and ensure you sign your time-sheets.

Thank you for helping to keep our pay systems effective!

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

1.1.3 OUTCOME MEASURES

General information

The agency's philosophy (**policy 1.1.2**) establishes what components are measured and evaluated for continuous quality improvement to sustain excellence in service provision.

The agency's documentation system is the most essential tool to assist in the collection of outcome measures for employee performance and training, effective health and safety protocols and an overall consistent and excellent service delivery. The policy manual and various operations manuals clearly specify and provide details of the documentation required, who is responsible and follow-up required.

For the purpose of outcome measures the agency will formally document and review **agency, residential and nonresidential goals** for each region. What is encompassing under each of these areas will be addressed below. Prior to agency SWOT meetings, CET or other accreditation processes a summary of each will be provided from information collected during monthly telephone conferences with management. Refer to Master forms binder section A for the forms used for documenting outcome measures for each of these goal areas. Regional Managers/Managers or the appropriate designate in each region will be responsible for these summaries.

Outcome measures are documented in the above three areas on a regular basis, in accordance with agency policy and procedure, and then reviewed and evaluated through various team and managerial meetings. Recommendations are established and implemented to further facilitate improvements in service provision, health and safety and employee competencies.

Description of Goals

Agency Goals : This will include information on the following:

- Total hours of service billed per month per client and compared to total hours of approved funding available.
- Review of COR score (as applicable) and WCB stats as it pertains to employee safety.
- Review of agency SWOT goals and what was achieved.
- Review of CET as applicable.
- Review of employee mandatory training.
- Review of client behaviour plans and RPAC involvement.

Residential Goals: This will include information on the following:
Progress on **client goals** to determine percentage achieved.

Client health and safety will be reviewed by documenting number of EQAs, random inspections and monthly safety inspection checklist (the latter also includes fire drills, emergency drills, water temperature charts for the home and for client bathing/showering and the inventory list for the emergency preparedness kit.

Review of client/guardian satisfaction with service as reviewed at annual planning meetings.

Nonresidential Goals: This will include information on the following:

Progress on **client goals** to determine percentage achieved. Client health and safety will be reviewed by documenting number of random inspections.

Review of client/guardian satisfaction with service as reviewed at annual planning meetings.

Review of staff communication.

Updated October 2012



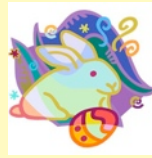
EMPLOYEE REFERRAL INCENTIVE PROGRAM

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!



March 6, 2013 - Sasha Nault, Susie Stephens, and Rhonda Leyte were presented with Health and Safety incentive mugs for their participation on the Edmonton Health and Safety Committee.

ICE offices will be closed Friday, March 29th, 2013 for Good Friday



and



Monday, April 1st, 2013 for Easter Monday

Please direct all calls to the
Employee Client Assistance
Team for these days.

TRAINING

Crisis Prevention Intervention Training (CPI)

Non Violent Crisis Intervention
(Two day workshop)
April 29th & 30 , 2013
9 am - 4 pm
As described on the ICE website

CPI: Non Violent Crisis Intervention - Refresher

April 30 , 2013
9am till 4pm
As described on the ICE website

Proactive Behavior Intervention (PBI)

April 11th & April 25th 2013
9 am - 5 pm
As described on the ICE website

PDD Safety Standards Inspections

Licensing Inspectors from the Standards
Compliance and Licensing
Branch of Alberta Health will be
completing inspections related
to the 8 PDD Safety Standards
at ICE Edmonton Residences
during the month of April, 2013.



COMMUNITY OPPORTUNITY!



MUSIC, MAGAZINES, BOOKS, MOVIES

The Edmonton Public Library (EPL) is celebrating its 100th Anniversary and offering Library cards for free as a gift from March 13th, 2013 to March 13th, 2014. Just visit any branch of the library with Identification (and proof of address).

On line sign up is also available.



Imelda Madronio was thanked by her manager for working hard to ensure that health and safety was maintained during an incident of client illness. Imelda was also thanked for attending specialized Health and Safety training. Imelda won a Nikon COOLPIX L25 digital Camera. Thank you for your diligence.



Niazul Kibria was thanked by his coordinator for working hard to support a client to keep their room organized and for positive contributions to the successful EQA at his residential program. Niazul was also thanked for keeping the sidewalk clear of snow and for preparing healthy meals for the clients. Niazul won a Crock-Pot 6 quart "Smart Pot" slow cooker. Your hard work is appreciated!

Renee Katongabo was thanked by the Chief Operating Officer for attending to a potentially risky client medication situation on a Saturday night. Renee won an Atlantic expandable 24 inch suitcase. Thank you for your help to alleviate the client's medical distress and your follow up efforts!



Seasonal Allergies

Spring time is typically a difficult time for people who suffer from allergies because of the increased amount of dust and allergens in the air. As the snow melts, snow mould is uncovered and grows. Spring cleaning and the start of the farming and gardening season also contribute to allergy symptoms.

Snow mould is a fungus that is found on top of grass after the snow has melted away. It is one of the biggest contributors to seasonal allergies. Once the snow begins melting, the spores from the mould are in the air and

anyone with sensitivity will develop symptoms. People may experience symptoms from spring to late fall. Pollen from flowering plants and grass are other allergens. Pollens are carried by the wind or insects.



The symptoms of allergies include sneezing, itching, nasal discharge, congestion and dry and scaling skin. In severe cases, allergies can cause asthma,

a chronic inflammatory disease of the airways. Allergies cannot be cured, but the symptoms of allergies can be reduced by avoiding contact with

allergens. Stay indoors during peak pollen hours (early to mid-morning). Clean your home frequently to avoid the build-up of dust and other allergy triggers. Keep the windows of your car and home closed. Wear a filter mask when mowing grass. In the fall, rake up and remove leaves to discourage the growth of snow mould over the winter. Change your sheets and pillowcases often. Avoid hanging your laundry outdoors as it may collect pollen. Avoid having too many household plants as mould thrives in wet dirt. If you need to go out on days when it's windy, consider an air conditioned venue for your activities. Take medications to treat/ prevent allergic reactions as recommended by your doctor.

Health and Safety Minutes

Meeting - March 6, 2013

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

Calgary: No new minutes to review.

South : No current Injuries

Grande Prairie / Northwest:

January 19 – Staff was arriving late for work and parked across the street from the program and went to cross the street expecting that a coming vehicle would stop for them. The vehicle was unable to stop and the employee was hit injuring their wrist.

Incident investigation completed.

Recommendations: Beware of surroundings. Park on the same side of the road as the destination, give yourself enough time to get to work without rushing, add parking behind the house to verbal orientations provided when booking a shift. **Additional Recommendations:** Check roadway in both directions before crossing the street. Do not assume that vehicles will (or are always able to) stop especially during winter conditions.

January 31 – A staff member went to move his car due to planned street snow clearing. He was rushing due to the team meeting having started. As he was backing into a parking area he hit another car and damaged it.

Incident investigation completed.

Recommendations: Not to rush when driving, use mirrors when backing up. Post dates in the residence office to notify staff in advance when streets are going to be cleared.

Additional Recommendations: Ensure desired parking spot is large enough to fit the vehicle. Drive slowly and with caution.

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

Calgary: No Near Miss Investigations

South: No Near Miss Investigations

January 19, 2013- Client and staff were crossing the street at a crosswalk where the walk light was flashing. They were almost hit by a vehicle that paused and then continued driving through the intersection. No injuries. Driver's license was reported and police were contacted. Road conditions were icy.

Recommendations: Awareness in surroundings, proper footwear, report to police & supervisor

Additional Recommendations: Wait until you are sure that the vehicles have come to a complete stop before proceeding to cross each traffic lane in front of them. Flashing lights, and/or seeing drivers pause or slow does not mean they will stop or even that they can stop under slippery winter road conditions.

Grande Prairie / Northwest: No incidents to review.

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

January 18, 2013

Worker was walking on a snowy sidewalk to a client's home when they slipped and fell.

Recommendations: Wear shoe grips (cleats) and walk with care and attention.

February 5, 2013

Worker was leaving the home of a client and slipped and fell on a step due to icy conditions and a sloping sidewalk.

Recommendations:

Ensure that workers are made aware in advance of shifts of the specific hazards for each work site (sloping sidewalk). Review with employees the necessity to report uncontrolled hazards prior to proceeding at locations with such issues. If reported in advance, hazards can be controlled (i.e. walkways sanded and salted) prior to workers completing their shift. In circumstances where seasonal darkness may prevent a clear view of hazards, workers are encouraged to carry a personal flashlight to enhance their ability to see these.

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

December 29, 2012

Client became inpatient while waiting to go to Tim Horton's to get coffee. Client attempted to strike staff but staff was able to dodge the blow and client did not make contact. Space given and PBI used. Planned Procedure followed.

Recommendations: Use a visual activity planner so that the client is better able to anticipate the schedule for their desired activity. Review incident at RPAC for further recommendations.

February 1, 2013,

A plumber was working on the water temperature gauges in a residential program. A tenant from the apartment suite above saw smoke (originating from this plumbing work) and called the fire

department. The fire department arrived quickly and safely resolved the situation

Recommendations:

Evacuate the building immediately when smoke or fire is observed/ reported. (I.E. even if the situation does not turn out to be dangerous staff need to model safe procedures and treat the situation at the minimum as a fire drill.)

Monitor external contractor activity on ICE work sites for safety. Have safety equipment readily available for use i.e. fire extinguishers. (Note: A Health and Safety memo was circulated to all ICE residential staff after this incident. The memo stressed the importance of monitoring contractors while they are working on ICE residential sites and identified potential hazards from plumbing work.)

3.4 Review of COR Audit and Action

Items – Section 4 Ongoing Inspections Discussion was held regarding COR audit recommendations for sections: 4.4, 4.6, 4.7.

3.5 Review of Master Hazard Assessment and Control Document

Edmonton

Recommendations for revision of the ICE HACD:

Working with High Behaviors – Physical Aggression, Suicidal Behaviors
Add – Engineering Controls – Use of Panic Alarm system for designated programs

Administrative Controls – Policy 3.6.5 Workplace Violence

Office Work

Hazards – Addition of “Techno-stress” to Psychological hazards in related to introduction of new technology. Addition of related controls including: instruments and equipment with user-friendly features and training sessions, office support.

General

Discussion on addition of Hazards and Controls related to impacts of aging on workers. Controls – use of equipment or additional supports for heavy work tasks such as yard work, flexible work arrangements and flexible hours.

3.6 Policy Review – Review of Policy 3.6.5 Workplace Violence

4.0 OTHER BUSINESS

4.1 ICE Page Health & Safety Suggestions – Snow mold & allergies, Spring cleaning

NEXT MEETING – April 10, 2013 @ 1:30 pm.