

ICE PAGE

EDMONTON /NORTH CENTRAL

2015

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Health and Safety Meeting

April 1st , 2015 @ 1:30 pm

RPAC Meeting

April 22nd, 2015 @ 1:30 pm



ECAT

Employee & Client
Assistance Team

780-461-7236
after office hours

TIME SHEET HAND-IN:

April 15th, 2015

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

April 30th, 2015

For all shifts worked between
April 16th and April 30th, 2015

Claudia

Employee Spotlight

Claudia has been an ICE employee since September 2014 and has had great success in the short time she has been with ICE. Claudia works in three different non residential programs in which she supports her clients with volunteering, exercising, and independent living skills. She has enabled each of the clients she works with to become more confident in their abilities and has even supported one client to organize and run a craft program for seniors!



Claudia moved to Lethbridge from Holland in 2007 with her family. She is also employed as an Educational Assistant for children with disabilities through Lethbridge School District. When she is not working, Claudia enjoys traveling with her family in their motor home, reading, and going for walks with

her dog. She is a fun loving person with a positive personality.

Claudia says her favorite part about ICE is the people. She loves working with our clients and enjoys seeing them gain confidence. Claudia loves to help people believe in themselves and is excellent in doing so.

Claudia and her clients have been able to complete many goals in the short time she has been with ICE and are looking forward to more great time together. Her positive, patient, and optimistic personality is what has brought such success to the programs she works in. Thank you for your dedication to our clients, Claudia.

Client Success Story

John

John is a hard working man receiving support services from ICE in Grande Prairie. John generally has several jobs on the go. He is currently working at the Best Western Hotel, a job he has had since 2007. He also works at the bottle depot in town and last year succeeded in independently gaining additional employment at Dollorama one day per week. This January he celebrated his one year anniversary in the Dollorama position.

John enjoys a full work schedule picking up shifts as many days per week as he can. He is proud of the work he does and enjoys sharing stories about his experiences with others.

John also loves to participate in sports of all kinds. He currently is on the Special Olympics (S.O.) bowling, floor hockey and power lifting teams. This year his floor hockey team played in the



provincials in Grande Prairie and they won a bronze medal. John has also traveled with S.O. teams to Edmonton, St. Albert and Devon. He enjoys showing his medals to

new staff or company visiting his home.

John moved into an ICE residence this last year. Before the move John saved his money up and was able to purchase a new bed and bed frame. In preparation for the move and as a personal goal he donated many of his extra possessions. Since then John has worked hard at keeping his belongings neat and organized. Staff are helping him with daily reminders and encouragement. John is proud to show off his new clean room.

John has also shown growth in other areas. He asked staff for help on how to deal with his emotions in a healthy and positive manner. ICE staff then helped John line up a 12 week course that he attended and graduated from!

John is looking forward to a positive future with enhanced employment and independence. Congratulations, John!

TRAINING

Proactive Behavior Intervention (PBI)

April 17th and May 1st, 2015

9 am-5 pm

As described on the ICE website

Workplace Inspections

April 9th, 2015

10 am-3 pm

As described on the ICE website



ICE offices will be closed

Friday, April 3rd, 2015

for Good Friday

and

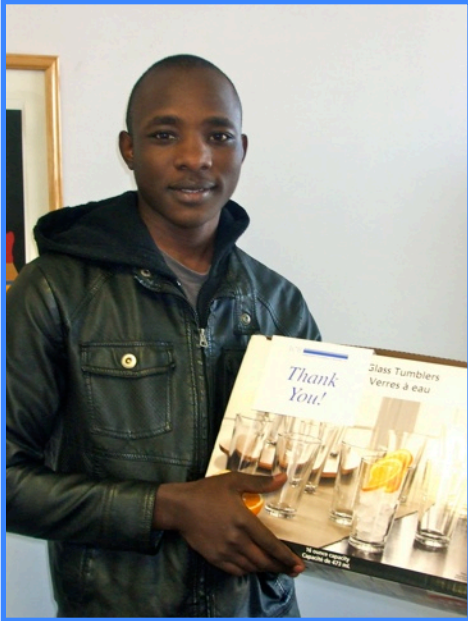
Monday, April 6th, 2015 for

Easter Monday



Please direct all calls to the Employee Client Assistance

Monthly Incentive Draw Winners!



John Twinomujuni received a thank you from his CR Manager for his diligent efforts to provide behavioral supports for a client. John won a 12 piece set of glass tumblers. Thank you for your dedication!



Junilyn Villaneuva received a thank you card from her CR manager for extra steps taken to ensure Health and Safety standards were met at her program. Junilyn won a 4 piece Stoneware casserole set. Your efforts are very much appreciated!



Mohammed Nchei received a thank you card from his CR Manager for extra efforts to ensure the health & safety of the clients and the staff at his residential program. Mohammed won a Magic Bullet High Speed Mixer Blender System. Great job!

Policy Review (*Revised)

3.4.5 PAYROLL PROCESSING

Pay Periods. Pay Periods are semi-monthly with pay cheques available to employees on the 15th (or if on a weekend day then the previous business day) and the last business day of each month.

Dates for Submission of Hours. All employees must submit the appropriate documentation on time (see policy 2.7.2 Recording and Reporting Procedures) in order to be paid. A list of submission dates for the entire year is provided to the employee and a copy is posted in the main office. Pay periods are from the first to the fifteenth and the sixteenth to the last day of each month. Any alteration of pay periods will be clearly indicated on the list of submission dates. A list of submission dates is completed yearly by the Payroll Coordinator in consultation with the Comptroller.

What to Bill. An employee is to follow the guidelines below as to what to claim on their time sheet on the day of hand in.

The employee is to claim all hours worked until midnight on the stipulated day of hand-in (the 15th and the last day of every month). If the shift extends onto the next day this must be claimed the next time by the employee.

How and What the Employee is Paid.

Effective February 1, 2007 anyone employed by the agency will be paid wages on an hourly basis and will be in receipt of those wages one full pay period after time sheet submission. Full time employees hired prior to this date will continue to be in receipt of salary wages and directed by the policies and procedures for salary employees.

Salaried employees are paid one half of their monthly salary on the fifteenth and the last day of each month. Any employee commencing a salaried position past the start of the pay period will be paid hourly until the next cut-off. This will be paid to them the next pay date as well as one half of their salary. For example if Jim started June 4th he is paid hourly

from June 4th to the 15th. He is paid for these hours on June 30 as well as one half of his salary allocation for June 16 to June 30th.

All employees who are **paid hourly** will be paid **one full pay period after time sheet submission**.

All salaried employees are paid for regular hours in the salary position but will be one pay period behind for relief or other on-call hours. Sick time, holiday time and time off with no pay calculations are one pay period behind. The adjustments to their salary must be processed through in the current pay period in which the time was taken off with no pay.

Start Date. An employee's start date is the first day worked that the employee is in receipt of wages from the agency as per Employment Standards. It is not the date that the person attended P.E.T.

No pay advances will be issued to any employee.

Cheques. All employees are paid through direct deposit. The exceptions to direct deposit are:

An employee's first cheque will be available to them at the office after 9 a.m. on pay day.

The employee has had previous late time sheet (see policy **2.7.2 Recording and Reporting Procedures**)

An employee's final cheque will be available to them at the office or will be mailed to them.

Error in processing payroll and a manual cheque is issued to the employee

Inquiries. Should an employee require verbal confirmation of their employment the employee must complete the appropriate form and return it to the personnel department. No information will be provided without this and once completed the **only information provided will be that the employee works for the agency**. Any employee requiring this information must have worked a shift prior to the information being provided.

As individuals in the payroll department do not approve bookings or establish rates of pay they are not able to clarify questions pertaining to this with an employee. Please address any questions or concerns to your supervisor.

Written Verification of Employment. Written verification of employment **will be provided for the purpose of bank loans, mortgages, and day care or rental subsidies** and will require an employee to complete a request form **prior to** the documentation being provided. A **\$20.00 processing fee will be required for non-subsidy requests and must be paid in advance**. The request may take up to two weeks to complete. The employee's request **must be in writing** and submitted to the **Personnel Coordinator**. Any employee requiring this information must have worked a shift prior to the information being provided.

Reissuing of Pay stubs. Reissuing of pay stub(s) that an employee **has already been given** will require the employee to

pay a \$20.00 processing fee **prior to** the documentation being provided. The agency is not given copies of pay stubs from the Payroll Company and as a result must access computer records to obtain specific employee requests. The request may take up to two weeks to complete. **The employee's request must be in writing and submitted to the Personnel Coordinator.**

Reissuing of T4s. 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. It is the employee's responsibility to ensure that the employer is aware of any change in address.

Employment. If an employee has not worked for the agency for a period of 30 days they will be removed from I.C.E. records as an employee unless the absence has been approved. The employee is able to reapply at I.C.E at any time. If there has been a 3-month period between positions the employment is not continuous and a new I. D. # must be issued. Any exceptions to this practice must be clearly documented in the employee C-Views file. Any employee transferring to another region will have all vacation accrual paid out to them at the time of the transfer.

Processing of Benefits (for those employees who are eligible) is contingent on the employee having wages to deduct their contribution(s) for the same. Any time off without pay may affect the continuation of benefits. It is the employee's responsibility to ensure they are aware of their obligations during periods where there is a disruption of paid wages. **(Refer to Policy 3.4.18 Futurebuilder RSP, Policy 3.4.19 Benefits-Blue Cross and Policy 3.4.20 Benefits-Wawanesa.)** It is imperative that disruption of pay be supported by approved leave of absences. **(Refer to Policy 3.4.16 Leave of Absence)**

March 2015

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

Health and Safety Minutes Meeting - Edmonton, March 4th, 2015

AGENDA TOPIC STANDING ITEMS

Review of Regional Health and Safety Meeting Minutes

3.1) Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:

Calgary: February 17th, 2015 Mtg Min.
January 5, 2015

Staff went to a bowling alley with clients. Staff helped clients put on shoes and pick up 5 pin bowling ball, involving bending and lifting. Staff felt normal until arriving back at the residence where they noticed that the left side of their neck and left arm were very sore.

Recommendations: Ensure staff are aware of proper ergonomics and have reviewed policy 3.5.8. Have discussion with staff on how to safely bend and lift at bowling. Internal Investigation completed.

Additional recommendations: Staff to limit acceptance of shifts to those within their physical capacity. Implement a routine of stretching exercises prior to participating in more extensive physical activities.

January 7, 2015

Staff was walking around the lunch table in the office and they caught their foot on the fax machine cord causing staff to trip and fall. While falling, staff injured their arm. The cord had been secured to the floor but had come loose. Cords were immediately moved out of the way and re-secured to the floor.

Recommendations: Ensure staff is aware of their surroundings. Plastic cord cover to be installed around cords and ensure attached to wall to prevent trips in future. All cords were checked in the office to make sure that they are properly secured and do not pose a tripping hazard.

Additional Recommendations: If possible consider an alternate location for the fax machine where cords would not present a hazard. If the fax machine must remain in its current location, check/ monitor that cords remain secured during bi-monthly office inspections.

Internal Investigation completed.

January 8, 2015

Staff and client were commencing their day and walking on the pathway. Staff slipped and fell on a patch of ice falling on their bottom and then hitting their head resulting in an injury.

Recommendations: Ensure proper and well fitting footwear as per ICE policy, recommended for staff to wear ice grips. Ensure staff is aware of their surroundings

and not rushing. Ensure walkways are cleared of ice by using sand and/or salt and contacting the building landlord to inform of icy surfaces. Avoid walking on icy pathways by walking on the grass. No additional recommendations. Internal Investigation completed.

January 27, 2015

Staff was supporting client at an employment site. When staff went to use the washroom, staff inhaled harsh fumes and began coughing. It was confirmed that the washrooms were recently cleaned by another employee (not an ICE client) and two toilet cleaners had been mixed together creating a harsh fumes. Staff removed themselves from the washroom and reported the situation to the employer.

Recommendations: Encourage staff to stay out of the washroom when others are in the process of cleaning or wear PPE when there is a potential exposure to chemical fumes. Have staff be aware of and review workplace MSD sheets on job site. **Additional recommendations:** Diplomatically follow up with the site employer to confirm the concern has been addressed on their end (i.e. training for the cleaning employee) to prevent similar future incidents. (Reasonably people should not be endangered and need any PPE to use washroom facilities.) Internal Investigation completed.

South – Feb. 10th, 2015 Meeting Minutes
No current internal incidents to investigate.

Grande Prairie – February 12th, 2015 Mtg. Minutes -No current internal incidents to investigate.

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

Calgary- February 17th, 2015 Mtg Min.
No near miss reports to investigate.

South – Feb. 10th, 2015 Meeting Minutes
– No near miss reports to investigate.

Grande Prairie – February 12th, 2015 Mtg. Minutes – No near miss reports for review.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage: February 14, 2015

Staff went outside wearing winter footwear to throw away household garbage. Staff was returning into the building when they slipped and fell on the ice. Staff felt pain in their back, legs and

one arm. The employee was assisted to arise by two passersby. Medical follow up was completed.

Recommendations: Use of ice grips for icy winter conditions. Residential programs are recommended to purchase a set of ice grips for the use of members of the staff team when completing such household tasks. If a single home residence - always sand and salt walkways before using them for such tasks. If the residence is in an apartment or condo complex and the complex is responsible for walkway clearing and sanding, staff should check if the walkways are hazardous before proceeding. Notify building maintenance of the hazard concerns and postpone such household tasks until after the hazards have been addressed. In this case the building management people should also have been made aware (maintaining required confidentiality) that someone had fallen and injured themselves on their property

February 17, 2015

Staff was driving a client to a medical appointment on wet and icy roadways. The staff stopped at an intersection and when the light turned green, they went to make a right hand turn. The car slid out of control and struck a bus shelter on the side of the road. No members of the public, the client or staff were injured but the vehicle was damaged.

Recommendations: Check weather reports in advance of outings/appointments and plan/ prepare for conditions as per weather forecasts. Use public transportation (bus or taxi) during poor weather conditions.

February 20, 2015

Due to freeze/ thaw cycles of weather the eaves troughs above the front walkway of a home were blocked and an overflow of water was dripping onto the front steps. A bucket had been placed below to catch the water to prevent an ice hazard developing on the steps. Staff went to empty the bucket of water and fell due to ice on the sidewalk and injured their arm.

Recommendations: At first opportunity arrange for gutter cleaning and/or repair. Until this repair is completed have staff use sand and salt diligently to control walkway ice hazards.

3.3 Evaluation of current Near Miss Incident Investigations:

No miss reports to investigate.

3.4 Review of COR Audit and Action Items – Review of Section 2 Hazard Identification and Assessment Pages 29 – 35. Discussion of recommendations.

3.5 Review of Master Hazard Assessment and Control Document

Edmonton – Pages 26 & 27 – Dishwashing.

Additions were recommended for information to the control section regarding sanitizing requirements for the hand washing of dishes.

Control information to be added include: use of Quaternary Ammonium Chloride or diluted bleach for sanitizing hand washed dishes.

Air drying of hand washed dishes.

Secure storage and information (MSDS) regarding use of sanitizing agents.

Instruction sheets for staff on the use of sanitizing agents for hand washing dishes.

Other regions review:

Calgary- February 17th, 2015 Mtg Min. Working with High Behaviours Pages 1-8 Verbal aggression, Aggression towards property- both sections -no additions

South – Feb. 10th, 2015 Meeting Minutes – General HACD Pages 6 – 9

Driving: recommend changing potential consequences to 4. Also recommend adding visual inspection of vehicle prior to driving to engineering controls
Driving with Clients: change frequency of exposure to 4.

Grande Prairie – February 12th, 2015 Mtg. Minutes – General HACD Pages 17, 18, 19, 20, 21, 22,23,24,25

Use of Electric stove/oven , Staff use of household appliances, Use of gas stove, Use of BBQ, Shopping – all sections no changes

3.6 Policy Review – Policy 3.5.5 Employee Work Related Injury, Illness and Near Misses, the Section on Employee Responsibilities was reviewed.

4.0 OTHER BUSINESS

ICE Page Health & Safety Article for April 2015.

An article on Carbon Monoxide (CO) was recommended. A suggestion was also made for an article on allergies.

NEXT MEETING – April 1st, 2015, at 1:30 pm.

Important Questions and Answers about Carbon Monoxide

WHAT IS CARBON MONOXIDE (CO) AND WHY SHOULD IT CONCERN ME?

Carbon monoxide is an odourless, colourless and lethal gas. It is the leading cause of fatal poisonings in North America. It is very hard to detect and even a small amount of CO can cause serious illness or death. CO vapors are very flammable and can also create a fire and explosion hazard at certain concentrations.

CO can be produced by common fuel burning appliances that most of us have in our homes including improperly installed or maintained furnaces and hot water heaters. CO is also produced by vehicle exhaust systems and wood burning fireplaces.

WHAT STEPS ARE NECESSARY TO PROTECT AGAINST CARBON MONOXIDE HAZARDS?

Installation of a CO detector on each level of a home. This is a requirement for ICE residential programs. Keep the instructions in an easily accessible location and review these regularly so that everyone knows what to do if the CO monitor sounds.

Properly maintain furnaces and water heaters. ICE requires an annual inspection of these appliances by a qualified professional.

Between annual service visits appliances may require additional maintenance. Learn to spot the signs that CO may be building up and appliances require an immediate service check up. These include:

- yellow flames, not blue, in natural gas appliances,
- soot collecting near a gas appliance burner or vent,
- the pilot light in an appliance keeps going out,
- stuffy air,
- moisture building up on windows and/or walls.



During and after a severe snow storm, inspect the exhaust vents for dryers and furnaces etc. to make sure they are not covered with snow.

Don't use portable fuel-burning equipment inside a home, garage, vehicle or camper and don't idle vehicles in the garage, even when the door is open.

Learn the signs and symptoms of CO poisoning and what to do if a CO detector goes off.

WHAT ARE THE SIGNS OF CARBON MONOXIDE POISONING?

At low levels – shortage of breath during moderate exertion, slight headache, nausea, dizziness.

At higher levels – severe headache, mental confusion (this can interfere with a person's ability to recognize their life is in danger), dizziness; blurred vision /watering/ burning eyes, hearing impairment, fainting or physical collapse upon exertion.

At extreme levels – unconsciousness, coma, death.

CO is very slow to leave the body and it can also have severe long term effects including pneumonia, permanent brain damage and hazards to reproductive health for both men and women.

WHAT SHOULD YOU DO IF A CARBON MONOXIDE DETECTOR SOUNDS?

A) If someone is ill (symptoms above):

- Leave the home immediately and move to fresh air.
- Do not try to locate the source of CO.
- Once outside call 911 for medical help.

B) If no one is ill:

- Go outside and breathe fresh air.
- Return to the home and open the doors and windows.
- Call the ATCO Gas 24 hour emergency line or a heating contractor to check the home.

ATCO Gas – "<http://www.atcogas.com/Safety/CO/Carbon-Monoxide-Safety>" <http://www.atcogas.com/Safety/CO/Carbon-Monoxide-Safety>