

ICE PAGE

EDMONTON

2015

Contents:

- Client Success Story - Pg 3
- New Initiative for Client Safety - Pg 3
- POLICY REVIEW - 3.4.11 Vacation - Pg 5

Health and Safety Meeting

December 2nd , 2015 @ 1:30 pm

RPAC Meeting

December 16th, 2015 @ 1:30 pm

ECAT

Employee & Client
Assistance Team

780-461-7236

TIME SHEET HAND-IN:

December 16th, 2015

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

December 31st, 2015

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



Making it Happen!

Supporting Social Inclusion

Jonathon Kline is a friendly, helpful young man. He also happens to have an incredible talent for art, particularly clay sculptures. Jon creates a variety of small sculptures with great detail and can complete one in a short period of time. In his home Jon has a huge collection of sculptures on display.



Jon began taking classes for clay art through a local art studio in Lethbridge called CASA. While taking the course he found that he really enjoyed helping his

classmates with their projects. Recently when Jon did not get into the clay classes he wanted to enroll in he was disappointed. Knowing Jon's skills and how much he had enjoyed helping others in the previous class, Jon's ICE staff Jamie approached the class coordinator about Jon assisting in the class instead of attending as a student.

CASA embraced the idea and were happy to have Jon come aboard to help out with their clay making course. He would however have to sign up as a volunteer worker and complete the proper forms to do so. Jon's staff Jamie helped him to fill out the forms and to quickly acquire a Police Record Check so Jon could start his volunteer work at the studio. Jon has now been involved in a few classes as a volunteer assistant providing help, direction and suggestions to students in the classes. Not only does Jon work one on one with the students but he

helps with prep work before and between the classes. Jon enjoys sharing his talents and enthusiasm for art and hopes to spark that same interest in those he assists. After each class Jon and Jamie review how the class went. Jamie encourages Jon by pointing out the positives of the day and helps him to see ways he could improve.

Jamie has also been assisting Jon to share his talents with a broader audience. They



Clay Artist, Jon Kline (Above Left) and ICE Support Staff, Jamie Derbyshire (Right)

began working on a website Jon could use to share his completed works for others to enjoy, comment on and even purchase a sculpture if they desire. Jon knew very little about setting up a website or how to get started on one. Jamie showed him the steps he would need to do in order to set it up. He then helped Jon to photograph each art piece before working on the format they would use on the site. Jamie then taught Jon how to access his messages and how to determine the number of people visiting his page.

Since signing up as a volunteer Jon has helped CASA with a variety of classes for children and individuals with special needs through the summer and into the fall. He hopes to continue to assist in future classes



at CASA and is building a good relationship with the coordinator. Jon enjoys the friendships he has made through helping with these classes and being able to give back to his community in doing so. His confidence in his talent is growing. He hopes to inspire and encourage others to pursue their passions as he has.

Interested in visiting Jon's site?

Here's the address:
www.jkcreations.da.bz/

Staff Spotlight

Jamie has been working with Jon since June of 2014. He enjoys seeing the positive differences Jon has made in his life and he is proud he has been able to support them. Jamie appreciates the strong rapport and level of trust that he and Jon have built. They work through Jon's challenges together and Jamie enjoys seeing Jon's reaction when they are able to come up with a solution. He knows that Jon sincerely appreciates the assistance he provides.

Thank you Jamie for your excellent client support!

**ICE offices will be closed
Friday, December 25th &
Monday,
December 28th, 2015**



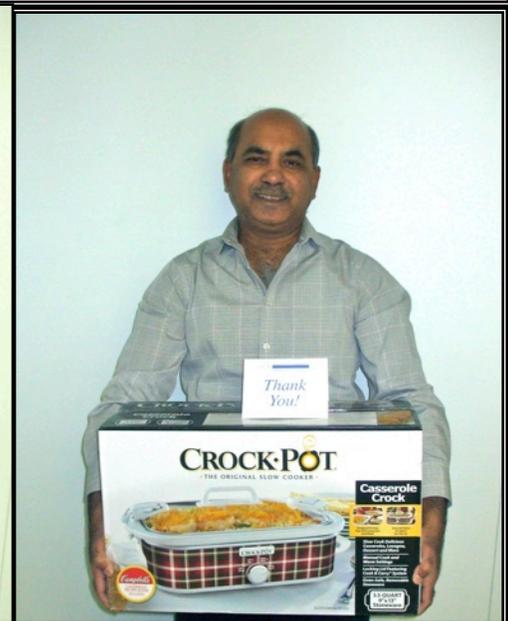
&

**Friday, January 1st, 2016
Please direct all calls to the
Employee Client Assistance
Team for these days.**



Dan Bataringaya received a Thank You card from his CR Manager for assisting a client to successfully complete a medical appointment. Your rapport and patience proved successful!

Dan won a Hamilton Beach Toaster Oven.
Well Done!



Aman Ullah received a Thank You card from his CR Manager for assisting to secure paint repair supplies for several residential programs. This will be helpful for ongoing maintenance.

Aman won a Crock-pot Casserole.
Thanks so much for your efforts!

Grande Prairie ICE is proud to introduce you to Leisha. She is a young woman that became part of the ICE family in September of 2013. Leisha is currently living in an ICE support home that she moved to a year ago; she enjoys the atmosphere there very much.

Leisha has shown immense growth in all aspects of her life this past year. Through her determination and consistent work ethics Leisha has maintained her employment at Subway Restaurant for six years and recently increased her number of work days per week from four to five. With the encouragement of her ICE staff, Leisha has also increased her physical activity levels. She now



Client Success Story

Leisha

enjoys regularly going to the Eastlink walking track.

Leisha travelled to Edmonton this year with her ICE support home operator, Kristine, for her birthday. This trip was one of Leisha’s goals and we are so happy that ICE was able to support her with it. In Edmonton they spent a day in West Edmonton Mall.

In her time off work one of Leisha’s favorite things to do is to go to the movies. On Tuesday nights Leisha and her staff often attend the Cineplex “cheap night”. She also enjoys singing and listening to music, playing video games and is an avid reader. Her preferred music is rock, but she has interests in all the artists and finds it hard to choose a favorite. We wish Leisha the best in her upcoming adventures and know she will continue to succeed.

New ICE Initiative for Client Safety



On November 16th, 2015, ICE Managers from across the province gathered in Edmonton to attend a training session on Care Occupancy Fire Safety Assessments. This session was facilitated by John Percy of the Educational Program Innovations Center in Ontario. Mr Percy has extensive experience as both a Public Education and a Fire Prevention Officer. He is currently the Public Education Officer, City of Waterloo, ON Fire Rescue.

This management training session was the first step in a new initiative ICE is launching towards enhancing current company systems for ICE client Life Safety. What is Life Safety? The *Life Safety Code*, is a standard

widely adopted in the United States. It is administered, published and copyright by the National Fire Protection Association (NFPA). The standards are not a legal code but do provide a recognized standard for minimizing danger to life from the effects of fire including heat, smoke and toxic gases. The NFPA code provides assessment tools for evaluating client support requirements based on risk factors including: Risk of Resistance, Impaired Mobility, Impaired Consciousness, Need for Extra Help, Response to Instructions and Waking Response to Alarm systems.

In the next few months our agency will be moving forward to formally review the occupational safety risks for each ICE residential client using the NFPA assessment tool. From this assessment process more specific and standardized information will be available to assist the company and family partners for planning life safety supports.



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

3.0 STANDING ITEMS

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

Calgary- October 28th, 2015

No Current Incident Investigations for review

South – October 6th, 2015 .No Current Incident Investigations for review

Grande Prairie – October 15th, 2015

September 9, 2015-Staff was working a weekend shift. Stepping out of the shower they slipped on the bath mat. Staff attempted to break their fall by grabbing the towel bar and ripped it out of the wall. Staff also hit their head when they fell.

Recommendations: Bath mat to be replaced with a non-slip version. Suggested that staff shower at home rather than at the residence.

Additional Recommendations: Add a grab bar for safety.

Internal Incident Investigation Completed.

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

Calgary- October 28th, 2015

No Current Near Miss Incidents to Review

South – October 6th, 2015

No Current Near Miss Incidents to Review

Grande Prairie – October 15th, 2015

No Current Near Miss Incidents to Review

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

October 23, 2015 – A client was in poor humor after grocery shopping with family. Staff was putting away groceries and the client grabbed for the house keys and the staff's car keys. He scratched staff and when staff held onto the keys he bit the staff's arm. The client was redirected to release the keys to meet with staff to talk about his concerns. Later he apologized to staff.

Recommendations: Keys must be secured out of sight while supporting this client as per his planned procedure. Maintain a safety stance when the client is agitated and leave tasks such as grocery put away

until the client is calm. Review the incident with RPAC.
Internal Investigation to be completed.

October 28, 2015 – Two staff persons were moving a sofa for storage into the garage at a residence. After the task was completed one of the staff closed the garage door manually. As the door closed four fingers on one hand were pinched in between the closing sections of the garage door. The other staff assisted the injured staff to reopen the door and first aid measures were completed.

Recommendations: If available use a remote control device to close the garage door. If the garage door can only be closed manually then staff using the garage door must have training on how to operate it safely. Add this hazard to the site specific HACD. It is also suggested that signage be posted on the door reminding staff of safety precautions for hand placement during door operation.

Internal Incident investigation to be completed.

3.3 Evaluation of current Near Miss Incident Investigations:

September 22, 2015 - Staff and a client were at the mall. The client went into a store with outdoor equipment and asked to purchase a sharp knife on display there. Staff spoke with the sales associate and the client became verbally aggressive and threatened to punch the staff. The associate did not sell the client the knife and staff gave the client space and time to calm. Additional follow up has been planned with the client's medical/professional support team and RPAC.

Recommendations: Ensure current client support requirements and recent incidents are communicated in advance to all staff. Add to the site specific hazard assessment and control document and follow up with RPAC. Staff is to monitor the client's behavior carefully.

Near Miss Incident Investigation to be completed.

September 30, 2015 – Staff was at work in a brand new building housing a residential program. The elevator in the building was not functioning properly and became stuck between floors. The staff tried pressing the elevator emergency button without result and began to experience symptoms of a panic attack. Staff called the office on their cell phone and was directed to call 911. The staff called 911 and rescue services came to assist. Another ICE staff on site contacted the apartment building office. The elevator was opened and the staff was

checked by ambulance staff. Staff was alright.

Recommendations: Use of elevators should be added as a task and evaluated within the Hazard Assessment and Control Document master. Use of the elevator and what to do in emergencies should be part of the site specific orientation process for employees working in residential programs where there is an elevator. Follow up with the building manager to ensure that elevator repair including the elevator emergency button has been addressed. Near Miss Investigation to be completed.

October 7, 2015 - After the ICE office had closed for the day and the receptionist had locked the front door and left a manager entered the reception area to find two unknown persons inside the building. The manager requested that these persons leave. They did without incident. It was determined that after the receptionist had secured the building another ICE staff person had exited by the front door and left it unlocked. Follow up: An email was circulated to all office staff regarding the Near Miss incident and security requirements for the office after hours. CR Managers were requested to review office security requirements with TC's and TL's. The receptionist is now making late day announcements regarding the requirement for TC's/ TL's and visitors to exit the building by 5:00 pm.

Recommendations: No additions. Near Miss Incident investigation completed.

3.4 Review of COR Audit and Action Items-

On site activities have been completed for the 2015 internal COR Audit. The audit was very successful but there will be some recommendations for improvement. Two regions participated in the audit, Edmonton and Grande Prairie; 78 employees and 2 contractors were interviewed.

3.5 Hazard Assessment and Control document (H.A.C.D.) review –

Due to the discussion held regarding the elevator incident in section 3.5. It was recommended to add a task to the HACD master for elevator use.

The group reviewed hazards associated with elevator use including: becoming stuck, elevator doors closing on persons, tripping on uneven floor surfaces (at door), germs on buttons, close quarters with strangers (behavior, contagious illnesses), pranks (glue on buttons) etc.

Health and Safety minutes continued:

Controls for elevator hazards were also discussed including: Use of video cameras; taking the stairs during power outages; if elevator emergency button does not work, call 911; carry and use hand sanitizer, report malfunctions to building management as soon as they are noticed; provide orientation to staff regarding elevator use and when not to use; use buttons to control not hands to open or close the doors; if uncomfortable with persons in the elevator step out and take a different elevator or the stairs; report loiterers to building management.

3.6 Policy Review

The committee reviewed Health and Safety - revised
Policy 3.5.1- Introduction



4.0 OTHER BUSINESS

ICE Page article suggestions: Winter season preparations

NEXT MEETING

December 2nd, 2015, at 1:30 pm

TRAINING

Pro Active Behavior Intervention (PBI)

Thursday, December 17th, 2015

9 am - 5 pm

PART 2 - Mission Possible Awareness Session for Winter Driving and Distracted Driving December 16, 2015

**Note – participants must have completed Part 1
to participate in Part 2

Courses above as described on the ICE website

Policy Review

ICE employees are reminded of the importance of maintaining consistent and quality supports for ICE clients throughout the holiday season.

3.4.11 VACATION

An employee will accrue vacation pay at a rate of 4 %, after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta and after 10 years of employment at a rate of 8%.

All casual employees may request a pay out of vacation pay **no more than two times per calendar year** but not within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will only be processed through payroll. The request form is to be submitted **two weeks** prior to the date requested for approval. Supervisors will not approve a request to pay out vacation pay unless the form for a request is submitted within these time lines.

All Casual Employees who have signed terms of employment and work a fix schedule may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. The employee must complete the vacation request form.

All full time employees must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.**

Vacation will not be approved prior to one year of employment

and must be approved in advance by your supervisor for all employees regardless of your status.

The employer has the final approval of the time when the annual vacation is to be taken. No vacation will be approved over Christmas or Easter for those employees providing direct client care.

Updated October 2015

\$100 Employee Referral Incentive

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!



Independent Counselling Enterprises sends you wishes
for a beautiful holiday season and a new year of peace and
happiness.



Please join us for the 2015 ICE Awards and Open House:

Thursday, December 10th, 2015

12 Noon till 3 pm

St Michael's Parish Hall

12918 121 Street (East door)

Edmonton

*Employee Awards will be presented at 1 pm