

D E C E M B E R
ICE PAGE

Making it Happen!- Supporting Social Inclusion

**EDMONTON/
 NORTH CENTRAL**

ECAT
 Employee & Client
 Assistance Team

**780-461-
 7236**

After office hours

Phone do not accept text
 messages- staff need to
 call ECAT.

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Information

Thomas is a kind and friendly young man who is a brand new client with ICE. He just recently moved to Lethbridge to live with his brother. Thomas is making connections and bravely transitioning to life in his new community after he had to relocate due to this past summer's forest fire in Fort MacMurray.

Going through the devastating fire experience is something Thomas will never forget. He remembers he was in class at his high school when the evacuation order came. He mentioned that the school had not been closed and everyone was carrying on with their day as normal. They got an announcement saying the school was going to have the students "shelter in place" so Thomas was content to stay put in his class. He says it was only a few minutes later when the principal came on with an announcement and told the students they would need to be evacuated immediately.

Thomas said he had to leave the class room and get on a bus right then. He did not have food or additional clean clothes. He had to leave with only what he had in his school backpack. He had been living with his dad but due to the location of the fire they could not

get to each other. Thomas was taken to an evacuee camp by himself. He did an amazing job of speaking to those in charge of the evacuation camp and making sure he was safe. Thomas was eventually flown to Edmonton by plane. He says seeing the destruction of Fort MacMurray from the air was unimaginable.

Thomas was not able to return to Fort MacMurray as his home was heavily damaged by smoke. Luckily his half-brother Devon graciously offered Thomas a place to live with him in Lethbridge. Devon is recently married and is very busy with school work but he welcomed Thomas into his home. Devon is a wonderful support for his brother

and is helping Thomas to cope with the many recent changes in his life. In Lethbridge Devon contacted Disability Services and ICE supports were introduced to Thomas to help with his transition to life in his new city.

ICE staff are excited by Thomas' energy and enthusiasm to get involved in the Lethbridge community and he is off to a great start. Appointments have been arranged at two potential volunteer placements for Thomas. He also has an appointment with an agency that facilitates employment and has begun attending some community cooking classes. Thomas and staff have also started a workout program and he has registered for Special Olympics.

Thomas has shown that he is resilient and resourceful. ICE is sure that he is well on his way to being successful and making many new friends in the Lethbridge community.



TIME SHEET HAND-IN

UPCOMING:

The office will be closed for the following days over the holidays:

- December 26th, 2016
 - December 27th, 2016
 - January 2nd, 2017
- *Please call ECAT on these days**

- **December 15th, 2016**- For all shifts worked between December 1 and December 15
- **January 3rd, 2017**-For all shifts worked between December 16th and December 31st

- **HEALTH AND SAFETY MEETING**- December 7th, 2016 at 1:30PM
- **RPAC MEETING**- December 14th, 2016 at 1:30PM



Employee Spotlight

Christy Smart is a brand new employee for ICE. She is already proving to be a wonderful asset to the company. She is eager to learn about

community involvement and what services are available in the city. She has been in contact with volunteer and employment agencies as well as recreation services in Lethbridge. She has shown great enthusiasm

and has worked hard setting up programs for her clients.

Slip, Trip and Fall Injuries

Each year slips, trips, and falls result in serious injuries within ICE. There are also a number of near miss events where staff luckily avoid injury. Here is a brief summary of some of the incidents that occurred both outdoors and indoors in 2016

Outdoor 2016 Incidents:

The day after a winter weather event including freezing rain, staff and a client went to a furniture store to pick up a new bed frame. The parking lot was very icy. When the staff was carrying the item to their vehicle they slipped, fell on their back and struck their head on the ground causing injury.

Staff was returning to a residence with a client from a community outing. It was snowing and during the walk from the car the client slipped and was falling. Staff tried to stop the client from falling and fell themselves striking their head and injuring their hand and wrist.

Staff and client were leaving a volunteer placement. Staff was rushing to get to the bus stop on time and while crossing the road tripped, fell and scraped their knee.

Staff was distracted in conversation while leaving shift at a residential program and fell while descending the outside steps of the home.

Indoor 2016 Incidents:

Staff fell on a wet floor assisting a client out of the shower.

Staff climbed up on a counter to clean a bathroom ceiling fan. To climb down they stepped onto the toilet seat which moved and they fell injuring themselves.

Ways to reduce risks for falls:

- Pay attention to weather hazards.
- Prepare for weather conditions by listening to weather forecasts in advance.
- Hazards of snowy, icy walks at residences must be cleared, salted and sanded ongoing as conditions require.
- Postpone non-essential tasks during inclement/ hazardous conditions for roadways, sidewalks and parking lots. Watch your step.
- Our world is very fast paced and often people are busy multi-tasking. Make your priority what you are doing. Look up while walking and scan the area a few feet ahead. Avoid looking only at your feet or what is in your hands (cellphones,

papers etc.).

- Use caution in doorways, at crosswalks and in the community in general. Be alert for uneven sidewalks, entrances with slippery, shiny surfaces, poorly lit stairways, loose gravel, cracks in the sidewalk, puddles and black ice. Pay extra attention in an unfamiliar place. Pace yourself, do not rush.
- Let the phone ring and avoid rushing to answer it. The caller can leave a message or call back.
- Plan ahead and leave with enough time to get safely to destinations such as the bus stop without having to rush. Use stairs with caution.
- Keep at least one hand free to use the handrail going up and down the stairs.
- Think in advance about clothing and footwear choices:
- Make sure clothes do not drag on the ground i.e. pants or pajamas that are too long.
- Purchase and use ice grips for both clients and staff during icy winter conditions.

ICE employees are required to wear supportive shoes on shift (Refer to ICE Policy 3.8.6 Dress, Hygiene and Grooming). Clients should also be encouraged to wear supportive and well-fitting footwear and not to wear floppy shoes/slippers.

- Use briefcases, book bags, and purses with a shoulder strap so that items you are required to carry do not block your view of where you are walking. Address dizziness and/ or vision problems.
- If you feel dizziness or observe dizziness in a client, a physician should be informed. Medication may need to be checked by the doctor or the pharmacist.
- We rely a lot on our vision to help our balance. Balance will change if there is a need for new glasses or if vision is poor. Eyes should be checked each year. Remove reading glasses when walking.
- Keep active and encourage your clients to do the same. Exercise promotes strength and balance.

Additional ways to reduce risks for slips, trips and falls:

- Look for unsafe conditions and address them.
- Keep walking areas clear of clutter: loose rugs, cords, and pets.
- Use non-slip strips or a mat in the shower or tub.

- Do not stand on furniture to reach things, use a proper step stool.
- Store frequently used items where they can be reached easily.
- Lighting – have a lamp by the bed that is easy to reach. Use a night light in halls and bathrooms. Pause and allow your eyes time to adjust to sudden changes in lighting.
- Mop up spills promptly to prevent slippery floors.
- Keep stairways in good repair including: lighting, use of non-skid and/or reflective strips at the edge of each step.
- Keep outside pathways well-lit and make sure they are cleared and sanded in winter.



ICE THANK YOU CARD INCENTIVE WINNERS



Madonna Dominic was thanked for her participation in ICE's internal Certificate of Recognition (COR) audit interviews. ICE appreciates your input into improving Health and Safety! Madonna won a Honeywell Humidifier



Haney Temesgen was thanked by her booking coordinator for picking up an emergency shift. Great job working as a team player! Haney won a Hamilton Slow Cooker



Aloysius Tanyi was thanked by his Team Coordinator for assisting a client to see their physician. Your concern is really appreciated. Keep up the great work! Aloysius won a cutlery set.

Training

PBI (Pre-Employment Training)

December 12th—December 14th, 2016
9:00AM-5:00PM

As described on the ICE website

PBI (Proactive Behaviour Intervention)

December 2nd, 2016 & December 16th, 2016
9:00AM-5:00PM

As described on the ICE website

\$100.00 ICE Referral Incentive Winners

Jimmy Bizimana



Fifi Heshima



Patrick Irogebru



Romodan Bekit



Raj Adhikari



CONGRATULATIONS EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100 RECIPIENTS!

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!

Policy Review



“Harm reduction is a non-judgmental health approach focused on the development of healthier and safer habits that recognizes the value of each person.”

2.5.4 HARM REDUCTION

Independent Counselling Enterprises supports all clients in being aware of their personal life circumstances and supporting them to achieve a safer life.

Harm reduction is a non-judgmental health approach focused on the development of healthier and safer habits that recognizes the value of each person.

Harm reduction meets the individual where they are at to reduce the risk and to minimize negative behaviours recognizing that the individual may not entirely eliminate the behaviour.

Harm reduction empowers individuals to make informed choices and to maintain dignity and celebrates all successes big or small.

Harm reduction focuses on:

The development of healthier

habits, the reduction of risk (safety planning, medical considerations) and self determination/the ability or power to makes decisions for oneself.

Team approach-coordinating the supports involved with the individual (both personal and professional).

Structured and supportive approach-treatment, routine, activities, follow through, consistency, unconditional positive regard and hope

Relapse prevention-monitoring of behaviour, anticipation of triggers, development of a plan, communication with supports

Self regulation skill development-ongoing and integrated

Some examples of Harm Reduction strategies that the agency supports include:

- Tobacco reduction

agreements/plans

- Risk Management Protocols
- AWOL Protocols
- Facilitation of referrals i.e. safe sex supplies and information, testing/counselling, treatment of sexually transmitted disease, client counselling and support.
- Reinforcing access of safer environments.
- Encouraging moderation.
- Providing health alternatives.
- Connection to community resources i.e. SACE, A.A., Safeworks etc.
- Educational programs
- Positive Approaches

CREATING EXCELLENCE TOGETHER



Creating Excellence Together Level I achievement tells a service provider that it is providing a quality service.

Level II achievements contain the information a service provider needs to allow it to move forward in its service performance.

There are three major sections to the Creating Excellence Together standards.

Quality of Life: In the community of Disability services, there is an expectation for individuals receiving service to have the highest possible quality of life whether the service provider is accredited at

Level I or Level II. To achieve this, CET has 11 Quality of Life standards that address the outcomes valued by individuals and their families.

Quality of Service: The 13 Quality of Service standards ensure the sector is using innovative practices when supporting individuals. to-ward:

- developing and maintaining relationships
- developing natural supports
- knowing their rights
- being involved in the communities
- developing valued roles and relationships with the

community

- learning about advocacy and how to advocate for themselves

Organizational Framework:

Many of the Organizational Framework standards contain Level II indicators that challenge service providers that want to strive for higher level of excellence. These indicators look for examples that show how the service provider uses innovative practice to go above and beyond what is considered the minimum.

Achieving Level II reflects a service provider’s drive to inspire best practices and to operate at peak efficiency.

Health and Safety Meeting Minutes

INDEPENDENT COUNSELLING ENTERPRISES

Health and Safety Committee Meeting Minutes
November 2nd, 2016
Edmonton

STANDING ITEMS

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

Edmonton

October 25th, 2016

Staff climbed up on the counter to clean a bathroom ceiling fan despite there being a step ladder available. When climbing down the staff fell and was injured.

Recommendations: Always use the proper tools and equipment for the job as shortcuts are hazardous. A step ladder was available but not used. The program could also purchase a tool (engineering control) with a telescoping/long arm for dusting so no climbing would be required to clean the bathroom fan.

3.3 Evaluation of current Near Miss Incident Investigations:

October 11th, 2016

A client became agitated and aggressive towards their guardian at an ICE residence. The staff was able to diffuse the situation.

Recommendations: RPAC is recommended to be involved and additional planning completed for how to best support the client during visits with their family.

3.4 Review of COR Audit and Action Items- Tabled. COR 2016 was just completed.

3.5 Hazard Assessment and Control document (H.A.C.D.) review – Tabled until the next meeting.

3.6 Policy Review

The committee reviewed new ICE policy 2.5.4 Harm Reduction. The policy has been distributed to everyone as of November 1st, 2016. The committee reviewed the policy at length. Staff are required to work with their manager regarding planning and implementation of client supports for harm reduction.

OTHER BUSINESS

ICE page Article suggestions – Health and Safety Article- Avoiding slips, trips and Falls (indoors and outdoors)

NEXT MEETING – December 7th, 2016 at 1:30 PM



ICE AWARDS AND OPEN HOUSE CELEBRATION
2016

YOU'RE INVITED TO HELP ICE CELEBRATE 30
YEARS OF SERVICE!

Independent Counselling
Enterprises extends to
you warm wishes for a
joyous holiday season and
a happy and healthy New
Year.



Please Join us:

Thursday December
8th, 2016 12 Noon till
3pm
St. Michael's Parish
Hall
12918 121 Street
(East Door)
Edmonton

****EMPLOYEE AWARDS WILL BE PRESENTED AT 1:30PM****