

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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TIME SHEET HAND-IN

- **January 15th, 2018** – For all shifts worked between January 1st and January 15
- **January 31st, 2018**–For all shifts worked between January 16th and January 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING** – January 3rd, 2018 at 1:30PM
- **RPAC MEETING**– January 17th, 2018 at 1:30PM

Jenna is a friendly young woman who lives in Edmonton with one roommate. She has been with Independent Counselling Enterprises since May 2017. Jenna enjoys working and spent her summer as a prep cook with the City of Edmonton’s Fort Edmonton Park. She worked long arduous hours but enjoyed every moment of her experiences. It was with the assistance of Inclusion Alberta that Jenna successfully enrolled in NAIT’s First Year Culinary Arts Program this past September. Jenna, her guardian and ICE staff have worked closely with Inclusion Alberta to ensure a smooth transition into this field of work Jenna is passionate about.

Attending culinary school is challenging and it can be stressful. Jenna starts school at 7:00 am and has to be up at 4 - 4:30 am in order to catch her bus to NAIT at 5am. ICE staff have been encouraging and supporting Jenna to establish and commit to effective daily routines. These routines are important so that Jenna has time to study and to retire to bed at a reasonable hour allowing her enough rest to do her best in her course work.

Staff also promote a cooperative living arrangement with Jenna’s roommate that focuses on quiet interactions for weekday evenings to allow Jenna to focus on her studies or rest.

Jenna has enhanced more than her cooking skills this year. She has enhanced many life skills including her personal resiliency and coping abilities. When Jenna is having a hard day at school, she now takes it upon herself to remove herself from the situation, think about it and when she is ready, she returns to class. In the evenings when she returns home from NAIT, ICE support staff are there to help Jenna with emotional support, listening and talking through her concerns. They also encourage her to take time to balance her studies with recreation, exercise and rest.

Jenna is proud of her culinary skills and she recently got the chance to showcase these by planning and delivering a wonderful meal at a Christmas party hosted for family members and shared with staff by her roommate and herself. Jenna researched the menu, went shopping for the groceries needed and then assumed the role of head chef. She proved very adept at delegating chores

to the staff and her roommate while she prepared the roast beef, garlic mashed potatoes, and grilled asparagus/other vegetables. Of course there was also a delicious dessert!

To date, Jenna has not missed a single day of school at NAIT, even when she was not feeling her best. She is not afraid of hard work and her success has been fully earned by Jenna putting in the effort day after day. Beyond providing Jenna a vocational education, attending NAIT has provided her with a great opportunity to network with other people who have similar interests in the culinary field. Jenna has made many friends and she actively participates in extra-curricular activities with her classmates.



Employee Spotlight

Aroke Forbinake began with ICE in a Team Leader position four years ago and then in 2014 completed the ICE Team Coordinator (T.C.) training program to become a residential supervisor. Aroke has a positive, calm and efficient manner that instills confidence in both the clients she supports and the staff she supervises. She demonstrates through her words and actions the respect she has for client abilities and their goals for independence and she supports and encourages their growth in these areas. Thank you for your efforts, Aroke!



President's Annual Open House Address

The year has flown by once again and we now reflect on the accomplishments of the people we serve, direct service staff, supervisors, and management.

Many of the people we serve have worked hard to achieve their outcomes which is their personal success.

In September ICE completed our Certificate of Recognition audit.

This is an external audit, conducted by a professional auditor and in partnership with the Continuing Care Safety Association. The process lasted a few weeks and required 90 employees in Edmonton and Calgary to be interviewed to confirm their knowledge and practice of the agency's health and safety systems.

ICE achieved a score of 98% which we are extremely proud of.

This score would not have been possible without our staff confirming their knowledge and practice of the health and safety program.

ICE also participated in Occupational Health and Safety inspections for Care Worker Violence Prevention. Verbal reports from the OHS inspector were positive.

In June, 2017, ICE completed the Creating Excellence Together (CET) - Level 2 accreditation process including complex needs review and respite review.

This audit occurred in the 5 PDD regions where ICE provides service.

In all 5 regions, the results of the Level 2 accreditation were 100%. Again we should all be proud of that accomplishment since it is a direct reflection of the quality of service we deliver.

I urge everyone to maintain their knowledge and practice of our Health and Safety policies and as required in the OHS legislation. There are changes being proposed to the legislation and I assure you all we will remain informed and continue to improve our processes as needed throughout the next year.

Our success is possible through maintaining positive relationships with experts to steer us in the right direction. Those people include:

- **Disability Services PDD division** – providing feedback and resources to enable us to do our work.
- **Alberta Health Service - Public Health** – a valuable resource to all of us.
- **The Edmonton Fire Department** for providing inspections and feedback
- **Inspections Group** – for inspections covering Life Safety elements of the Alberta Building code.
- **Alberta Council of Disability Services (ACDS)** – providing training resources and expertise on the CET standards.

Most importantly the people we serve, their families, front line staff, supervisors, and managers.

On behalf of ICE, I wish all of you a safe and peaceful holiday season and the very best in the New Year.

Policy Review

3.4.14 MATERNITY AND/OR PARENTAL LEAVE

Maternity and /or parental leave is granted in accordance with Employment Standards and eligibility is as follows:

- **Employees are eligible for this leave after 90 days of employment with the agency**
- **Birth mothers can take up to 78 consecutive weeks of unpaid job-protected leave. This is made up of 16 consecutive weeks maternity leave and up to 62 weeks parental leave.**
- **Fathers and/or adoptive parents are eligible for up to 62 weeks of unpaid, job protected parental leave.**
- **The employee must provide at least 6 weeks written notice about when she intends to begin maternity leave.**

No employee will be granted leave that is not eligible as per Employment Standards criteria.

Process for Approval

- 1.The employee must complete the Leave of Absence form and submit it to their supervisor no later than 6 weeks prior to the date that the employee wishes to commence the leave.
- 2.The employee must meet with their supervisor to submit the above mentioned documentation. For those employees who are in receipt of Blue Cross and/or Wawanesa benefits and /or participate in Futurebuilders RSP the employee's responsibility to contribute for these benefits and the time periods for continuation of coverage will be reviewed. (Refer to Policy 3.4.18 Futurebuilders RSP, Policy 3.4.19 Benefits- Blue Cross and Policy 3.4.20 Benefits-Wawanesa)
- 3.Should the birth mother be required to cease employment for medical reasons, as substantiated by physician's written documentation, prior to 12 weeks from the estimated date of birth, unpaid medical leave will be considered for approval. (Refer to Policy 3.4.16 Leave of Absence)

Documentation as per Policy 3.4.16 Leave of Absence must also be completed.

During Leave

- 1.Sick and vacation time are not accrued during this unpaid leave and employees on maternity/paternity leave are not eligible to receive vacation pay (if applicable) during the leave.

Completion of Leave

1. Upon return to work from maternity/paternity leave, the employee will be reinstated to the same or comparable position with earnings and other benefits at least equal to those received when the leave began.
- 2.As per Employment Standards employees must give at least four weeks written notice that they intend to return to work or to change their return date. This notice must be provided at least four weeks before the end of the leave.
- 3.Failure to provide this notice or to report to work the day after their leave ends shall be considered a resignation. In this circumstance the agency is under no obligation to reinstate the employee as per Employment Standards. All employee benefits, should they exist, will be discontinued immediately.

It is not I.C.E.'s policy to extend this type of leave past the time as allocated by Employment Standards.

Updated January 2018

OFFICE CLOSURE

ICE offices will be closed on January 1st, 2018 for the New Years' Holiday

Please contact ECAT on this day.

ICE THANK YOU CARD INCENTIVE WINNERS



Soniya Mathew was thanked by her Team Coordinator for taking a client to the Opera to celebrate her birthday as per the guardian's request. This was very much appreciated!

Soniya won a OttLite Colour Spectrum LED Desk Lamp.



Benone Mutebushi was thanked by his Team Coordinator for going with a client to a bingo fundraiser and supporting them at the program/event. Thank you very much!

Benone won a Glaslock 18 piece Food Storage Set



Solange Uwera was thanked by her Team Coordinator for making a judgement call to contact 911 as a client needed medical attention immediately. This call was very much appreciated. Thank you for following policy.

Solange won a Cuisinart 6.6 L (7QT) round casserole cast iron cookware.

Training

PET (Pre-Employment Training)

January 2-4, 2018

January 15-17, 2018

9:00AM-5:00PM

PBI (Proactive Behaviour Intervention)

January 5th, 2018 & January 19th, 2018

9:00AM-5:00PM

As described on the ICE website

Mental Health First Aid

January 23rd & January 24th, 2018

9:00AM-5:00PM

CPI (Non-Violent Crisis Intervention)

January 25th, 2018

9:00AM-5:00PM

As described on the ICE website

\$100.00 ICE 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!

Important Message from ICE Payroll

ICE employees need to confirm that the address on their paystubs is correct in order to ensure 2017 T-4's will be received. If your address is not current/ correct please contact the ICE office in your region as soon as possible.

When you call in, it is also a good idea to check that the rest of your contact information is up to date including: emergency contact persons, phone numbers and your email address.

Health and Safety Meeting Minutes
December 6, 2017

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

Calgary- Meeting November 22, 2017

October 11, 2017

Client was agitated from earlier interactions with staff. While at City Hall train station client starting walking away from staff as staff was talking about their earlier interactions. Staff cued client to stay near staff. Client turned and hit staff with an open hand on the shoulder. While keeping safe space, client and staff walked to client's home.

Recommendations: Review with staff PBI skills, avoid power struggles and when client is agitated to keep safe space. Review with staff client's coping strategies (i.e. client walks away when frustrated to calm).

Incident Investigation completed.

October 25, 2017

Staff went into the Tim Hortons bathroom to get toilet paper (to blow nose). When reaching staff slipped and fell on the right side of body, placing all weight on right wrist she also fell on her right knee. Staff was injured. (Note; staff was wearing proper footwear and no water on bathroom floor)

Recommendations: Review with staff proper body mechanics/reaching/bending etc. Remind staff to take their time and not rush. Utilize napkins provided at Tim Hortons to avoid bending and reaching for toilet paper. **Incident Investigation completed.**

Additional: Carry tissues with staff.

South – Meeting November 8, 2017

None to report

Grande Prairie – Meeting Northwest – November 14, 2017

October 6, 2017

Staff was driving with client during lunch hour rush when another vehicle exited the wrong way from a side road and hit staff's vehicle.

Additional Recommendations

Plan outings to avoid rush hour and busy roads. Take public transit when possible.

Incident Investigation to be completed.

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

Calgary- Meeting November 22, 2017

October 25, 2017

Staff and client were in parking lot walking to the car. Staff and client went to car that was not staff's. Staff laughed and said she had made a mistake; client became upset and started to escalate. Staff drove client home when the client was agitated.

Recommendations: Review with staff not to drive escalated clients as per policy. Clients to be calm for at least 3 hours. Review at RPAC. Staff to be more aware of where they parked last.

Near Miss completed.

South – Meeting November 8, 2017

None to report

Grande Prairie – Meeting Northwest – November 14, 2017

October 10, 2017

Staff and clients were out and upon returning home discovered that one shade from the kitchen light fixture had fallen off and broken on the floor. It was determined that the retaining ring

had become loose allowing the glass to fall off. It was recommended that the fixture be inspected monthly and that the retaining rings be tightened with every bulb change. **Recommendations.** Add checking of light fixtures to regular monthly inspections as a proactive measure.

Near Miss Investigation completed.

October 13, 2017

During the night the kitchen faucet broke and began running and would not turn off. Staff used towels and buckets to catch water until the water could be shut off. Staff were reminded to call maintenance at the first sign of trouble and also to check faucet during the monthly safety inspection. **Recommendations:** Review with staff at all residences where the water shut off valves are located.

Near Miss Investigation completed.

Additional Recommendations: Train staff including ECAT that a variety of residential troubleshooting information (i.e. location of water shut off valves, fuse boxes) is recorded in each site's Residential Orientation manual.

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

November 7th, 2017

While intoxicated a client lit a cigarette inside the program. Staff attempted to redirect client from the behaviour and reminded them of the protocols in place. The client became agitated and grabbed the staff. Staff was not injured.

Recommendations: Staff to avoid getting into a power struggle with clients who are agitated and intoxicated regarding smoking or other issues. If initial efforts at redirection do not work, wait and discuss the situation at a later/ better time. Monitor the client while they smoke and then ensure safe disposal of the cigarette.

Incident Investigation complete.

November 10th, 2017

While out in the community at a grocery store to get newspaper a client tried to also take magazines and became agitated when this was addressed by staff. Staff and client returned to the residence and the staff tried to address the store incident with them, the client became agitated again and threw a chair and hit a wall.

Recommendations: Follow PBI training and give the client sufficient time to calm down before attempting to discuss concerns with them. Choose a time when the client is calm and open to feedback. Review behavioral strategies with RPAC as necessary.

Incident investigation to be completed.

November 13th, 2017

When asked to clean their room, the client became agitated, entered the staff office and grabbed a ruler and threatened staff.

Recommendations: As per policy residential offices must be kept locked. Review policy with all staff on this team and follow up to ensure compliance. Review behavioral strategies for the client with RPAC.

Incident investigation completed.

November 20th, 2017

Staff was punched during an argument between two clients at breakfast time. Client tried to throw the staff's shoes outside. Client threw a container of Lysol wipes at the staff. Police were called to the program.

Recommendations: RPAC follow up recommended for client support. Staff to intervene from a safe distance and not get in the middle of an altercation. **Incident Investigation completed.**

3.3 Evaluation of current Near Miss Incident Investigations:

November 29th, 2017

Near miss at the main Edmonton office. ATCO workers were jack hammering in the back parking lot and the vibration caused a bathroom mirror to shake loose, fall off the wall and shatter. There was no one injured. The incident and damage was reported to the landlord.

Recommendations: Addition to bi-monthly office inspection process, checks to ensure mirrors are securely mounted on the wall.

Minutes continued on Page 6

Continued from Page 5

November 23rd, 2017

A Support Home Operator was shovelling/salting sidewalk during icy conditions they slipped and fell on the ice.

Recommendations: Boots may not be sufficient for extremely icy freeze/thaw conditions, purchase of ice grips is recommended. Sand/gravel may be necessary in addition to sidewalk salt to effectively control ice hazards. Put down sand/gravel in front of you as a base to stand on as you work out onto the walkway/ driveway. This is necessary to ensure traction and your own safety.

3.4 Certificate Of Recognition (COR) Audit

The committee reviewed the ICE 2017 Certificate of Recognition Audit report – Element 6. The agency will be looking to revise Emergency Response plans throughout all regions as part of the 2017-2018 COR Action Plan. Health and Safety members or field staff who have an interest in working on Emergency Response planning for the agency are requested to contact Corinne.

3.5 Hazard Assessment and Control Document (HACD) Review

Review of psychosocial hazards was continued for Pages 6-7 of the HACD

3.6 Policy Review – Policy 3.5. 13 Fire Evacuation Assessments.

4.0 OTHER BUSINESS

Review of Client/ Staff Pedestrian Safety. Article for ICE newsletter regarding the importance of staff effectively supporting and modeling appropriate street safety for clients. Discussion was held that ICE support staff must follow pedestrian laws and be attentive to walk beside clients while crossing any streets or intersections

Reminder – Home Invasion Emergency Drill to be completed prior to the end of the year.

NEXT MEETING – January 3rd, 2018 – 1:30 PM

Annual Christmas Open House

On Thursday December 7th, 2017 Independent Counselling Enterprises hosted it's annual Christmas Open House and Employee Award Celebration in Edmonton . It was a great turnout of ICE employees, clients, family members and other stakeholders. ICE President; Geneve Fausak thanked ICE employees for their commitment and excellent hard word over the past year. Employee presentations followed by honoring ICE staff for health and safety, excellence in service delivery and long time service. Additional Guests and stakeholders also attended the day.





10 YEAR SERVICE AWARDS

Front Row, L to R: *Melissa Wilcox, Alice Murray, Jackie Baruti, Salem Caracassis*

Back Row, L to R: *Erwin Esteban, Nkulu Mishoma, Olondo Masikoti, Eden Semere, Pam Vollmershausen, Ndeze Nsanzimana*



15 YEAR SERVICE AWARDS

Front Row, L to R: *Emma Soriano, Joseph Kabba*

Back Row, L to R: *Sandra Perkin, Tricia Ranger*



20 YEAR SERVICE AWARDS

Al Zeepor



HEALTH AND SAFETY COMMUNITY REHABILITATION TEAM AWARD

Front Row, L to R: *Vanessa Arakaza, Sini Varghese (Team Coordinator), Marie Grazien Insigne*

Back Row, L to R: *Anitha Sebastian, Melissa Wilcox (CR Manager), Mary Mathew*



COMMUNITY REHABILITATION TEAM OF THE YEAR

Front Row, L to R: *Mirosława Sherwood (Team Coordinator, Natalie Bishai (CR Manager), Solange Mukashema*

Back Row, L to R: *Mercy Emeasong Atm, Soniya Mathew, Marian Chakanya, Agens Uwamariya*



AWARD OF APPRECIATION

Front Row, L to R: *Miatta Smith, Dayo Gbadegesin, Jiddu Gebrezgi*

Back Row, L to R: *Bonny Kagoma, Suresh Khanal, Maricel DePedro*

PROVINCIAL INCENTIVE WINNER

Across five regions of Alberta ICE employees provide excellent service. Supervisors, co-workers, clients, family members and managers are encouraged to formally recognize ICE employees who go “above and beyond” in their duties by filling out a special “Thank You” card available from any ICE office. The completed cards are entered in a draw box in each region’s main office and cards are drawn each month for great prizes.

Each year in December, ICE employees who have received a minimum of three Thank you cards (from different sources) have their names entered into a special province wide draw for a special cash prize.

Barb Whitney (pictured left with South Regional Manager—Sharon Brown) was 2017’s winner.





**OUTSTANDING OFFICE
EMPLOYEE**

Renee Sadler



HEALTH & SAFETY AWARD

Abiel Kon



**OUTSTANDING FIELD
EMPLOYEE**

Michael Gebremariam



**Andrea Hesse—ACDS, CEO presented
ICE President - Geneve Fausak with Level
2 CET certificates for the Edmonton and
Northcentral regions**



**Andrea Hess -Alberta Council
of Disability Services (ACDS),
CEO spoke to the crowd at the
ICE Edmonton Open House,
December 7th.**



**John Stinson, Assistant Deputy
Minister, Department of Commu-
nity and Social Services addressed
those in attendance and congratu-
lated ICE on the CET achieve-
ment.**