

ICE PAGE

EDMONTON / NORTHEAST

2013

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TIME SHEET HAND-IN:

July 15th, 2013

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

July 31st, 2013

For all shifts worked between July 16th and July 31st, 2013

Health and Safety Meeting

July 3rd, 2013 @ 1:30 pm

RPAC Meetings

July 10th, 2013 @ 2:00 pm

July 24th, 2013 @ 2:00 pm

Team Coordinator/ Team Leader Mtgs

July 10th, 2013

AM meeting 9:30 am - 12 noon

PM meeting 1:30 pm - 4:00 pm



ECAT

Employee & Client
Assistance Team

780-461-7236

after office hours

Employee Spotlight

Maria

Maria was born and raised in the Philippines where she originally studied Agriculture Technology. She and her husband have been married for 26 years and have twin boys. In 1990 Maria moved to Canada with her family to enhance their opportunities. The family first settled in Toronto where they remained until 2007 and then Maria and her husband moved west to Grande Prairie. She started working with ICE in March of 2008. Maria started working with ICE covering weekend overnight shifts. She has since extended her hours with her client to include an

afternoon shift each week. Maria has also become active in supporting a variety of other ICE individuals in their community activities.



While she was living in Toronto Maria took a Health Care Aide course. This course later led her into applying to work with individuals with disabilities.

Maria is an excellent support provider as her love of her clients and her job shine through. Maria's clients really enjoy the interactions they share with her.

Maria is planning to move back to Toronto in another year or so to be closer to her sons. She will be greatly missed when she leaves, but until that time comes; our clients will continue to enjoy the benefit of her supports. Thank you, Maria, for your dedication and flexibility!!!

Client Success Story

Maggie

Maggie has been with ICE since 2004. She first lived on a farm near Blackie, AB with a Support Home Operator (S.H.O.) for over 9 years. Two years ago she moved into Calgary and is now living with a new Support Home Operator near the famous equestrian riding/jumping site, Spruce Meadows. This is a great location for an avid horse fan. Maggie is a member of the Opening Gaits Riding program and she is quite an accomplished rider.

The new home is a hit with Maggie. She enjoys her roommates, the very friendly household dog and a fabulous new bedroom. Maggie has a wonderful sense of humor and she loves to play practical jokes on

everyone. The home is filled with laughter every day. Maggie likes to keep busy and helping around the home is a goal that she is working on. She and her housemates have created a fun way to make daily chores an easy thing to do. Maggie also enjoys helping her support home operator to babysit her granddaughter.

Maggie and the granddaughter have tremendous fun playing games and dressing-up. Other goals for Maggie include enhancing her communication skills and maintaining a healthy diet. She works on these with daily

support from her S.H.O. Maggie has increased her communication abilities significantly in the last 9 months; and she is looking and feeling wonderful. She has enjoyed purchasing a new wardrobe to fit her new figure and lifestyle. Maggie's mother is very excited for Maggie and her new successes.



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,

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

ICE offices will be closed Monday, July 1st, 2013 for

Canada Day



Please direct all calls to the Employee Client Assistance Team for this day.

EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100 RECIPIENTS!



Zuhal Kamis



Beyene Atara



Team Coordinator Graduation

A graduation celebration was held on May 29, 2013 at the ICE office for seven recent Team Coordinator Graduates. Congratulations to all!

Back Row Left to right: Greg Stener, Christian Ngelese, Abiel Kon
 Front Row Left to Right: Imelda Madronio , Miroslawa Sherwood, Nely Muanza, Odile Niyonsaba

TRAINING

Proactive Behavior Intervention (PBI)

July 4th, July 18th, July 25th
 9 am - 5 pm

As described on the ICE website

ICE Employees,

Consider becoming a Support Home Operator for one of your ICE Clients

Right now there are excellent opportunities in this area!

Email:

scaracassis@icenterprises.com

or

dlhirondele@icenterprises.com



Fax (780) 452-4889

HAZARD ALERT - SCALDING

The potential for an extremely hazardous situation has recently been identified.



THE CIRCUMSTANCE - When a water heater at a residential program malfunctions it leaves a residence temporarily without hot water. If under such circumstances a resident requires personal hygiene care, staff at the home will seek alternate solutions to meet the personal care needs of their client.

THE HAZARD – Some staff/ clients might consider boiling water on the stove or in a kettle and then carrying it to the bath in the home to provide personal care.

THIS PRACTICE IS DANGEROUS AND NEVER TO BE USED AT ICE.

Boiling water poured into a bath tub would present a clear hazard for scalding a client. Attempting to carry boiling water through a residence presents a clear danger of scalding staff and possibly others.

ICE is informing all staff of expectations for such circumstances.

AVOIDING THE HAZARD

1. **Advance preparation** - residences that have clients requiring personal care for toileting hygiene should ensure the residence's 72 Hour Emergency Supply Kit is equipped with an adequate supply of Wet Wipes. In the event of a power outage or when water/ hot water is unavailable, these wipes will then be available for client support.
2. **Check the water heater.** - If a repair service is required notify the landlord or a professional to complete the repairs. Have the repairs completed as soon as possible.
3. **Call a supervisor or ECAT for further direction.**



SEVERE WEATHER

After the last month in Alberta no one should doubt that severe weather needs to be taken very seriously. Whether it is a Flood, Tornado, Thunderstorm or just extreme heat everyone needs to know what to do for extreme weather.

Pay Attention to Daily Weather forecasts and “Keep Your Eyes on the Skies.”

Weather advisories provide critical information throughout the year. ICE staff need to pay attention to weather reports and adjust daily routines for clients and staff accordingly.

Environment Canada - Public Alerting Program

Environment Canada issues public alert bulletins through the media (television/ radio) as well as through the Weatheradio service and Weatheroffice website. The type of alert used depends on the severity and timing of the event:

- **Special Weather Statements** are the least urgent, but are used to let people know that conditions are unusual and could cause concern.
- **Watches** alert you about weather conditions that are favorable for a storm or severe weather, which could cause safety concerns. If staff hear of a weather Watch in their area, they need to take care and plan for client/ staff safety. Staff should continue to monitor the public alert system and follow recommendations for safety as provided as Watches may quickly progress to become Warnings.

- **Warnings** are provided as certainty increases about the path and strength of a storm system. A Warning is an urgent message that severe weather is either occurring or will occur. Staff need to stay on top of such situations and take the appropriate action as advised.

Floods

Floods may occur from an overflowing creek or river. Flash floods are often the result of heavy rainfall concentrated over one area (as recently occurred in many parts of Alberta).

- If there is time: unplug electrical devices, shut off electricity and the outside gas valve, remove prized possessions from lower levels.
- Stay on the highest level of the home,
- Never attempt to walk or drive through flood waters, TURN AROUND.
- Follow instructions issued by the local



authorities i.e. vacate if told to do so. Take your emergency kit with you (including medications and changes of clothes for clients.)

- Stay away from high water, storm drains, ditches, ravines or culverts. Move to higher ground.

Extreme Heat

Extreme temperatures put people at risk of dehydration, heat stroke, heat exhaustion and sun burns. A long term effect of sunburn may be an increased likelihood of various types of skin cancer.

- Avoid sunburn by moderating sun exposure and using protection from the sun's ultraviolet rays (UV A and UVB). Wear a wide brimmed hat, sunglasses (eyes need protection too),



and sunscreen (SPF 15 or higher);

- Wear lightweight, light coloured, loose fitting clothing;
- Drink more water (cool, not cold), regardless of your activity level. Carry water or other non-carbonated fluids with you on community outings. Avoid caffeinated drinks as caffeine is a diuretic that increases water loss via urine.
- Avoid the sun and strenuous activities during the hottest part of the day, between noon and 3 pm;
- Take rests in the shade when outside;
- Keep homes cool by closing the curtains and windows when it is hotter outside and run fans inside;
- Take a cool shower or bath to cool off.

Thunderstorms

Lightening – What you need to know

- NO PLACE outside is safe when thunderstorms are in an area!!
- If you hear thunder, then lightning is close enough to strike you (even if it looks pleasant and sunny where you are).
- When you hear thunder, immediately move to safe shelter; a substantial building with electricity or plumbing or an enclosed metal-topped vehicle with windows up. Watch out for downed power lines that may be touching your vehicle as you could receive a shock if you step outside.
- Stay in safe shelter at least 30 minutes after you hear the last sound of the thunder.

Indoor Lightening Safety

- Stay off corded phones, computers and other electrical equipment that puts you in contact with electricity. Use battery operated appliances only. Cordless phones are safe.
- Avoid plumbing, including sinks, baths and faucets.
- Stay away from windows and doors and stay off porches and balconies.
- Do not lie on concrete floors, and do not lean against concrete walls.

Last Resort Outdoor Lightening Risk Reduction

Tips

If you are caught outside with no safe shelter anywhere nearby the following actions may reduce your risk:

- Immediately get off elevated areas such as hills, mountain ridges or peaks.
- Never lie flat on the ground, crouch down and bend forward placing your hands on your knees.
- Never shelter under an isolated tree. In a forest seek shelter in a low-lying area under a thick growth of small trees or bushes.
- Never use a cliff or rocky overhang for shelter.
- Immediately get out and away from ponds, lakes and other bodies of water as lightning can strike the water and

travel a substantial distance from its point of contact.

- Stay away from objects that conduct electricity (barbed wire/metal fences, power-lines, tractors, bicycles, motorcycles, lawnmowers). Do not hold objects such as golf clubs, umbrellas, or fishing rods.

Tornados

Monitor local weather updates and remember that even though the weather may be calm at the time a Severe Thunderstorm or Tornado Watch or Warning is issued for your area, conditions can rapidly deteriorate and become life threatening. Postpone activities planned for outdoors. Always heed warnings. Watch the skies for



strong rotation of clouds, hail, a greenish hue to the sky, quick darkness in a sunny day. You may hear a loud continuous roar.

- Get to a safe place. Fully enclosed buildings with wiring and plumbing provide the best protection. Do not stay in a mobile home if a tornado warning has been issued. Go to a sturdy building or get out and lie in a ditch or culvert.
- Take shelter in the basement or a small interior room with no windows or exterior walls.
- Get under a heavy table or desk, avoid the corners of the room,
- Use your arms, pillow or a mattress to protect your head.

Information Resource: USA government, National Weather Service

<http://www.lightningsafety.noaa.gov/tips.htm>

US Department of Commerce, A Preparedness Guide, Thunderstorms, Tornados, Lightning... Nature's Most Violent Storms

<http://www.nokep.org/disasterguides/>

POLICY REVIEW

NOTE: Recently there have been some concerns with late reporting of injury incidents by employees. Please remember that Alberta legislation and ICE policy requires immediate reporting of all such incidents.

3.5.5 EMPLOYEE WORK RELATED INJURY, ILLNESS, AND NEAR MISSES

(Only a portion of the full policy is covered here, please refer to your policy manual for complete information.)

Refer also to Policy 2.7.3 Critical Incidents
All employees have W.C.B. coverage.

A. RESPONSIBILITIES

The employee is responsible for:

Reporting and recording all workplace incidents to their supervisor or the ECAT supervisor (if after hours) **immediately** regardless of the severity. The initial documentation will be in the form of an agency critical incident report (**refer to Policy 2.7.3 Critical Incidents**) and **must be completed within 24 hrs of the incident.** Providing standardized documentation from the agency to the physician (this documentation is presented at PET, a copy is in the PET manual and is available at the main office) if medical attention is required which stipulates the agency's support of and availability of modified duties. Note a physician's report is required in order to substantiate a WCB injury claim i.e. you must attend a physician's appointment.

Informing the employer that the sustained injury required the employee to seek medical attention or to have time off their regular work schedule that is validated by a physician's report within **24 hrs** of the incident or when the employee becomes aware that there

is an injury sustained that will affect work performance. (See below for clarification of reportable versus non reportable incident) Reporting to the employer if medical attention is required later in the future and is related to a previous work place injury/incident. Completing the WCB worker's report of injury, as appropriate and ensuring it is submitted to WCB, should the employee be seeking compensation from WCB for wages or benefits. Should the employee be completing this documentation at the main office I.C.E. management will assist in submitting the claim for the employee. Otherwise the employee must submit directly to WCB.

This report will be available at the main office, from the WCB website **HYPERLINK "<http://www.wcb.ab.ca>" www.wcb.ab.ca** or will be mailed to the employee. It is imperative the employee use the **24hr** time frame to inform the employer directly of the injury for debriefing, to assist the employer document on the WCB employer's report and if the employee is unable to return to work to reassign his shifts.

Cooperating in order to achieve an early and safe return to work. This does involve effective communication with WCB, the employee's physician and the employer to determine the employee's physical ability to work.

Accepting and abiding by the return to work plan, which may include modified duties that are suitable to the physical abilities of the employee.

Maintaining weekly communication with the employee's direct supervisor to effectively manage the return to work plan.

Ensuring supporting documentation of the claim i.e. WCB worker and employer reports, critical incident and any WCB correspondence sent to the employee is kept in accordance with the agency's policies and procedures.

Aman Ullah was thanked by the Health and Safety Specialist for his assistance with the 2013 ICE Orientation guide pilot project. Aman won an Escort, two-room Dome Tent. Your hard work and dedication is appreciated every day!



Carina Oller was thanked by her CR Manager for her efforts to prepare healthy meals at her home and for her work to ensure success in the PDD safety inspections. Carina won a Garrison oscillating tower fan. Congratulations!

Monica Deen Conteh was thanked by her CR Manager for her participation in the PDD safety inspections. Monica won a Broadstone Zero Gravity Chair. Thank you for the excellent care you provide and for taking extra shifts!



Incident Investigation at ICE

Did you know?

- General and Critical Incidents are documented and follow up is completed as per ICE Policy 2.7.3.
- In addition to GI's and CI's, Supervisors/Managers further investigate and complete additional written Incident Investigations on agency incidents involving employee injury, property damage and near miss occurrences. This process requires that the supervisor/manager have special training in Incident Investigation.
- The purpose of all ICE incident investigation processes is to find and address the causes of these near miss events

and injury/property damage incidents in order to prevent them from happening again.

- Incident Investigation training provides supervisors/managers with training to consider direct causes, indirect causes and root causes. (See insert)
- Follow up is completed by the company to eliminate, mitigate and control the causes of incidents (i.e. equipment is purchased, policies and procedures are developed, training courses are offered).
- Injury and Near Miss Incidents are reviewed by the Chief Operating Officer and President of ICE as well as by Health and Safety Committees in each region.
- Incident reviews by the Health and Safety committees are shared in the Health and Safety Meeting Minutes printed in the ICE Page and posted on the ICE Web site. This ensures all employees are kept up to date and informed about hazards and controls within ICE.

Prevention of future incidents of injury or damage requires close examination of incident causes. ICE supervisors receive training to identify:

Direct Causes: these are events that immediately preceded the incident. If it were not for this the incident/ injury would not have happened. Example: Worker carrying groceries into a home trips over the garden hose in front of the house and falls. The direct cause of the incident was the garden hose across the walkway.

Indirect Causes: these allow the direct cause to exist. When we ask why about the example above we may identify indirect causes such as the following:

- Another worker or a client failed to put away yard care equipment.
- The worker may have been carrying so many groceries that they could not see adequately to identify hazards in front of them.

Root Causes: These factors, if corrected, will prevent similar incidents from happening again. Root causes usually fall into the following categories:

Inadequate Program – effective and safe procedures have not been established for the work tasks (i.e. yard work, grocery shopping).

Inadequate Standards – are the policies/ procedures adequate to manage the hazards workers will be exposed to.

Inadequate Compliance to Standards – Lack of training, policy not followed etc.



Health and Safety Minutes

Meeting - June 5, 2013

3.0 STANDING ITEMS

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

Calgary:

No Current Incidents

South:

No Current Incidents

Grande Prairie:

No Current Incidents

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

Calgary:

No Current Near Misses

South:

No Current Near Misses

Grande Prairie / Northwest:

No Current Near Misses

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

April 24, 2013

Staff completed grocery shopping with clients. Ten days passed then a report was made by the employee to the ICE supervisor re back pain.

Recommendations:

- As per Occupational Health and Safety legislation all workers in the province are required by law to report work related injuries or health concerns immediately after they happen. ICE policy requires incident reports to be submitted within 24 hours. Late reporting is detrimental to both staff (potential injury for others, further injury/ delayed recovery for the staff involved) and the company.

- Staff must understand their own capacity and if asked to perform tasks beyond their abilities they are required to inform a supervisor so that alternate arrangements may be made to complete the work. (Other staff/ clients complete or assist with grocery shopping (lifting and carrying), shop at stores with "carry out service", request that cashier pack individual grocery bags to a light weight, carry or lift fewer items, use a cart.)

May 14, 2013

A client (with symptoms of dementia) was sent home from their day program due to agitation. The client agitation progressed to loud crying and grabbing at the staff's arm which was bruised and scratched. Client later calmed. Staff had followed Positive Approaches in place and had tried (with limited success) to maintain a safe distance and use their PBI. Complete staff team has had Dementia training. (A functional assessment is underway for this client.)

Recommendations:

Continue with RPAC and follow psychiatric recommendations. Continue to actively review

and practice PBI. Ensure client nails are trimmed regularly (while client is in a positive mood). Wear clothing with sleeve protection to avoid scratches when client is agitated.

May 22, 2013

A client was in the community during the day. He collected and cashed in bottles that he had collected while out. With the money the client purchased 24 cans of pop and 12 bottles of water. The client proceeded to drink pop after pop (as per his obsessive compulsive tendencies). When the staff attempted to redirect him from consuming so much pop in relation to concerns for his health, he became agitated and angry. The client then struck the staff on the shoulder as they sat on the couch. Client currently has positive approaches in place.

Recommendations:

RPAC is presently involved in the review of this client's behavioral incidents of aggression. The client's current positive approaches may be revised and additional measures put in place to avoid such power struggles in the future. RPAC recommendations should be followed. A refresher of PBI training is also recommended for the staff / team. Staff need to assume an active stance (on their feet) as soon as the first signs of client agitation arise.

3.3 Evaluation of current Near Miss Incident Investigations:

June 3rd, 2013

Client returned to their residence in the evening with an unknown individual. The client said he and this person (friend) were going to a movie together. The client had supper with his friend then staff observed the client pushing the friend out the door. The client told staff that the visitor was drunk and asked staff to call the police. Staff told the client to stay inside and refused re-admittance to the visitor. The visitor left.

Recommendations:

- Staff to follow procedures outlined in ICE Policy 3.5.7 Visitors Contractors regarding unknown visitors. Call 911 as necessary for emergency situations.

- Meet with clients to review safety expectations surrounding visitors to the residence. With involvement from the residents and their support networks (guardians) write up a client/ house/ roommate agreement re friends/visitors. Review the household agreement regularly with clients.

3.4 Review of COR Audit and Action Items – Section 7 Incident Investigation

- 7.5 Enhance communication with employees regarding the Incident Investigation process at ICE including investigator training requirements. (Action plan – July ICE page article on Incident Investigation at ICE, Promoting Safety Course – review of investigation requirements.)

- 7.7 Identification of Root Cause – Root cause analysis is challenging and this area is recommended continued skill enhancement.

(Action plan - Ongoing review, feedback and training for Managers/ Supervisors is being conducted.

3.5 Review of Master Hazard Assessment and Control Document

Other regions review & and recommendations and regional response to recommendations:

Edmonton

Reviewed General Section – Housekeeping (Pg 24)

Recommendations for safe practices:

- Use of a Swiffer mop to avoid strains associated with carrying water in a bucket, excess water on floors.
- If it is a large task – wash the floor in sections (standing on dry floor sections).
- Do not walk on wet surfaces, wait until the floor has dried completely.

Calgary -

Assisting persons who use/have matches, lighters, candles- Add Equipment- use of flameless candles

Client support with seizures- Add training- outside epilepsy organizations accessed for additional training on seizures

Contact with visitors, contractors or strangers at office or residence- Add resources- home invasion in Health and Safety Binder

Blood and Bodily fluid exposure/ clean-up – Add Training- influenza awareness, Add Equipment- use of PPE

South - Reviewed Pages 20-22.

Use of Gas Stove-Committee felt that Consequences for "Chemical Hazards" should be a 3 the same as Physical Hazards

Use of BBQ-Committee felt that Consequences for "Chemical Hazards" should be a 3, same as Gas Stove. Add to Controls: Cleaning after every use to avoid grease build up.

Policy Review –Review of policy 3.5.7 Visitors/ Contractors

Grande Prairie / Northwest – Reviewed pages 23-26,

Shopping, Housekeeping – no additions.

Storing and using household cleaners – add headache, nausea, and dizziness under chemical hazards and to clean in a ventilated area.

Changing a light bulb – no additions.

3.6 Policy Review – The group reviewed policy 3.5.4 Working Alone

4.0 OTHER BUSINESS

4.1 ICE Page Health & Safety Article for July 2013 has already been determined as part of the COR Action Plan – on Incident Investigation Processes. This article should be reviewed at Team Meetings with residential staff

5.0 NEXT MEETING – July 3, 2013 1:30 pm



ICE Staff
please plan to attend our August
ICE Staff Appreciation BBQ!



Thursday, August 15, 2013

11AM TO 2PM

AT THE ICE OFFICE

There will be food, prizes and fun!

HOPE TO SEE YOU THERE!