

ICE PAGE

Making it Happen!- Supporting Social Inclusion

**EDMONTON/NORTH
CENTRAL**

ECAT

Employee & Client
Assistance Team
780-461-7236

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

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TIME SHEET HAND-IN

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

UPCOMING:

- **HEALTH AND
SAFETY MEETING**
July 11th, 2018 at
1:30-3:30 PM

• (NOTE: PLEASE NOTE CHANGE
OF REGULAR MEETING DATE)

- **RPAC MEETING**
July 18th, 2018 at
1:30-3:30 PM

EMJAY

Emjay is a new client with ICE in Lethbridge. She joined the ICE community in January of 2018. In her short time with us, Emjay has shown herself to be a talented and motivated young woman. ICE staff supporting Emjay have worked with her to establish great connections in the community and to become involved and energetic in her daily activities.

One of Emjay's goals when she started services was to secure a volunteer position, she has been more than successful with three current volunteer placements. She volunteers at the Sunny South Lodge where she socializes and plays games with seniors, the Nature Centre where she spots wildlife and greets visitors and the Humane Society where she walks the dogs.



Emjay making her first speech at her Toastmaster's Club.

Emjay is motivated to keep both her mind and body active. To keep physically fit she plays racquetball and basketball at the YMCA. To engage her mind she participates in Toastmasters and recently gave her first speech. Emjay has a love of

music and has also begun learning to play the guitar. Emjay is interested in even more activities so she is looking at joining cooking classes, as well as art and photography classes. Recently Emjay attended the LG Barnes Women's Retreat camp which she enjoyed very much.

Emjay came to the Lethbridge area from Calgary and at first was unsure about living in a smaller community. After several months she has become involved and active in Lethbridge. Her ICE support staff have helped Emjay develop a program that is diverse and really lets her build on her strengths. The staff say that Emjay makes it easy, stating that they love her energy and personality!

We look forward to the many great things this vibrant young woman will accomplish!

Employee Spotlight



Shelby Hippard - Shelby has been an ICE employee for a short six months but she has done wonderful things in her time with ICE. She has great relationships with her clients and supports them with enthusiasm to achieve their goals!

Her favorite thing about working in this field is supporting individuals to have a voice and encouraging and empowering people to live a life they choose. Shelby has been a great addition to the ICE Lethbridge team!

POLICY REVIEW

Excerpts from Policy 2.4.1 are included here.
Please refer to the ICE Policy Manual for the full policy.

2.4.1 GUIDELINES FOR PLANNING ACTIVITIES

1. Independent Counselling Enterprises activities are planned to be effective as well as safe in their operation.
2. General guidelines apply in planning activities:
 - Involve the client in planning activities;
 - Consider the client's abilities and interests in relation to the activity;
 - Consider the client's likely level of safety and well being while participating in the activity;
 - Determine the relationship of the activity to the client's cultural and religious heritage; Ensure the activity fits in with other scheduled activities and daily routines;
 - Ensure activities are age-appropriate;
 - Plan the activity in incremental steps (i.e.: putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition; Address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities; Arrange an appropriate meeting place. Have phone numbers and other information

available ahead of time; All group activities require supervisor review and approval before they take place; In the event of an emergency (i.e. accident or injury) employees are to ensure they have all emergency contact names/phone-numbers including their supervisor and ECAT/911 to call for immediate assistance

(see Policy 2.7.3 Critical & General Reporting Incidents & Policy 3.3.6 ECAT Supervision)

3. Aquatic activities must include the following precautions:
 - The presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
 - In circumstances where I.C.E. clients have access to private pool facilities through their residence a pool safety protocol (**refer to the Master Document Binder**) will be developed, reviewed, and signed off by the client, guardian, and I.C.E. staff, a copy of the protocol will be filed in the client green file;
 - Use of a safety floatation jacket by all participants in a raft, boat or canoe;
 - Constant and direct supervision of clients during all activities around water.

**ICE OFFICES WILL BE CLOSED
MONDAY, JULY 2nd FOR CANADA DAY**



Please direct all calls to the Employee
Client Assistance Team for that day.
780- 461-7236

**ICE HAS A TD GROUP
RSP PLAN!**

Refer to **Policy 3.4.18
FUTUREBUILDER RSP**
If you are eligible, ICE will match your
contributions!
To sign up, please contact:
780-453-9664

Looking for Answers? Here are some online links you may find of assistance:

| | |
|---|---|
| https://www.canada.ca/en/health-canada.html | Health Canada is responsible for helping Canadians maintain and improve their health. It ensures that high-quality health services are accessible, and works to reduce health risks. |
| www.ccohs.ca | The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the total well-being—physical, psychosocial and mental health—of working Canadians by providing information, training, education, management systems and solutions. It makes credible information about workplace hazards and conditions easily and widely accessible to all Canadians. |
| https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957 | Linking Albertans to a wide range of health information and service options. |
| https://work.alberta.ca/occupational-health-safety.html https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws https://work.alberta.ca/occupational-health-safety/resources.html | Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities. The OHS site provides access to a wide range of information bulletins and on-line training options |



Occupational Health and Safety Updates

Alberta Occupational Health and Safety

Law has recently been updated.

The following worker rights are now included in both Alberta Legislation and Canadian Occupational Health and Safety (OHS) Law.

⇒ Right to Know

⇒ The Right to Know includes:

- Being informed of hazards and controls associated with work at the work site.
- Adequate training in all matters necessary to protect their health and safety. Training must occur before a worker starts a work activity; does a new work activity; uses new equipment; performs a new process; is moved to a new area or work site.

⇒ Right to Participate

- Legislation now guarantees workers the right to consult and cooperate with their Employer on Health and Safety matters that affect them and outlines the requirements for representation. Health and Safety Representatives, in cooperation with the employer, perform the same duties with necessary modifications.
- Duties of worker health and safety committee members/ representatives include:
 - * Receiving health and safety concerns from other workers,
 - * Participating in Hazard identification,
 - * Assisting to develop and implement protective safety measures (and follow up)

- * Receiving education & information related to OHS
- * Implementing OHS recommendations (along with the employer)
- * Completing Workplace inspections (at least quarterly),
- * Participation in Incident Investigations (serious incidents),
- * Maintaining records of activities and meetings.

⇒ Right to Refuse Dangerous Work

Workers have the right to refuse work that could:

- Endanger the worker,
- Endanger another worker,
- Endanger another person (visitor, contractor, member of the public etc.)

This right is based on the worker having reasonable grounds to believe the work is dangerous or that there is a dangerous condition at the worksite (and the controls are inadequate).

- Workers are required to protect themselves and others at or in the vicinity of the work site.
- Exercise their OHS rights and duties without fear of reprisal.

⇒ Workers now have protection from Harassment and Violence under the Act.

Workers are to be provided training including:

Recognition of violence and harassment, Policies, procedures and controls in place to eliminate or mitigate risks, Response procedures (how to get assistance), Procedures for reporting, investigating and documenting.

Source: Continuing Care Safety Association, Bill 30: Act to Protect the Health and Wellbeing of Working Albertans

TRAINING

PET (Pre-Employment Training)

July 3rd –5th, 2018

July 16th – 18th, 2018

July 30th - August 1st, 2018

9 am -5 pm

As described on the ICE website

PBI (Proactive Behaviour Intervention)

July 6th , 2018

July 20th, 2018

9 am -5 pm

As described on the ICE website

\$100.00 ICE Employee Referral

Incentive Program

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements & completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

This month's recipients



Abeyot Berihanie



Jiddu Gebrezgi

ICE THANK YOU CARD INCENTIVE WINNERS



Innocent Kagabo received a Thank You card from his Coordinator for participating on a H&S subcommittee for Hazard Assessment as part of the Certificate of Recognition (COR) 2017-2018 Action plan.

Innocent won a NUTRIBULLET Nutrition Extractor. Thank you for contributing to employee health and safety at ICE!



Aster Michael received a Thank You card from an ECAT Supervisor for her quick actions to assist a client in medical distress.

Aster won a Hamilton Beach Waffle Maker. Thank you for your excellent client support!



Bonny Kagoma received a Thank You card from the ICE Client Behavioral Services Consultant for providing exceptional feedback and information during the development of a client's Planned Procedure.

Bonny won a Zero Gravity Lawn Chair. Great job!

Health and Safety Meeting Edmonton—June 13, 2018

3-1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2

Calgary- Meeting minutes, meeting –May 24th, 2018

April 2, 2018

Staff was seated in the living room assisting client cut wool for her rug hooking. Client's 2 cats were playing and suddenly one of the cats jump onto staff's lap which resulted in 4 scratches on staff's leg and staff completed first aid. Recommendations: Ensure regular nail care is completed on cats either by client or professional grooming company, recommend pets are kept away from staff when using yarn as this may attract the cats. Suggest to client to purchase nail covers on cat's nails. Encourage staff to wear long pants or put blanket on legs as a barrier to cat scratches.

Incident Investigation Completed

April 26, 2018

Staff was assisting client (using approved transfer belt) to the toilet. Client stumbled and proceed to stumble forward, staff had hands on transfer belt and managed to pull client back stopping him from falling forward. From this action staff felt pain in shoulders and lower back.

Recommendations: Review with staff proper use of transfer belt, review with staff policy on lifts and transfers. Client to be assessed by Occupational Therapist as client's needs and stability are changing.

Incident Investigation Completed

South – Meeting –May 9th, 2018

No near miss incidents to review.

Grande Prairie – Meeting North West – May 7th, 2018

No Incidents to review.

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

Calgary- May 24th, 2018

Meeting minutes

April 20, 2018

Client and staff arrived at movie theater and found it closed. Staff suggested walking to nearby restaurant to wait and eat lunch until theater opened. After 5 minutes of walking, client stopped and started stomping feet. Staff stopped and waited. After a few minutes staff showed client her arm to help support her walking. Client then grabbed onto staff's neck and began pinching staff. Staff stepped away. Client then grabbed staff's arm and started scratching staff. Staff then gave client space. Client later escalated again. Staff gave space to allow client to calm down and client was picked up by guardians. No injury occurred with the scratching/pinching.

Recommendations: Review with RPAC for support. Ensure staff is aware of business hours of different activities and have referred activities available if there is a change in routine. Ensure staff is aware of client's needs and triggers (i.e. change in routine, overstimulating environments.) Review with staff PBI. Client now has a loaner wheelchair that will be used when out in the community.

Additional Recommendations: Ensure staff are trained for mobility assistance.

Near Miss Investigation Completed

April 30, 2018

While client was getting ready for bed, staff saw a pair of drinking glasses in client's room, removed them and put them in dishwasher. Client took a pair of drinking glasses back into her bedroom. Staff explained that the glasses belong inside the dishwasher as they were dirty. Client immediately escalated towards staff, threatening to get staff into trouble and raising her voice. Staff engage L stance and kept safe distance as client tried to corner staff and hit him. Staff went to use the house phone to contact ECAT, client disconnected both phones, went to her bedroom

slamming the door and cooled down.

Recommendations: Remind staff to not engage in power struggles with client, especially during bedtime routines as during this time client is more likely to be come easily agitated. Have client more involved in cleaning her room, develop a cleaning schedule. Wait to call ECAT as calling during an escalation can agitate client more and jeopardize staff safety (i.e. disconnecting phone).

Near Miss Investigation Completed

South – Meeting – May 9, 2018

May 1, 2018 – Staff tried to get a client to go to a scheduled activity but the client refused. Staff did not press the issue and did not get into a power struggle with the client. The client indicated they would like to have a bath so staff proceeded to go into the bathroom to fill the tub. Client appeared calm, showing no outward signs they were upset, however when staff was getting the bath ready the client entered the bathroom and pushed the staff against the door.

Recommendations: Continue RPAC involvement with the client. Staff to review client Positive Approaches and Risk Assessment as well as CPI/PBI strategies. Incident Investigation to be completed.

Grande Prairie – Meeting North West – May 7 2018

No Near Misses to Report

3-2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:

May 3rd, 2018 a client at the hospital for dialysis got upset when his head phones would not work. When staff tried to assist him with his headphones, he struck staff and injured their hand. Head phones are checked before the client leaves home with them but they can malfunction. Positive approaches are in place, a functional assessment has been completed and RPAC is involved with the client.

Incident Investigation to be completed.

Recommendations: The manager has asked that staff carry a second set of head phones and check all headphones work before leaving home.

3-3 Evaluation of current Near Miss Incident Investigations:

May 7, 2018 Staff discovered that the client's chair was broken. The chair was removed for safety and flagged with a note saying it was broken. Staff is completing regular inspection of furniture and equipment.

Recommendations: Current daily inspections and follow up appear to be working effectively. Good job.

May 20, 2018

The fire alarm at an apartment complex was triggered. Staff and clients evacuated out to the muster area. The Edmonton fire service arrived and checked the building before allowing tenants to return to the building.

Recommendations: Good job following the site emergency plans. Review the evacuation at the next team/ client meeting.

3-4 Certificate Of Recognition (COR) Audit

The committee reviewed implementation of assigned portions of the ICE 2017 – 2018 COR 1 year Action plan:

Element 1-1 & Element 1-2

Subcommittee members Vesna, Carrie, Nishita, Pauline, Hilary, Greg, Jackie, and Corinne

The subcommittee met May 18th for a second time to review ICE current H&S committees and worker representation. Greg & Jackie provided an update from the OHS presentation June 6th that OHS and ACDS are still in discussions over H&S representation for supported residences.

Jackie and Corinne are drafting revisions to the Policy and H&S Terms of reference. This may need to wait for a final decision by OHS regarding representation for supported residences.

Web- links will appear in the July ICE Pages. – Element 1-2

Element 2-3

A non-residential Sub - committee meeting was held May 16th at 3:00 pm. Three Non-Residential Coordinators and three non-residential front line staff were present in addition to Corinne.

A pilot test for a non-residential Field Hazard assessment has been proposed.

Element 3

3-1 The committee discussed potential Safe Work Practices for addition to the Appendices for the ICE HACD.

Corinne has emailed the other regions to request they provide their final 5 Appendix choices for the HACD. The Edmonton group discussed regional submissions and recommendations for addition to the HACD Appendix.

3-2 Greg and Jackie attended an ACDS information session on June 6th. Information was presented by OHS at the session. There is still some discussion being held between ACDS and OHS regarding PDD programs and Health and Safety representation for shared client residences.

Grande Prairie's input/ feedback was reviewed.

Once information updates are provided from ACDS/ OHS ICE will move forward on this area.

3-5 Hazard Assessment and Control Document (HACD) Review

Calgary

Reviewed Pages 6 – 13

Meetings / Communication: no additional recommendations

Driving: no additional recommendations

Driving with Clients: no additional recommendations

Use of Public Transit: recommend adding under biological – exposure to bed bugs/lice (with a lower probability). Also recommend to add use hand sanitizer.

South

The Committee reviewed Appendix A from the Health and Safety Binder and put forward additional ideas including ways to improve employee mental health and critical incident debriefing information.

A resource for understanding mental illness

A resource for respect in the workplace, something that gives examples of what is acceptable and what is not to go along with the CCSA training on workplace bullying and harassment

Edmonton - As above - Review of COR Action Plan item: 3-1 Addition of 5 information sections specifying Safe Work Practices to the Appendix-A section of the Master Hazard Assessment and Control Document. The group reviewed information/ ideas collected from the South, Grande Prairie and Calgary Health and Safety Committees.

3-6 Policy Review – ICE Policy 3.5.9 Hazard Assessment and Control Document.

4-0 OTHER BUSINESS

ICE PAGE – Suggested Articles – Bill 30 Occupational Health and Safety Updates, Seasonal Allergies.

Loss of Water/ Excessive Heat (As per Policy 3.5.10) Emergency Drill/ Review assigned to be completed between May 1st and July 31st.

Next meeting – July 11th, 2018 at 1:30 pm (**Please note change of meeting date and time from usual first Wednesday of the month.**)

PAYROLL NEWS:

Canada Day is a statutory holiday in **Alberta**, which is a paid general holiday for employees who are eligible.



Canada Day is on **July 1** every year except when it falls on a Sunday, then it's on **July 2**.

Please refer to:

Alberta general holidays | Alberta.ca

<https://www.alberta.ca/alberta-general-holidays.aspx>