

ICE PAGE

EDMONTON / NORTHEAST

2013

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TIME SHEET HAND-IN:

March 15th, 2013

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

April 2nd, 2013

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

Health and Safety Meeting

March 6th, 2013 @ 1:30 pm

RPAC Meeting

March 19th, 2013 @ 2:00 pm



ECAT

Employee & Client
 Assistance Team

780-461-7236
 after office hours

Employee Spotlight

Wanda

Wanda was born in Tahlequah, a small city in the Northeast corner of Oklahoma. She moved to Alberta as a young woman. Before settling in Edmonton, she lived on a little farm near Westlock and also spent 14 years in Yellowknife. Wanda's father was a veterinarian and as a little girl, she was always helping her father care for injured animals. It was no surprise that she grew up to become a Licensed Practical Nurse (LPN). Wanda reports that putting herself through school (with top grades) to become an LPN while raising five children represents her biggest accomplishment in life. Today,

Wanda is a mother to five adult children, a grandmother to fifteen and a great-grand mother to one.

Wanda came to work for ICE fifteen years ago after responding to an ad in the newspaper. She has been a dedicated and valuable member of the Home Care team ever since then. Wanda was awarded with a Fifteen-Year Service Award at the 2012 ICE open house in Edmonton. Over the last fifteen years, she has provided exceptional care to clients with various medical challenges all over the city. Throughout her work with ICE, she has received numerous compliments from her clients and Alberta Health Services (AHS) Case Managers for her top-notch work. Recently, ICE received acknowledgements from two AHS Case

Managers who credited Wanda's excellent skills for the healing of clients' wounds. ICE and the agency's clients are lucky to continue to benefit from Wanda's expertise. Thank you Wanda, for your dedication and hard work!



Client Success Story

Elvira

Elvira is a friendly outgoing individual who will turn 69 this year. She was born in the Philippines and lived there until she was 48 when she moved to a new home in Canada. While living in the Philippines, Elvira assisted with caring for her nieces and nephews which was a big help to her family. She spent many years creating beautiful circle rugs with a sewing machine using recycled cloth and materials to sell. She also cleaned houses for people in her community which was something she enjoyed.

Family is very important to Elvira and she currently lives with her sister in Calgary. A sister-in-law also lives just a short walk away which allows Elvira to visit often. Elvira has additional family in the Philippines, Canada, and the United States and she visits these family members when she can.

Elvira enjoys contributing to her community in Canada by volunteering. Although her first language is Tagalog and she speaks minimal English, with the support of her ICE staff she has enjoyed great success at her volunteer sites. Elvira's ICE staff also speaks Tagalog and provides Elvira communication support and acts as a translator as needed. Over the years, Elvira has volunteered at the two different Beverly Center's where she assisted with the hydration program and also folded towels. Currently, she volunteers at the

Rehabilitation society where she packs doggie waste bags that are sold to raise funds for the society.

Elvira likes to have fun with leisure activities such as sewing, bowling, and dancing. Last year she enrolled in a Line Dancing program, which she says was something she really enjoyed. More of Elvira's favorite things include Chinese food, her dog, "Pickle", going for walks, and attending church on Sundays. Elvira and her support staff also enjoy spending time at the Devonian Gardens and at the Core Shopping Centre.

Elvira hopes to find more volunteer positions and to try new activities over the next year. Elvira is very happy with her Community Access program with ICE as she and her support staff are a great match!



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, receive \$100.00!

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 as per policy!

**To sign up, please contact
Linna Roem at 780-453-9664**

THANK YOU!



Suman Witharana was thanked by his manager for working with the landlord to ensure that a furnace problem was repaired. Suman won a Crock-Pot 6 quart "Smart Pot slow cooker. Thank you for your diligence!



Selamawit Gabramaskal was thanked by the Team Coordinator for responding at midnight to a flooding problem from the apartment suite above. Selam won a Corning ware Etch 4 piece bake ware set. Your quick actions and care for the safety of our clients is appreciated!

THANK YOU!



Fran Harris was thanked by her Team Coordinator for diligently handling a heating problem at her program to ensure that everything was repaired.

Fran won an Onieida 45 piece stainless steel cutlery serving set.

Thank you, Fran!

TRAINING

Proactive Behavior Intervention (PBI)

March 14th 2013

9am-5pm

As described on the ICE website

Client Goals and Outcomes

March 22nd, 2013

9am - 1pm

As described on the ICE website

Documentation and Reporting Practices

Workshop

March 20th, 2013

1pm - 5pm

As described on the ICE website



EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100 RECIPIENTS!



Alicia Guillermo



Patrick Ngabo



PDD Safety Standards

The Alberta Government has introduced Safety Standards to ensure that adults who are supported by the Persons with Developmental Disabilities (PDD) program are living in safe homes, and that staff for these homes are following safe practices.

The PDD Safety Standards Regulation came into force on December 10, 2012 and applies to PDD funded residences where regularly scheduled overnight staff are providing support to:

- Two or more unrelated adults
- One adult living on his/her own that has been identified by the PDD Community Board as having a complex service need.

Licensing Inspectors from the Standards Compliance and Licensing Branch of Alberta Health will be completing inspections related to 8 safety standards identified as part of the regulation. These inspectors will look at service provider documentation (policies, procedures, invoices, training materials etc.), talk to individuals and/or staff, and tour each home (as per the above criteria) to make sure that they appear well maintained and safe.

The 8 safety standards include:

1. Safety requirements
2. Maintenance requirements
3. Environmental requirements
4. Medication assistance or medication reminders
5. Water temperature
6. Concerns and complaints
7. Safety and security of adults with developmental disabilities
8. Compliance with various codes and bylaws.

After the inspection, if a residence meets all 8 of the Safety Standards, the service provider will receive a certificate to indicate that it is in full compliance with the PDD Safety Standards. If the service provider has not met all of the standards, a certificate with conditions will be issued and the service provider will indicate a specified period of time to address the issues.

Starting in April of 2014, PDD contracts will be updated to include the ongoing compliance requirements under the Safety Standards. Failure to meet these requirements will prevent a PDD Community Board from contracting services with that service provider for supports provided in that residence. The purpose of the regulation is to verify that PDD service providers are meeting minimum standards to ensure the safety of the individuals served and to provide public assurance of the safety of PDD funded residences.



**ICE offices will be closed
Friday, March 29th, 2013 for
Good Friday**

and



**Monday, April 1st, 2013 for
Easter Monday**

**Please direct all calls to the
Employee Client Assistance
Team for these days.**

POLICY REVIEW

3.6.2 EMPLOYEE CONFIDENTIALITY

1. Independent Counselling Enterprises will hold all personal information regarding individual employees in confidence.
2. Each employee will have a personnel file that will be kept in a secure place. Access to this information is limited to authorized management personnel only. Files must remain in the office at all times and returned to storage when not being reviewed by management. No files, parts of files or contents will be photocopied or reproduced without prior approval of the Personnel Coordinator.
3. Employee files will not be removed from the office.
4. Employment-related information such as wages, personnel evaluations and critical reporting incidents will be shared only with supervisory personnel.
5. Independent Counselling Enterprises will not release any employee information to outside sources other than as outlined in the notice provided to all employees: "Collection, Use and Disclosure of Your Employee Information".
6. Independent Counselling Enterprises will not provide an employment reference on any employee without first receiving written permission from the employee. Management staff is responsible for providing verbal references. I.C.E does not provide written letters of reference. Once a verbal reference has been provided the person providing the reference is to document the content of the information given into the employee C-View notes.

7. An Employee may receive a copy or be granted access to their personal employee information in accordance with the Personal Information Protection Act. All requests must be in writing to the Chief Operating Officer. All reasonable requests will be granted within 45 days. A fee will apply to a request for personal information of someone who is not a current employee.

8. Requests for amendment to the content of the file may be made in writing to the supervisor. An employee may request copies of any item in the file but will not be permitted to remove the file or any document in the file.

9. Employee files are the property of Independent Counselling Enterprises. As such when employees are no longer employed by the agency their personnel file is pulled to storage and retained for no less than 7 years.

Health and Safety Reminder:

Under ICE Policy (3.5.1 and 3.5.5) and as legislated under the Occupational Health and Safety Act, Code and Regulations, ICE employees are required to report all work site related injuries and health related concerns to their supervisor immediately when they happen.

If you experience an injury or work related health concern while you are at work, you must contact your supervisor or ECAT.



Health and Safety Minutes

Edmonton Health and Safety Meeting - February 6th, 2013

3.0- STANDING ITEMS

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

Calgary: December 19, 2013, Injury Investigation

Staff and police were pulled over onto the left shoulder. Police were completing necessary paperwork in police vehicle when a semi truck struck the police vehicle which then struck the staff vehicle. Injury Investigation completed

Recommendations:

If you are required to pull over, pull over safely on the right shoulder
Mission Possible driver safety course.
Take an alternative route

December 27, 2013 Injury Investigation

Staff was parked across the street from a residence for a meeting, while stepping on to curb staff did not realize that the surface was uneven and that there was a buildup of ice. Staff slipped and fell striking knee, shoulder, elbow, cheek and head on pavement which resulted in bruising and soreness.

Injury Investigation completed

Recommendations:

Park as close to location community / meeting locations as possible, preferably on the same side of street
Take time walking to and from meetings especially in poor conditions.
Be aware of surroundings

Additional recommendations:

Use of ice grips

January 18, 2013 Injury Investigation

Staff slipped and fell on black ice on the sidewalk that they did not notice. Staff was wearing proper footwear.

Recommendations:

Clear sidewalks of ice and snow and use ice melter if necessary.
Be aware of surroundings while walking.
Avoid icy sidewalks by walking on the snow.

South: No injury investigations to review.

Grande Prairie / Northwest : November 22, 2012

Staff was backing out of a parking spot at Goodwill and felt a bump. They reported that sunlight was shining in rear view mirror, parking lot was slippery. Staff asked if client was okay, got out and checked damage and other driver.

Recommendations:

Be aware of hazards when parking;
reinforce defensive driving habits for staff.

Additional recommendations:

Shoulder check rather than using mirrors when backing up to avoid hazards.

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

Calgary: No Near Miss Investigations

South: No near miss investigations to review.

Grande Prairie / Northwest: December 5, 2012

Staff was sweeping the floor and swept under the closet door. The door fell down. Staff caught the door and laid it on the floor.

Recommendations:

Contact supervisor and landlord and follow up on repairs.

Additional Recommendations:

Ensure regular maintenance of closet door. If the door is not able to be repaired so it doesn't fall off (presenting a hazard) the door should be removed and replaced with a functioning door, curtains or left as an open cupboard.

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

January 6, 2013 –

Employee was going to a client visit and travelled through a red light and struck another vehicle.

Incident investigation to be completed.

Recommendations:

- Review with the employee the requirement to increase due care and attention and to follow all traffic laws.
- Have the employee complete the next session of Mission Possible driver safety training.

January 23, 2013 –

Employee shoveled front, side and back sidewalks of a residence without taking a break. Employee noted no ill effects until the next morning.

Incident investigation completed.

Recommendations:

- Review and follow safe shoveling and back care ergonomic recommendations as per information available in Health and Safety binder (i.e. push snow rather than lift, use knees, move smaller amounts of snow at a time, take frequent breaks to rest, request assistance etc.)
- Review equipment at site (i.e. is the shovel an appropriate weight and size? ergonomic model?) Replace equipment if necessary for safety.

January 24, 2013 –

Client has a large exercise ball at their residence for their exercise requirements. The employee sat on the ball, lost their balance, fell off and struck their head on the floor injuring them self.

Incident investigation completed.

Recommendations:

- Client exercise equipment to be stored away immediately after client use.
- Put a sign on the exercise ball "For X's (client's name) use only."
- Review expectations re avoiding use of client's property / exercise equipment individually with staff members and ongoing at team meetings.

3.3- Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):

December 20th, 2012 –

The fire alarm system was activated in an apartment building where 3 ICE residents live. Staff immediately assisted clients to evacuate the building. The fire department responded to put out a small fire in another unit of the building. Once the fire department declared the building safe, staff and clients reentered the suite.

Recommendations:

None. Staff and clients did an excellent job responding to the alarm as required to exit the building.

3.4 - Review of COR Audit and Action Items

The group reviewed the 2012 COR audit section 3 Hazard Control.

3.1 - Replacement of outdated information,

3.3 - Ensuring that type P first aid kits are present in all vehicles used by staff at work, and use of hazard identification cards by community workers.

3.5 - Review of Master Hazard Assessment and Control Document

Edmonton – Slip Trip and fall resource information was reviewed for opportunities to enhance the ICE Hazard Assessment and Control Document. Page 24 – Housekeeping (re slips, trips and falls)

Recommendations to add:

- Use "wet floor" signage to alert others to hazard.
- Dry mop floor
- Mop towards a dry exit to avoid having to walk over a wet floor.
- Use mop heads that spread a minimum amount of water.
- For small spills clean up promptly with paper towels.
- Reduce clutter / obstructions on floor space.

3.6 - Policy Review

Policy 3.5.8 Eliminating, Mitigating/ Controlling Work Site Hazards as revised January 2013 was reviewed.

4.0- OTHER BUSINESS

4.1 - ICE Page Health & Safety Article suggestion- PDD Safety Standards

5.0 - NEXT MEETING – March 6th, 2013 - at 1:30 pm.