

ICE PAGE

EDMONTON /NORTH CENTRAL

2015

Contents:

- CLIENT SUCCESS STORY - PG 2
- REPORTING WORK RELATED INJURIES AND HEALTH CONCERNS... PG 3
- CHANGES TO ICE BENEFITS... PG 5
- POLICY REVIEW... PG 5

Health and Safety Meeting

May 6th , 2015 @ 1:30 pm

RPAC Meeting

May 13th, 2015 @ 1:30 pm



ECAT

Employee & Client Assistance Team

780-461-7236
after office hours

TIME SHEET HAND-IN:

May 15th, 2015

For all shifts worked between May 1st and May 15th, 2015

June 1st, 2015

For all shifts worked between May 16th and May 31st, 2015

Employee Spotlight

Jenn

Jenn came to work for ICE in October, 2014 when she moved to Alberta from Ottawa, Ontario. Jenn is hard working, thorough, and dependable when it comes to supporting ICE clients. She always takes initiative to seek out new activities through community resources for the individuals she supports. Jenn says she loves to see the smiles on their faces as they get involved.



Jenn received a Bachelor's degree in

Psychology at the University of Ottawa while residing in Ontario. She says that she found ICE when she moved to Alberta as she was looking for more practical experience and loves to work with people. Currently Jenn supports a male and female client on a regular basis and is always eager to work extra hours for ICE as relief staff. Jenn also enjoys attending the many training opportunities that ICE offers and she loves working closely with ICE clients.

When Jenn is not at work she enjoys spending time with her boyfriend, Marc, and her cat, Cocoa. She also likes swimming and making crafts. Thank you, Jenn, for providing excellent client support.

Client Success Story

Wayne is an accomplished man currently living in an ICE residence in Edmonton. He has many talents and interests and is always busy and active. At ICE he receives support from staff as he works towards his goal of independent living. Staff offer support in the development of cooking, housekeeping and budgeting skills. Wayne notes he is able to cook a few of his favorite meals by himself such as omelets and macaroni and cheese. However, as far as chores go, he much prefers fix it tasks and mowing the lawn to cooking and household cleaning.

Wayne has successfully maintained employment for the last 5 years. He is a valued employee in the warehouse at Rotex Supply and through his efforts he has furthered his work opportunities there. Wayne says he has no problem getting up and going into work each day as he needs to be busy and productive. He confesses with a smile that he also likes the paychecks as they allow him to buy things he enjoys. Wayne is able to complete many warehouse work assignments at his company including packaging, scanning, and operating a baling machine.

Wayne says he always liked general warehouse duties but he really wanted to learn to drive a forklift. In 2013 his

conscientious and reliable employment record eventually convinced his work supervisor to offer him an opportunity to take the Fork Lift Operator's course. Wayne successfully passed the course and achieved his Fork Lift Operator's license. He has been driving both gas and propane forklifts in the Rotex warehouse for the past two years and takes great pride in this accomplishment. Wayne says driving the forklifts is fun but he also notes that he takes very seriously the important safety responsibilities that this privilege includes.

Wayne



Beyond the workplace Wayne is an accomplished client / self-advocate and public speaker. He previously completed a self-advocacy course sponsored by Persons with Developmental Disabilities (PDD) and served as a PDD Edmonton Board Intern. Wayne also was previously contracted by PDD to complete My Life, Personal Outcomes Index surveys in the Edmonton area. He still willingly assists in leadership/ advocacy roles when he has the opportunity.

In his spare time Wayne enjoys researching topics of interest and watching Youtube videos on his computer. He also has an artistic and creative side. Wayne has collected a full collection of tools and organized a craft workshop in his basement. He loves to spend time there building unique folk art projects. The crafts Wayne creates are truly one of a kind and their whimsical nature often brings a smile or even a chuckle to those viewing his work.

Wayne is truly a model for personal success!

ICE offices will be closed

**Monday, May 18th, 2015 for
Victoria Day**



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

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!



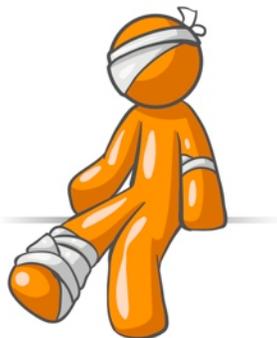
To sign up, please contact
Linna Roem at 780-453-9664

TIMELY REPORTING OF WORK RELATED INJURIES AND HEALTH CONCERNS

Despite legislated and company requirements to report work place injuries and health concerns there are still incidents where staff delay or fail to report such events.

Reasons workers often give for not reporting include:

- the injury was “small”,
- they don’t want to be labeled a “complainer”,
- they are not sure if the injury is work-related,
- they fear punitive actions. *(It is important for workers to know that AB legislation protects the employment for those who report workplace injuries).*
- employees worry about taking time away from work to see a doctor.



There are very important reasons employees should report an injury or illness suffered at work as soon as possible after an incident:

- to make sure the employee gets the correct medical treatment right away. Even injuries thought to be “small” (such as a strain) could turn into long-term damage if untreated or further aggravated.
- to make sure the employee receives the appropriate monetary compensation for their injury or illness (Workers Compensation) without delay.
- so the cause of the injury can be investigated and corrected to prevent the same thing happening to another employee or causing a more serious injury.
- because as a worker in the province of Alberta it is the employee’s duty under the Occupational Health and Safety Act to report any hazard of which they are aware to their supervisor / employer.
- the government has strict reporting requirements for **employers** to report critical incidents of employee injury and health concerns. These requirements are necessary to ensure AB employers are providing safe workplaces and appropriate

worker’s compensation. Employers can not address hazards or report injuries they are not informed of.

What are the Alberta reporting requirements for employee injuries and near miss incidents?

The Alberta Occupational Health and Safety (O.H.S.) Act, Code and Regulations spell out the responsibilities that workers and employers have to keep themselves and others healthy and safe in Alberta workplaces. **Section 182 of the code states: “If a worker has an acute illness or injury at the work site, the worker must report the illness or injury to the employer as soon as is practicable.”** (As ICE has 24 hour supervisory support that means a call should be made as soon as the employee is physically able and has access to a telephone.) In addition to the O.H.&S legislation requirements ICE policy has 24 hour reporting timelines for all general and critical incidents.

What should you as an ICE employee do in all cases of injury or illness in the workplace?

- Get first aid treatment right away. ICE will assist to provide transportation to a medical facility if necessary.
- **As soon as possible** tell an ICE supervisor about any injury or any illness or condition that you believed happened because of work, no matter how small. Complete an ICE Critical Incident or General Incident report as per policy.
- If you lose time at work (wages) or require health care treatment because of a work related injury or illness, you and ICE must each file a claim report for the Worker’s Compensation Board.
- You may choose your own doctor. The doctor should be informed that the incident happened at work and that ICE has modified work available. (ICE will provide employees with a letter explaining ICE’s modified work program.)
- If the AB Worker’s Compensation Board is involved the employee will be required to cooperate in their assigned health care treatment and safe return to work.

Please refer to your ICE Policy manual for detailed information on reporting work related injuries and illnesses.

SPRING AND SUMMER FOOTWEAR REMINDER:

*With the start of spring and summer it is important that ICE staff remind themselves of company requirements regarding dress and footwear.

As per the Occupational Health and Safety Act, employees have the responsibility to wear any safety equipment, protective devices or clothing required by the employer.

Footwear should be safe, functional, and appropriate for the job responsibilities at all work settings. Outdoor footwear

should be exchanged for indoor wear. Examples of appropriate footwear for working in the programs include shoes with closed toes and heels/heel supports (sling backs) with non-



skid/slip resistant soles. Inappropriate/unacceptable examples include: flip flops/beach shoes, open toed/open-backed shoes, slides/mules (backless shoes), footwear with heels greater than 2.5 inches, shoes with spiked heels, platform shoes (soles greater than 1 inch), molded/plastic shoes, or slippers.

In an office setting sandals or open toed shoes are acceptable providing the heel support (secure strap or fully encased) is present and the shoe fits properly i.e. the shoe fits securely at the heel and remains in contact with the entire sole of the foot while walking.

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!



EXCITING CHANGES TO I.C.E. EMPLOYEE BENEFITS!



Effective May 1st, 2015 ICE will:

- *reimburse employees for the cost of criminal record checks after the staff has successfully passed the 3 month probationary period. The expense will not be reimbursed if the potential employee obtained the check prior to employment with ICE.
- *reimburse employees for the cost of First Aid /CPR courses after the staff has successfully passed the 3 month probationary period. The expense will not be reimbursed if the potential employee obtained the certificate prior to employment with ICE.
- *reimburse employees for the cost of First Aid /CPR course renewals for staff in continuous employment.

Please refer to ICE Policy revisions for the details of these changes. These Policy revisions will be released soon.

TRAINING

Proactive Behavior Intervention (PBI)
May 1st, May 15th and May 29th, 2015
9 am-5 pm

As described on the ICE website

Crisis Prevention Intervention (CPI)
May 5th and 6th, 2015
9 am-4 pm both days

As described on the ICE website

Crisis Prevention Intervention (CPI)
One Day Refresher
May 6th, 2015
9 am-4 pm

Positive Behavior Supports (PBS)
May 20th, 2015
9 am-1 pm

As described on the ICE website



Monthly Incentive Draw Winners!



Evelyn Pelletier received a thank you card from her Team Coordinator for extra efforts to maintain health and safety standards at her program. Evelyn won a George Forman Grill. Thank you for your efforts!



Abiel Kon received a thank you card from a Quality Assurance and Risk Management Consultant for providing quality Visitor / Contractor Orientations at his program. Abiel won a 16 piece Bakeware set. Thank you for being such a positive representative for ICE!



Jackie Baruti received a thank you card from a Quality Assurance and Risk Management Consultant for her attention to Health and Safety standards and excellent follow up. Jackie won a Cordless Electric Crepe Maker. Great Job!

Policy Review

The following are selected sections of Policy 3.5.10. Please refer to the policy manual for the complete policy.

3.5.10 EMERGENCY PROCEDURES (All SERVICES) & EMERGENCY PREPAREDNESS PLANS (RESIDENTIAL PROGRAMS OPERATED BY I.C.E.)

Emergency Services (All programs)

All employees must ensure that the following procedures are followed in an emergency situation:

1. If the emergency is imminent and deemed life threatening to anyone on the site, call 911 IMMEDIATELY.
2. DO NOT PANIC ... remain calm and give clear, concise direction/information.
3. Ensure the immediate safety of yourself and the individuals in your care, unless you are in imminent danger you are not to leave the clients unattended.
4. Locate the nearest safe area and retreat to that location. This area would vary depending on the emergency. For example:
 - Fire, or gas leak/gas smell – leave the building, and retreat to a designated Safe House or Meeting Place as outlined in the residential program’s Emergency Evacuation Procedures. For non-residential programs, go to the nearest neighbor or business.
 - Tornado warnings – go to the lowest level of the house and gather in the smallest room that doesn’t have a window, i.e. a closet or bathroom. Refer also to Health and Safety Binder.
 - Loss of heat during blizzard or extremely cold weather – Gather together at the highest level of the building in a small windowless room (i.e. bathroom or large closet). Ensure everyone is wearing several layers of clothing.
 - Home invasion – do not confront any intruder.
5. Call 911 and attempt to evacuate the home if safe to do so. If possible take the client green file(s) to be used as a portable record of information; if not possible the duplicate file(s) at the main office will be used. The client green file includes: the full name of the client, name/address/phone number of the parent/guardian, the name and phone number of the emergency contact person (as designated by the parent/guardian), information regarding medication, health concerns/allergies, and a recent photograph of the client.
6. Call the I.C.E. office or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far.
7. I.C.E. Edmonton maintains three back-up batteries in the ECAT office in the event of a power outage. The combined batteries will supply a minimum six hours of power to ensure the computer, telephone, and lights remain operational/provide time to re-locate the ECAT system in the event of an emergency (see Policy 3.3.6 ECAT Supervision). Specific Emergency Plan

8. In all cases refer to points 1-3 in emergency plans above. In addition all clients are to be informed of the situation.

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Loss of Water/Disruption to Laundry Services

- Use the water available in the emergency kit for drinking purposes.
- If Laundry Services are required access the nearest laundry facility and funds are to be used from petty cash.
- Call the I.C.E. office or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far. Arrangements will be made to either repair the water supply in the home or to remove the clients to a suitable location until water service is restored. Office personnel will ensure that guardians are contacted and apprised of the situation.

Loss of Heat

- Gather together at the highest level of the building.
- Ensure clients are dressed warmly – layer clothing and use the extra blankets in each resident’s room.
- Call the I.C.E. office or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far. Arrangements will be made to either repair the situation in the home or to remove the clients to a suitable location until the heating service is restored. Office personnel will ensure that guardians are contacted and apprised of the situation.

Loss of Power/Disruption to Hot Meals

- Gather together in the general living area of the home if during the time the clients are awake and the building is in darkness as lighting will be limited and it is easier to maintain a safer environment.
- Use available flashlights easily accessed in the home and in the emergency kit as required.
- Food supplies are available in the Emergency kit as required.
- Call the I.C.E. office or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far. Arrangements will be made to either repair the situation in the home or to remove the clients to a suitable location until the power service is restored. Office personnel will ensure that guardians are contacted and apprised of the situation.

Excessive Heat

- Ensure all window coverings and windows remain closed.
- Have fluids available and access emergency kit supply as required.
- Avoid excessive physical activity.
- Access any city emergency cooling centers if available.
- Call the I.C.E. office or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as

well as the status of all individuals involved thus far. Arrangements may be made to remove the clients to a suitable

location until the situation is under control. Office personnel will ensure that guardians are contacted and apprised of the situation.

(Please refer to the Policy manual for the complete policy.)

Health and Safety Minutes Meeting - Edmonton, April 1st, 2015

AGENDA TOPIC STANDING ITEMS

Review of Regional Health and Safety Meeting Minutes

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

Calgary- March 17th, 2015 Meeting Minutes

No current internal incidents to investigate.

South – March 10th, 2015 Meeting Minutes –

No current internal incidents to investigate.

Grande Prairie – March 12th, 2015 Mtg. Minutes

February 25, 2015

At the library while waiting for client to come out of washroom, staff leaned up against the wall and they slipped and hit their head on the wall. No injury.

Recommendations: Ensure all snow is removed from boots/shoes before walking/standing on floors. or change to indoor shoes when at the library. Internal Incident investigation in progress

No further recommendations

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

Calgary- February 17th, 2015 Meeting Minutes

No near miss reports to investigate.

South – Feb. 10th, 2015 Meeting Minutes –

No near miss reports to investigate.

Grande Prairie – February 12th, 2015 Mtg. Minutes –

No near miss reports for review.

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

March 5th, 2015

Staff arrived on shift after an overnight heavy snowfall. Staff worked from 8 am – 10 am to clear heavy snow and ice from residential walkways. The next day the staff experienced back pain and medical follow up was completed.

Recommendations: Staff are encouraged to recognize their personal capacity and to work within it. Follow guidelines for safe shoveling (see Health and Safety binder resource section). Warm up muscles before shoveling to avoid muscle strains; use ice melt; shovel small amounts (1-2) inches at a time; use an ergonomic shovel/body mechanics/ergonomics for safe shoveling ; take frequent breaks to avoid over exertion, seek help from other staff/ clients or hire a snow-clearing service. Incident Investigation has been completed.

March 20, 2015

Staff was assisting one client to eat their meal. Another client was behind staff observing the person eating their dinner. The client watching staff became verbally aggressive and then kicked staff in the back.

Recommendations: Consult with RPAC regarding behavioral supports (positive approaches) for this client. Have staff organize the environment during meal times to implement PBI techniques so neither the staff (nor the client eating) are vulnerable with their back to the other clients. Offer both clients food at the same time to avoid potential conflicts. Incident Investigation to be completed.

March 24, 2015

Staff was seated on the sofa at a residential program completing paperwork when a client (with sensory challenges and a previous behavioral pattern of biting) came and sat beside them. The client and staff were interacting positively but after awhile the client grabbed the staff's hand and bit it.

Recommendations: Consult with RPAC regarding development of behavioral supports for this client. While client social interactions are to be encouraged, staff must maintain appropriate boundaries and space (PBI) for their safety. Due to the history of previous aggressive behavior (biting) and the fact that staff are not able to effectively predict when this may occur, appropriate space parameters are necessary.

Incident Investigation to be completed.

3.3 Evaluation of current Near Miss Incident Investigations:

No Near miss reports to investigate.

3.4 Review of COR Audit and Action Items

– The COR report review and discussion of agenda item 3.5 were combined for this meeting. (See the notes in Section 3.5).

3.5 Hazard Assessment and Control document (H.A.C.D.) review –

Committee discussion was held on potential revisions for the (H.A.C.D) for 2015 to address 2014 COR audit recommendations - sections 2.5 & 2.7– Pgs 33 & 34. The committee also discussed the related legislated requirements for hazard/control records management.

Other regions review:

Calgary- March 12th, 2015 Meeting Minutes.

Reviewed Working with High Behaviors section Pages 8-20

Sexual Behaviors- Add working alone policy 3.5.4 to controls

Physical Aggression - Add Chemical Hazard (risk of having chemicals thrown at or sprayed on)

Client missing in the community- no additions

Self Injurious Behaviors- Add Property Damage Hazard (damage caused by head banging etc)

Suicidal Behaviors- Add Staff Training 3.3.4 to controls

South – March 10th, 2015 Meeting Minutes –

General HACD Pages 11 – 15

Accessing the Community – recommend changing the potential consequences of biological hazards from a 2 to a 3, consequences of allergic reactions or West Nile virus could be critical and require medical aid, lost time, or a visit to medicentre.

Use of Sharps – no recommendations
Cooking/Food Preparation – recommend adding signage posted in the kitchen on recognizing different types of fires common in the kitchen i.e. grease fires, electrical fires and what to do about each kind.

Grande Prairie – March 12th, 2015 Mtg. Minutes –

General HACD Pages 26-28

Dishwashing (machine & manual, Bed making, Washing/Mopping floors: all categories no changes.

3.6 Policy review – Discussion of Revised Policy 3.5. 11 - Fire Prevention

4.0 OTHER BUSINESS

- Possible ICE Page Health & Safety article for May 2015- Allergies. .
- A reminder in the ICE Page regarding proper foot wear at the office and in the field

NEXT MEETING – May 6th, 2015, at