

MAY 2019

**EDMONTON/
NORTH CENTRAL**

ECAT

Employee & Client Assistance Team

780-461-7236

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

INSIDE THIS ISSUE:

POLICY REVIEW	2-3
HEALTH AND SAFETY MEETING MINUTES	4-5
PEDESTRIAN SAFETY	6

TIME SHEET HAND-IN

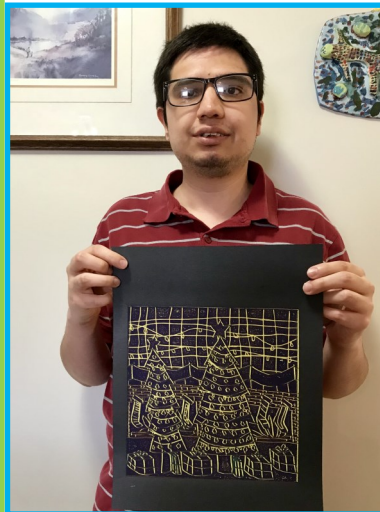
- **May 15th 2019**– For all shifts worked between May 1st and May 15th.
- **May 31st 2019**–For all shifts worked between May 16th and May 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING**– May 1st 2019 at 1:30 PM
- **RPAC MEETING**– May 15th 2019 at 1:30 PM

ICE PAGE

Making it Happen!– Supporting Social Inclusion



Timothy

Timothy (Tim) is a somewhat shy but a positive and creative individual. ICE staff have been supporting Tim since 2011.

Tim enjoys expressing himself through art. He has been attending the Nina Haggerty Centre for the Arts program in Edmonton for more than three years. This last December, 3 pieces of Tim's work were displayed at Calgary's 9th annual SPARKS Art Festival. The SPARK Disability Art Festival is Calgary's largest and longest running arts festival for visual artists with disabilities. Ninety one art pieces from around the world were submitted for consideration. Of these, 85 pieces were chosen for presentation at the 2018 festival – 3 of which were Tim's! Everyone was so proud of him!

In March Tim completed a twelve week community-based cooking program, CookAbilities, for adults with disabilities through the Cerebral Palsy Association in Alberta (CPAA). During the CookAbilities course, Tim assisted with a variety of "hands on" food preparation tasks and helped in making different recipes

each week. He especially enjoyed taste testing the many varieties of soup his group made during their sessions.

Always open to broadening his horizons, Tim has a busy schedule. Early this April Tim started another course through CPAA called ComputAbility. He already uses his IPAD on a daily basis at home and at the library for games and for staying in touch with family members. Now he hopes to expand these skills. Tim also gives back to his Edmonton community in a volunteer role. Each Friday Tim volunteers for the Covenant Health Foundation at the Grey Nuns Community Hospital. There he helps man the booth for raffle ticket sales. Justin, Tim's ICE support staff, says Tim is a natural for this role. Members of the public provide their funds and Tim counts out the tickets for their purchase. He is very good at this.

Along with his art work, interest courses and volunteer role, Tim has been busy expanding his vocabulary. When Tim first started with ICE, staff thought Tim was non-verbal, however they soon found out he was quiet because he was shy. Through patience, praise and a lot of dedication from his staff and his family, Tim has

expanded his vocabulary. These enhanced communication skills have empowered Tim further by making it easier for others to understand and respect his choices.

Staff have seen Tim grow tremendously since he came to ICE and it is evident in his newfound confidence and personal pride in all he has accomplished for himself. Congratulations, Tim!



(Note: The CPAA is a welcoming association that offers programs to people with cerebral palsy and other disabilities. Registration in their programs is open to persons with cerebral palsy or other disabilities who join the association. Becoming a CPAA client member is free by completing a Client Intake Form.)

Employee Spotlight



Justin Mutuganyi has been an ICE Day program staff member at Tim's residence for just over three years. He is a perfect choice for this role as he is both reliable and enthusiastic. Justin loves to help Tim and his roommates to become active and involved in the community.

Thank you, Justin, for your positive attitude.

Policy Update

3.4.18 FUTUREBUILDER RSP

This is a voluntary RSP plan provided to I.C.E. employees through the management of the FUTUREBUILDER RSP Plan. I.C.E. will provide matching funds per pay period to the maximum stipulated amount indicated in the table below.

I. ELIGIBILITY

- Employee must pass the probation period of 90 days.
- Deductions from the employee's pay cheque will occur each pay period.
- Employee must be available for work and have gross semi-monthly wages of \$400.00, excluding travel/mileage amounts that are not a result of paid hours of direct work.
- Where total earnings in a pay period are less than \$400.00, the employee will not be eligible for the employer contribution to the Future Builder program.
- No payments on the company portion will be given for late timesheets processed in a later pay period.
- Employee must complete the necessary documentation provided by I.C.E. and submit the completed documentation to their supervisor. The supervisor will forward the documentation to the Accounts Coordinator. The Accounts Coordinator will activate an account and provide the account number to the employee.
- Employee must make a minimum contribution of \$30.00 per pay period.
- Employee must be an employee of I.C.E. on the final day of the pay period to be eligible for matching payment.

Plan provider stipulates that those employees 71 years or older are unable to contribute to this plan and receive employer contributions to this plan.

II. MATCHING FUNDS (i.e. the employer contribution amount and it is deposited directly into the futurebuilder account not paid out to the employee on pay days)

- Matching funds are available and amounts are based on years of service as per the individual employee anniversary date.
- I.C.E. will match the employee contribution to a semi-monthly maximum.
- I.C.E. contributions will not exceed the maximum amount as per the table below. Maximum matching funds are available on a pay period-by-pay period basis.

Employees can only attain the maximum annual benefit through ensuring their contributions are to the maximum allowable each pay period.

I.C.E. will match the employee contribution on eligible employees as per the following table

	Employee Qualifying Contribution		I.C.E. Contribution	
Length of Employment	Minimum Employee contribution Per Pay Cheque		Maximum ICE Contribution Per Pay Cheque	
	Minimum	Maximum	Minimum	Maximum
After 90 days	\$30.00	\$75.00	\$30.00 *	\$75.00 *
After 2 years	\$30.00	\$105.00	\$30.00 *	\$105.00 *
After 4 years	\$30.00	\$135.00	\$30.00 *	\$135.00 *

*** ICE contributions will not exceed the amount the employee contributes to the plan each pay period and will not exceed the maximum contributions identified in this chart. Contribution amounts must be in \$5 increments.**

MANAGEMENT OF FUNDS

- Employee must complete all required documentation provided by I.C.E. The Accounts Coordinator for I.C.E. will then activate an account and provide the employee with the account number.
- Employee must make a minimum contribution of \$30.00 per pay period.
- Employees may begin or discontinue contributions at any time based upon the above noted eligibility requirements. Two weeks written notice to payroll required.
- Employees may increase or decrease their contribution amounts twice per year. Two weeks written notice to payroll required.

I.C.E. will match to those changed amounts provided the amount is within the amounts as stipulated in the table above.

- It is the employee's responsibility to contact the I.C.E. Accounts Coordinator to increase their contribution after two and four years of service.
- The employee makes all investment decisions with the assistance of the TD Future Builders. Employee and employer contributions will be deposited to the employee RRSP.
- A minimum of \$60.00 per pay period (employee + employer contribution) must be available for deposit.
- All funds, both the employee and employer share belong to the employee once deposited within the Future Builder account and are under the direct control of the employee.

Employee contributions may exceed the maximum contribution available to be matched by I.C.E; however, I.C.E. will only provide matching funds to the maximums as in the above table.

Updated May 1, 2019

ICE THANK YOU CARD INCENTIVE WINNERS



Okubamicheal received a Thank You card from his TC for going out of his way to provide for the need of a client and preventing the client from escalating.

Okubamicheal won a Black and Decker counter top oven. Your efforts for client care are appreciated!



Modupe Adegbite received a Thank You card from her supervisor for working with a client until replacement staff was found.

Modupe won a Farberware knife set. Job well done!



Samrawit Asmare received a Thank You card from her TC for helping a client in achieving her goal and doing some exercises in the house.

Samrawit won a T-Fal 8 Piece Pot and Pan set. Thank you for putting in this extra effort!

Training

PET (Pre-Employment Training)

May 1st

9am - 5pm

May 13th-15th

9am - 5pm

May 27th - 29th

9am - 5pm

PBI (Proactive Behavioral Interventions)

May 3rd, 17th, and 31st, 9am - 5pm

ICE HAS A TD GROUP RSP PLAN!

Refer to Policy 3.4.18 FUTUREBUILD-ER RSP If you are eligible, ICE will match your contributions!

**To sign up, please contact:
Independent Counselling Enterprises
at : 780-453-9664**

Contact your local TD branch or book an appointment online to see a financial advisor to discuss your savings needs and any other financial objectives.

⇒ To find a TD branch close to you:
<https://www.td.com/ca/en/personal-banking/branch-locator/>

⇒ To book an appointment online:
<https://www.td.com/ca/en/personal-banking/products/saving-investing/>

Health and Safety Meeting Minutes
March 6, 2019

(Minutes edited for publication)

3.0 Standing Items

3.1 Review of 'Regional Health and Safety Meeting Minutes
Review other region's minutes especially sections 3.2 and 3.3.

3.1 A) Review of Regional Health and Safety Meeting Minutes –
Section 3.2. Incident Investigations for Injury, Health and Property
Damage

Calgary – March 21, 2019 Meeting Minutes:
February 4, 2019

Staff asked client to move things that they had on the table as they
were completing documentation. Staff and client were talking
when client unexpectedly hit staff's hand with an open hand. Staff
inquired to client why they hit staff and client then came charging
toward staff and started poking them. Staff used the lifeline and
removed themselves out of the house into the hallway.

Incident Investigation Completed.

Recommendations: Documentation to be completed by awake
overnight staff. Client's positive approaches to be reviewed and
updated.

Additional Recommendations: Use another location to com-
plete documentation, review RA and Behaviour Plan (as applica-
ble).

February 4, 2019

Staff went down a slide at the pool. Staff was going down the slide
too fast and tried to slow themselves down with their hands. Staff
injured their right elbow, knee and ankle.

Incident Investigation Completed.

Recommendations: Staff was reminded to utilize their hazard
identification card at all times. Staff received materials on pool
safety. Staff read non-residential HACD.

Additional Recommendations: Staff to refrain from water slid-
ing. It is not essential to supporting client.

February 22, 2019

Staff tripped on their feet while walking towards their desk. As
staff was trying to gain balance with the desk, staff quickly placed
their right wrist on the desk. It was noted that staff was covering
double caseload during this time and was feeling tired. Staff was
wearing proper footwear (runners).

Incident Investigation Completed.

Recommendations: Manager reassigned some of the staff's
caseload. A new coordinator was hired to take on staff's caseload.
It was communicated to staff to slow down while walking.

Additional Recommendations: Staff should ask for help when
feeling overwhelmed from heavy workload and need to rush.

February 23, 2019

Upon leaving recreations centre staff noticed that the stairs were in
an icy/snowy/slushy condition. Staff was monitoring client's foot-
ing going down the stairs while descending the staircase them-
selves. Staff slipped down the staircase landing on their bottom.

Incident Investigation Completed.

Recommendations: Staff to review non-residential HACD. Staff
to find alternative exit if possible. Staff to continue utilizing their
hazard identification card. Staff to watch their own footing, do not
rush and utilize the handrail. Staff to notify building management
for hazard.

Additional Recommendations: Staff to wear ice grips.

South – March 6, 2019 Meeting Minutes:
February 26, 2019

Staff fell on the step when leaving a residential program. They landed on
their backside. Note: the steps were clear of ice and snow, but staff admits
to being in a hurry to pick up a client.

Incident Investigation to be completed

Recommendations: It appears this incident is not a result of outside envi-
ronmental factors but of staff rushing. Remind staff to leave plenty of
time for tasks and not to rush.

Additional Recommendations: Staff to inform client of being late so
staff doesn't feel pressure to rush.

Northwest – March 19, 2019 Meeting Minutes

No incidents to report.

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

Calgary – March 21, 2019 Meeting Minutes:

No near miss incidents to report.

South – March 6, 2019 Meeting Minutes:

No near miss incidents to report.

Northwest – March 19, 2019 Meeting Minutes:

No near miss incidents to report.

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

March 6, 2019

Client received personal money and became fixated on purchasing alcohol
and cannabis after getting recent bad news that his mother's health condi-
tion was terminal. Staff redirected and followed positive approaches, but
despite staff's best efforts, the client purchased a 6 pack of beer and con-
sumed it in a relatively short period of time. The client then wanted canna-
bis and got upset when he was reminded of the impact of alcohol and
continued use of additional substances. He became angry and broke his
television and two windows in his bedroom. EMS and EPS were called
and client was taken to a hospital to be assessed by a psychiatrist over-
night. Follow up included; the client was prescribed a PRN medication.
The window was boarded and the home cleaned and ensured to be safe,
including all broken items and glass removed. The client was relocated to
a second bedroom.

Incident Investigation completed.

Recommendations: Client to receive counselling.

March 7, 2019

Client was awake much of the night agitated and yelling into the morning.
Client then attempted to grab his roommate's wallet. Staff tried to redirect
the client and help the roommate get away from the client. The client then
became aggressive towards staff and punched the staff in the face. Staff
was able to get the roommate away and give client some space. Recom-
mendations completed include: Review Risk Assessment, Positive Ap-
proaches and High risk Supervision (2.4.3) with all staff; notified client's
psychiatrist; critical debriefing with the staff.

Incident Investigation to be completed.

Recommendations: If client is sleep deprived, consider cancelling day
program and limiting interaction.

March 11, 2019

Client stated that he wanted to visit a friend from out of town. When his
manager asked about the friend, the client was not able to provide any
information. He responded that he and the friend were wanting to go to
dispensary together to purchase medical marijuana. The manager advised
the client that due to his budgetary restraints (as per March 6th incident), a
visit wasn't possible, but could be arranged for the following day if his
friend was still in town. The client got upset and punched holes in his
closet door. Recommended follow up included: CR Manager met with
client and discussed his actions and consequences, staff retrained regard-

ing emotional regulation techniques used with client; PRN Protocol Training regarding when client having anxiety. Client was prescribed medical marijuana the following day.

Incident Investigation to be completed.

Recommendations: Client to receive counselling.

March 21, 2019

Staff was taking groceries out of the car on the road and slipped, causing cut to face below eye and lip. First aid administered. CI Recommendations included putting safety salt on the sidewalk and "walking like a penguin."

Incident Investigation to be completed.

Recommendations: Have ice grips available in the program and ensure that staff wears them when on community outings.

3.3 Evaluation of near miss investigations.

March 20, 2019

Staff was taking chicken out of the oven and the smoke alarm went off. Staff turned the hood fan on high and staff and clients evacuated the building. Recommendations: take the skin off the chicken prior to cooking.

Recommendations: Ensure that the oven is clean and staff is using a proper oven pan and place tinfoil on the bottom of the oven rack to prevent grease from dripping.

March 26, 2019

Staff attempted to use a hooyer lift to complete a client transfer, however, the Hoyer lift wasn't working. Staff thought it wasn't charged. As client was upset and crying as she wanted to go to bed, staff did a one person lift onto the bed. Staff wasn't aware that Hoyer lift needed to be unplugged. Recommendations included that manager will create a trouble shooting sheet which includes step by step instructions and review with staff phoning ECAT if experiencing difficulties.

Incident Investigation completed.

Recommendations: No further recommendations.

March 27, 2019

After a number of requests from the client to the staff, client hit staff in the face. Staff was able to calm the client down with no further incident. Reviewed Risk Assessment and Positive Approaches with staff. Staff talked with client about not to hit/harm others. Client agreed.

Incident Investigation to be completed.

Recommendations: Continue with RPAC Involvement.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns - N/A - None for March.

3.4 B) Inspections completed -

March 2019:

Monthly Safety Inspection Checklists completed – 4 – Dusi (1), Emmanuella (1), Vesna (1), and Pauline (1) – 3 workers participated.

Random Inspections completed – 5 – Chantel (7) – 2 workers participated

3.5 COR Audit Review – discussion tabled to the next meeting.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed) – **Completed a draft of "vaping," and recommended it be added to the general section of the HACD.** Discussion included the risks of vaping and proper storage to prevent vape battery explosions. It was also discussed that Vaping Information will be included in the updated Health and Safety Binders.

Calgary – March 21, 2019 Meeting Minutes:

The group reviewed pages 30-35 in the Master Hazard Assessment and Control Document.

Use of household appliances- add CO detector to engineering controls

Use of Microwave – add cooking guidelines to administrative controls

South – March 6, 2019 Meeting Minutes:

Reviewed pages 48 – 55. Suggestions from the committee to add something to hazards regarding taking out large tub containers to the curb for weekly collection to the Garbage Handling and Disposal task. No other changes were suggested.

Northwest – March 19, 2019 Meeting Minutes:

Reviewed pages 2-7 of the General Section. No recommendations.

3.7 Policy review – **2.7.1 Planning Client Activities-** the group discussed the importance of staff checking with management and other stakeholders about level of participation (E.g. staff's ability to participate (E.g. swimming, biking with clients) and whether the activity involves too much risk for staff to safely participate (E.g. water sliding).

Other Business

New Member – Adrienne was introduced as the newest appointed member replacing Chantel as the Non-Residential Supervisor on the committee.

Health and Safety Committee Training Updates – All members (aside from newest member Adrienne) have completed the CCOHS Part One Webinar and received their certificates. Greg and Charmaine completed Part Two – Health and Safety Committee Training on March 28th from the Continuing Care Safety Association.

Ideas for upcoming ICE Page Articles: Pedestrian Safety.

NEXT MEETING DATE: May 1, 2019 at 1:30 p.m.

ICE OFFICES WILL BE CLOSED MONDAY MAY 20th FOR VICTORIA DAY

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

780- 461-7236



Referral Incentive Recipient



Abrha, Weredebrhan

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!

Pedestrian Safety

Walking is part of a healthy lifestyle and is many Albertans' primary form of transportation. In 2016 (the most recent province wide statistics available), there were 1185 casualty collisions involving pedestrians on Alberta roads of which 50 resulted in death. Pedestrian casualty collisions were most likely to occur on Friday and least likely to occur on Sunday. Pedestrian casualty collisions were most likely to occur during the evening rush-hour period (3:00p.m. – 7:00 p.m.). About half (49.8%) of the drivers in casualty collisions involving a pedestrian were recorded as failing to yield the right of way to the pedestrian. The following tips are for both pedestrians and motorists to ensure pedestrian safety.

Pedestrians

- Obey all traffic signs and signals.
- Always walk on the sidewalk; if there are no sidewalks walk on the side of the road facing traffic.
- Wear bright or light-coloured clothing or reflective strips when walking in dark or low-light conditions.

Be Safe. Be Smart. Be Seen.
MAKE SURE DRIVERS
CAN SEE YOU.

- Cross safely at corners and crosswalks, preferably at intersections with traffic lights.
- Stop at the curb to show drivers you intend to cross the road; hold your arm straight out at right angles to your body pointing across the road as a legal sign to motorists that you wish to cross the road.
- Look left, right and left again before proceeding to cross the road; cross when traffic has come to a complete stop and make eye contact with drivers in each lane that you cross to ensure you are seen.
- Continue crossing the street if the light changes to 'don't walk' while you are in the crosswalk.
- Watch for traffic turning at intersections or entering and leaving driveways.
- Ensure you are teaching clients good pedestrian skills and modelling pedestrian safety when you are walking with your clients.

Motorists

- Scan farther down the road and obey posted speed limits. Always be prepared to slow down or stop. Avoid loud music and other distractions when driving.
- Use caution when approaching intersections or mid-block crosswalks. Allow pedestrians to cross the road before proceeding. The fine for failing to yield to a pedestrian in a crosswalk or passing a vehicle stopped at a crosswalk is \$776 and four demerit points.
- Be cautious in parking lots or when backing out of a parking stall or driveway.
- Slow down around parked or stopped vehicles as they may hide a pedestrian who is crossing the road, particularly children who may dash out into the street.
- Stay alert and slow down on residential streets and through school zones; the speed limit for school and playground zones in urban and rural areas is 30 km/h unless otherwise posted.

Looking for Answers? Below 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.
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