

ICE PAGE

EDMONTON /NORTH CENTRAL

2014

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Health and Safety Meeting

Nov. 5th , 2014 @ 1:30 pm

RPAC Meeting

Nov. 12th, 2014 @ 2:00 pm

TIME SHEET HAND-IN:

November 17th, 2014

For all shifts worked between Nov. 1st and Nov. 15th, 2014

December 1st, 2014

For all shifts worked between Nov. 16th and Nov. 30th, 2014



ECAT

Employee & Client Assistance Team

780-461-7236
after office hours

Employee Spotlight

Christian

Christian has proven to be a loyal employee of Independent Counseling Enterprises. He started working with ICE in June of 2010 and quickly demonstrated his ability to successfully support individuals with challenging and complex behaviors. Christian soon progressed to take Team Coordinator training which he completed in March of 2013. For the last year and a half he has been the Team Coordinator of a supported residence in Edmonton where three ICE clients live.

Christian originally came from Congo, in central Africa. He was in medical school there studying to be a doctor when he had to move from the Congo to Uganda. While in Uganda he received his Masters degree in Social Work (MSW), before moving to Canada in 2009. Once in

Canada he was able to get Canadian equivalency for his MSW.

Christian's genuine appreciation for the clients he supports shines through clearly in his daily interactions. He encourages them to live the best life they can and his



clients respond well to his naturally calm and caring approach. Christian notes that while he is there to support his clients, they also provide support to him. For example, when Christian is having a stressful day a client will ask him how his day is going with a huge smile on

their face and Christian says he will immediately feel better.

When Christian is not working for ICE, he is busy with his young family of 3 boys, including a set of twins and a younger boy. He is also a pastor and runs an organization named New Residents Association Foundation that helps immigrants settle into life in Canada.

Christian is kept very busy with work, both for ICE and his other organizations and his family. When Christian does manage to find spare time he likes to read his Bible and engage in sports at the gym or play soccer.

Christian says that he is very comfortable working for ICE. He reports he appreciates the opportunities he has been given with the company and feels ICE is the right place to work.

Thank you for your dedication to our clients and our company, Christian.

Client Success Story

Melissa

Melissa is a lovely young lady. She lives at home in Calgary with her parents. Six years ago when Melissa started receiving support services through ICE, she was pretty shy and was unable to make eye contact with either her support worker or her coordinator. Over the years, thanks to the support Melissa has been receiving through ICE, she has made significant progress socially. Melissa has moved from her cocoon to participate in areas of life she never dreamed of.

With encouragement from her support worker, Melissa has been working on making eye contact with her doctors, co-workers and the order clerks at her

favorite restaurant. In the noisy and busy world of the food court people are distracted and Melissa has learned to make her voice heard when she shyly orders her drinks or food from the food vendors.



For the past 3 years, Melissa has found a place at the Calgary Interfaith Food Bank where she volunteers her Monday afternoons, helping the larger community of Calgary's less fortunate. Melissa has been engaged in a variety of projects there with her favorites being: sorting food donations from the conveyer belt, packaging eggs, weighing

beans, and bagging food for distribution. As a committed volunteer, Melissa wants to do her best. She is always willing to help with cleanup at the end of the day.

During her leisure time, Melissa enjoys walks and bike rides through Fish Creek Park. Melissa also enjoys visiting the Calgary Zoo, Heritage Park and accessing public transit. Melissa's favorite places are the Calgary Public Library and Chapters stores due to her joy in looking at books. Melissa has also enjoyed special trips with her support worker to Callaway Park, Banff, the Drumheller museum and camping at William Watson Lodge.

We would like to congratulate Melissa on her efforts and achievements to open up to new activities and to others socially. Melissa knows that increasing her social inclusion will help her to experience even greater things in the future.

ICE offices will be closed
 Tuesday,
 November 11th, 2014
 for Remembrance Day



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



Time Change Reminder



Sunday, November 2nd, 2014 at **2:00 AM** clocks are turned **backward** 1 hour to **1:00 AM** local standard time.

Fall and Winter Safety Preparations

Seasons in Canada are naturally hazardous due to cold temperatures and icy conditions. Although winter should come as no surprise, every year many of us are not ready for its arrival. If you are prepared for the hazards of winter, you will be more likely to stay safe and healthy when temperatures start to fall.

Seasonal hazards include:

- **Cold stress** - exposure to the cold can lead to frostbite and hypothermia.
- **Slips and falls** - ice, snow and slush, wet surfaces and mud (during a thaw) can cause slips and falls.



- **Carbon monoxide (CO)** - CO is a clear colourless gas that you can not smell or taste. It interferes with the body's ability to use oxygen. Even in small doses, it can kill a person.
- **Decreased visibility** - increased hours of darkness increase hazards for pedestrians and drivers.

Hazard Controls

Before the first frost/ snow arrives ICE staff and clients need to ensure they have appropriate clothing (warm coats, gloves, hats, scarves, boots), materials (i.e. sand, sidewalk salt), and equipment (shovels, ice chippers) to manage hazards associated with the season.

Learn safety precautions to follow when outdoors these include:

- An awareness of the wind chill factor.
- Work slowly and with an awareness of your personal capacity when doing outside chores. Take



regular breaks to rest and warm up every 10-15 minutes.

- To prevent slips and falls wear appropriate footwear and ice grips. Clear snow / ice off walkways as soon as possible using salt and sand as necessary. When walking keep at least one hand free to help keep your balance and cushion a fall.
- To prevent exposure to CO all ICE residential programs are required to use a CO detector to alert of the presence of the deadly, odorless, colorless gas. Learn the symptoms of CO poisoning: headaches, nausea, and disorientation. Check the batteries regularly and ensure that all staff know exactly what to do if the CO alarm sounds.

Prepare your vehicle for the season with a vehicle tune up. Get your car ready for cold weather use before winter arrives.

- Service the radiator and maintain antifreeze level; check tire tread or, if necessary, replace tires with all-weather or snow tires
- Keep your gas tank full to avoid ice in the tank and fuel lines.
- Use a wintertime formula in your windshield washer.
- Prepare a winter emergency kit to keep in your car in case you become stranded. Include blankets; food and water; booster cables, flares, tire pump, and a

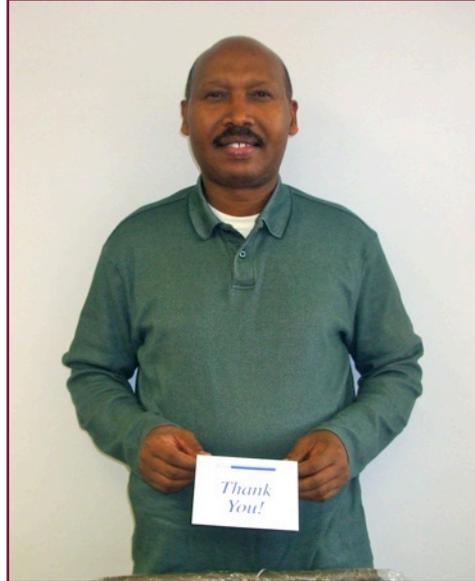


bag of sand or cat litter (for traction); compass and maps; flashlight, battery-powered radio, and extra batteries; first-aid kit; and plastic bags (for sanitation).

- Carry a portable shovel and an effective ice scraper / snow brush.
- Remember and use winter driving skills. Leave more braking distance between vehicles. Listen to weather and road reports and avoid traveling when the weather service has issued advisories

None of us can stop winter from arriving but we can be ready for it when it comes.

Monthly Incentive Draw Winners!



This past month **Fabiola Wakandigi** (left) won a Magic Bullet Food Processor, **Serge Tuyikunde**, (center) won a Zero Gravity Lawnchair, and **Enisa Draganovic** (right) won a Keurig Single Cup Brewing system. All received Thank You cards for their participation in interviews for the 2014 external Health and Safety, Certificate of Recognition (COR) audit process.

EXTERNAL COR AUDIT RESULTS FOR 2014

98%



The Final 2014 Certificate of Recognition (COR) audit results have now been approved through Partner's in Injury Reduction and the Continuing Care Safety Association.

ICE achieved the fantastic audit score of 98%!

Thank you to 2014 COR participants and all ICE employees for your ongoing commitment to enhance Health and Safety at I.C.E.

TRAINING

Proactive Behavior Intervention (PBI)
Friday Nov.14th and Thursday, Nov. 27th, 2014

9 am - 5 pm
As described on the ICE website

Hoarding Workshop
Thursday, Nov. 6th, 2014

10:00 am - 12 noon

This is a basic workshop to inform employees on how to best assist clients who are affected by a hoarding disorder.

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!



POLICY REVIEW

2.1.5 CHANGE IN CLIENT STATUS

- Changes in client status that affect client or worker safety, the client’s health status or the delivery of services must be reported immediately to the supervisor by telephone.
- Observations of the change in client status must be carefully documented on a Contact Note. This may include reportable incident documentation as well.
- Supervisors receiving changing status reports will document them in the client’s file, report to the appropriate funding source and guardians (as appropriate) and make any necessary adjustments to the Client Service/Care Plan.
- Changes in service to P.D.D. clients cannot be made without written confirmation from P.D.D.

- Changes in service to Nunavut and N.W.T. clients require e-mail confirmation from the funder and a contract amendment.
- There are circumstances that warrant future planning of alternative support services to facilitate client well being. Aging, diagnosis of a medical condition, deterioration of overall health are some factors that will require current support services to be reviewed. If the supports provided by Independent Counselling are insufficient to meet the needs of the client, this agency will make every effort to assist in transitional planning to secure alternative supports prior to termination of services. The client’s well being and safety are fundamental in determining whether I.C.E. will be able to continue services and the timeline for service termination.

Updated October, 2014



Jaymie Klaassen was recently presented with a Health and Safety mug for her contributions to the Edmonton ICE Health and Safety Committee.

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



Health and Safety Minutes

Meeting - Oct. 1st, 2014

AGENDA TOPIC STANDING ITEMS

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

Calgary- Sept 17, 2014 Mtg. Minutes – No near miss reports for review.

South – Sept, 9, 2014 Mtg. Minutes August 28, 2014 – Staff was cleaning the bathroom and when wiping the glass light fixture it broke. Staff cleaned it up using a dust pan and broom.

Recommendations: Ensure lighting fixture is fastened securely and is sturdy. Purchase a duster (Swiffer/ similar) so staff do not employ excessive force to clean the fixture. Ensure clean up of glass is done safely, i.e. staff wearing proper footwear, not touching glass with unprotected hands.

No further recommendations.

Internal incident investigation completed

Grande Prairie – Sept 11th, 2014, Mtg. Minutes - No near miss reports.

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

August 27th, 2014

While holding office stationary items, a staff person attempted to lift a heavy binder from a wall mounted bin using their one remaining available hand. In process the weight of the binder bent one finger (pinkie) of the staff's hand backwards causing a strain injury.

Recommendations: Use two hands to lift heavy or awkward objects that are beyond a one hand capacity. Put other items down before attempting such tasks. Relocate storage of the binder to a location more easily and safely accessible to staff.

Internal incident investigation completed.

Sept 15, 2014

A staff was traveling in their vehicle behind a truck. At a city intersection the truck moved into the yield lane in order to turn right onto the intersecting roadway. The staff vehicle followed them to do the same. The staff looked left and proceeded at a break in traffic. They did not visually check to ensure the lane ahead was clear

before proceeding. As the truck ahead had not yet moved, the staff's vehicle struck the truck from behind resulting in a minor fender bender. There were no injuries.

Recommendations: It is recommended that staff complete the Mission Possible safe driving course in order to refresh their defensive driving/awareness skills.

Internal incident investigation completed

Sept 18, 2014

A client with repetitive behavior patterns was splashing water on their face in the washroom. Water was also splashed on the floor. Staff was aware that water on the floor was a hazard and went into the bathroom after the client left to wipe up the water. They were crossing the bathroom to get paper towels to dry the floor when their foot slipped on the wet surface. They were able to grab the sink counter to prevent a fall but twisted their body resulting in a strain injury.

Recommendations: Establish safe practices to address this hazard ongoing as it appears to be within the client's regular patterns of behavior. The control method should be available and used from outside the perimeter of the hazard. Example – keep a mop (engineering control) near the washroom to wipe the floor dry from the doorway rather than staff stepping onto the wet and slippery floor to get a paper towel to wipe it. An absorbent mat could also be used and removed after client use. Seek assistance from RPAC to develop positive redirection techniques for supporting this client as necessary.

Internal Incident Investigation completed.

Sept 22, 2014

A client became agitated and physically aggressive demanding money from one of the two staff supporting her. Staff and their co-worker gave the client space but one staff was followed with more demands and pushed on the shoulder. The client was cursing and making violent threats towards the staff. The co-worker was able to intervene and redirect the client. After the incident the one staff reported shoulder pain and stress related health concerns.

Recommendations: Incident debriefing to occur as soon as possible after critical incidents such as this. It is also recommended that this team have regular PBI / CPI reviews. RPAC is recommended to be involved to assist in development of client behavioral supports. (After this incident the support model was reviewed and revised for the client.)

Internal Incident Investigation to be completed.

3.3 Evaluation of current Near Miss Incident Investigations:

No Near miss incidents to review.

3.4 Review of COR Audit and Action Items –

The 2014 External COR report was distributed to Health and Safety members in attendance for their membership binders. Corinne noted the company's success in achieving 98% in this year's external audit and thanked those committee members present for their contributions to health and safety at ICE. The group then reviewed and discussed the Report Conclusions and the first 6 Suggestions for Improvement as written on pages 8 and 9 of the report.

3.5 Review of Master Hazard Assessment and Control Document

Edmonton – Discussion of COR audit recommendation #4 (2014 COR audit report – Page 9) regarding Hazard Assessment Control Document (HACD) reviews and signatures. The group shared ideas for ways the company could enhance the documentation of reviews and updates for the HACD.

Other regions review:

Calgary – September 17th, 2014 Minutes Reviewed General Section pages 42-49 Blood and Body Fluid Exposure/Clean-up-recommend that Exposure be separated from clean-up.

South – Sept, 9, 2014 Mtg. Minutes Reviewed General HACD Pages 60, 61 and 62 - No changes

Grande Prairie - Sept 11, 2014 Minutes: Reviewed page 34

Use of Epi-pen, G or J tube feed/ medications, Intermittent catheterization & urine elimination, Ostomy Care, Completing First Aid & CPR - no changes.

3.6 Policy Review

Review of Policy 3.9.1 Site Security. A discussion was held on the importance of staff not admitting strangers/ unauthorized persons into apartment complexes and residences.

4.0 Other Business - ICE Page Article Suggestion – Preparations for winter weather

NEXT MEETING – November 5th, at 1:30 pm.

ICE AWARDS AND OPEN HOUSE CELEBRATION 2014

Merry Christmas



Independent Counselling Enterprises
extends to you warm wishes
for a joyous holiday season
and a happy
and healthy new year.

Please join us: **Thursday, December 11th, 2014**
12 Noon till 3 pm
St Michael's Parish Hall
12918 121 Street (East door)
Edmonton

*Employee awards will be presented at 1:00 pm.

