

# ICE PAGE

EDMONTON / NORTHEAST

2013

## Contents:

CLIENT SUCCESS STORY... PG 2

POLICY REVIEW.....PG 3

COR Audit information.... PG 4

Fire Prevention Month.... PG 5

## Health and Safety Meeting

Oct. 2nd , 2013 @ 1:30 pm

## RPAC Meetings

Oct. 9th, 2013 @ 2:00 pm

Oct. 23rd, 2013 @ 2:00 pm

## TIME SHEET HAND-IN:

### October 15th, 2013

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

### October 31st, 2013

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



# ECAT

Employee & Client  
Assistance Team

780-461-7236

after office hours

## Employee Spotlight

### Sue

Sue was born and raised in Peterborough, ON. She was the middle child of five born into a family of homebodies. Sue's desire to travel was quickly explored once she left home. Sue has called many places home across Canada and has travelled the world on mission trips.

Sue enjoys learning and is a licensed early childhood educator that has been trained in inclusion. She has also taken classes in

everything from art to massage therapy, lab technology and dietary courses. Sue would like to continue her education and has thought about opening a meditation studio to put her passion for spirituality into practice. Sue's spirituality is the basis for her energy and motivation in all things.



Sue is a caring and compassionate person who began working as a Support Home Operator five years ago; she has been with ICE for one year. Sue is very active in her clients' lives and they have become an extension of her family. Sue celebrates with her clients each time they reach a goal or overcome a challenge and she is an active advocate for them each step of the way. She has been active in working with her clients to develop more independence in many areas of their lives including budgeting and cooking as well as encouraging them to experience all Grande Prairie has to offer.

## Client Success Story Joel

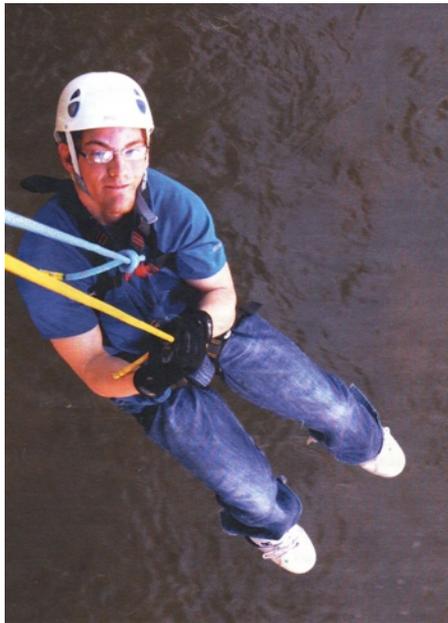


Photo appears courtesy of Pat Neumann

Joel resides in Pincher Creek, Alberta where ICE is supporting him with his employment aspirations and volunteer opportunities. He enjoys working with his hands and is currently gaining work experience at a Car Dealership in Pincher Creek. Joel is focused on future goals of becoming an apprentice and then a mechanic.

Joel is a very social person who gets along well with others. Some of Joel's hobbies include video games, working on vehicles, watching movies and hanging out with his friends. Joel is also learning skills in order to be able to live

independently. ICE supports him with these areas of skill development including: budgeting, meal preparation and keeping his home clean & his environment safe.

Joel enjoys being active and giving back to his community. He presently volunteers with the local Search and Rescue unit in Pincher Creek. During Joel's volunteer experiences with this unit he participates in many different and challenging training procedures including high angle rope rescue skills (photo). When asked what he likes most about volunteering with Search and Rescue, Joel says, "I get to meet new people".

**ICE offices will be closed  
Monday,  
October 14th 2013  
for the Thanksgiving Holiday**



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

### Health and Safety Incentive Award



**On September 4th, Ken Popowich was presented with an ICE incentive mug for his participation on the Edmonton Health and Safety committee.**

*\*This committee is currently looking for new field representatives. Please contact Corinne Stasiewicz at 780-453-9672 if interested.*

## POLICY REVIEW



### 2.7.3 CRITICAL AND GENERAL REPORTING INCIDENTS

*The following is a section of Policy 2.7.3 Refer to the policy manual for the complete policy.*

1. A reporting incident is considered to be any event or series of events, real or alleged, that is or could potentially be life threatening/cause injury. The incident may result in criminal charges, police involvement, legal action and/or further investigation by outside authorities. As a result the circumstances must be formally documented to ensure the situation is addressed properly. The agency has two types of reporting incidents: **Critical and General**. Both types require documentation and internal (i.e. I.C.E.) follow up. A **Critical Incident** in addition to the former follow up must be reported to outside sources such as the funding source for client care, police, Protection for Persons in Care, for external review and/or further investigation. Note all abuse allegations must follow I.C.E. policy (**refer to policy 2.6.3 Client Abuse**)

2. Examples of **Critical Incidents (CI)** include but are not limited to: client death/suicide, employee death, client seeking medical attention as a result of injury or poor health outside the normal experience of the client, client hospitalized as a result of injury or poor health outside the normal experience of the client, employee physical injury, client AWOL, allegations of client abuse, disclosure of criminal activity by a client, illegal activity by client, police involvement/criminal charges against client, loss of

confidential client/employee information, serious emergency situation or dangerous situation such as fire or break-in, or physical restraint outside of the client restrictive procedures.

3. Examples of **General Incident (GI)** include but are not limited to: Change in overall client health that does not require medical intervention, client aggression, client behaviour escalation, planned restrictive procedure performed, client self injury, property damage by client, verbal threats made by client, medication error, assigned procedure not performed in accordance with care plan, weather problems, disruption to client living situation such as bed bugs or a near miss.

4. When a reporting incident occurs, these steps are to be followed:

- To the best of your ability, ensure the immediate safety of the client and yourself;
- If necessary, immediately contact the appropriate emergency authorities: (911, poison centre, pharmacy, etc.);
- Contact your supervisor or the ECAT supervisor immediately by phone; The supervisor will provide the employee with direction and contact the appropriate I.C.E. personnel to facilitate follow-up;
- The employee is to document the incident on the correct reporting incident form. This will either be a critical incident reporting form or a general incident reporting form (see definitions point #2 and point #3);
- Should the incident involve an employee injury or near miss the employee will be required to complete further documentation as per **Policy 3.5.5. Employee Injury, Work Related Illness, and Near Misses**.

5. Documentation of a reporting incident includes:

- Completing the correct reporting incident form as soon as possible, preferably within 30-60 minutes of the incident;
- Provide a clear, brief account of what happened leading up to the incident and the action you took as a result. Use the guidelines for routine recording on Contact Notes.
- The completed Reporting Incident Report will be submitted to the office within 24 hours. If faxing the form ensure it is stipulated on the fax as to who the fax is to be directed to.
- If another agency is involved, you may need to complete documentation specific to that agency. Do so using the guidelines outlined above.

6. The I.C.E. personnel/ECAT supervisor who directly receives the information concerning the reporting incident must ensure documentation systems, such as C-Views and pager notes, are immediately updated to facilitate completing part two of the reporting incident form. Part two of the reporting incident form is generally completed by the appropriate supervisor of client care. The supervisor of client care will then ensure that follow up is completed and documented in consultation with their Manager. Please note that at times the supervisor may be the Manager.

### 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

## Monthly Incentive Award Winners!

Emily Hudson was thanked by her CR Manager for her efforts under unusual circumstances to ensure health and safety and accurate reporting at a program. Emily won a Bonaire Digital Ceramic Tower Heater. Thank you for your excellent follow through!



Arop Tanglot was thanked by a relief staff employee for taking extra time to provide a quality program orientation at a residence. Arop won a Rival Roaster Oven. Thank you for your efforts!

Jocelyn Agard was thanked by her CR Manager for her strong efforts towards providing a quality program for her clients and ensuring their safety in the community. Jocelyn won a Kobalt 22 Pc. Tool Bag Set. Thank you for all you do!



## Thank You to all 2013 Certificate of Recognition (COR) Audit Participants!

The 2013 internal COR Health and Safety on-site audit process has now been completed. Three ICE regions: Northwest / Grande Prairie, South (Lethbridge) and Edmonton were involved in this year's audit which included 9 observation tours and over 71 health and safety interviews.

The on-site audit is however just the beginning of this important continuous improvement process, after the audit, results are evaluated according to eight key areas of an effective health and safety program and a final report is prepared. This report is then submitted and evaluated by the ICE certifying safety partner, the Continuing Care Safety Association (CCSA). The document identifies company areas of strength and areas where employee health and safety may be further improved. Once the report has been approved by

CCSA, the ICE management team will prepare an action plan to implement the report's recommendations for improvement. The company's efforts to implement the action plan and to put the recommendations for improvement into action will then be reviewed as a requirement during the following year's COR audit.

Thank you again to all participants. It was a pleasure to meet with you. Please be sure to review the 2013 ICE COR audit results which will be circulated in the final report later this fall.

*ICE COR auditors:*

*Corinne Stasiewicz - Health and Safety Specialist*

*Greg Lane - Quality Assurance and Risk Management Consultant*

Yohannes Weldegiorgis



Dorcus Ruhigisha



Okubamichael  
Okubamichael



Sanil Mathew



## EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100 RECIPIENTS!

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!

# TRAINING

## Pro Active Behavior Intervention

October: 3rd, 10th & 31st

9am-5pm

As described on the ICE website

## CPI – Non violent Crises Intervention

October: 24th & 25th

9:00am – 4:00pm

As described on the ICE website

## October is Fire Prevention Month

**Fire Prevention week is held each October in Canada. The theme for this year is PREVENT KITCHEN FIRES©.**

A study of available home-fire information by the public safety division of Alberta Municipal Affairs based on statistical data from seven Canadian provinces and one territory determined that:

- Most home fires occur in one and two family dwellings,
- Cooking is the leading cause of home fires (20%) and home fire injuries.
- Kitchens are the leading area of origin for home fires (22%) and civilian home fire injuries (29%).

A grease fire happens when your cooking oil becomes too hot. Due to grease igniting into flames often cooking fires cause the fastest-spreading and most destructive type of residential fires. The very best safety is prevention. It is extremely important when cooking that you plan ahead so that you may react fast to fire.

### Stove Top Cooking

- When cooking, use the back burner and ensure pot/pan handles are turned inward so they can't be accidentally bumped.
- Ensure that flammable items (pot holders, tea towels etc.) are kept well away from the heated stove element.
- Stay close by and monitor the stove at all times while cooking. If you have to step away from the kitchen for a moment **TURN THE STOVE OFF** until you return. It is also important that ICE staff provide monitoring support for clients who are cooking.

### Pan Frying

- Keep a pan lid or cookie sheet handy in case grease or oil catches fire. If a grease fire breaks out slide the lid or cookie sheet over the top of the pan to smother the fire. Then turn off the heat and turn on the exhaust fan allowing the pan to cool.
- If no lid is available pour on baking soda. Baking soda will extinguish a grease fire, but only if the fire is small. It takes *a lot* of baking soda to do the job.

**Whatever you do, DO NOT do the following for grease fires:**

- **Do Not Use Water** - Pouring water can cause the oil to splash and spread the fire. Vaporizing water can also carry grease particles in it, also spreading the fire.
- **Do Not Attempt to move a flaming pot or pan away from the stove** - this places you at great risk. The movement can fan the flames and spread the fire. The pan will also be very hot, causing you to drop it. The safest response is to smother the fire by sliding a lid on it then turn off the heat and turn on the exhaust fan, allowing the pan to cool. Your reaction must be fast because grease fires spread very quickly.

• **Do Not Throw Any Other Baking Product On the Fire** - Flour might look like baking soda, but it won't react the same way. Only baking soda can help put out a grease fire.

• **Do Not Throw Any Other Baking Product On the Fire** - Flour might look like baking soda, but it won't react the same way. Only baking soda can help put out a grease fire.

### Deep Frying

To deep fry foods safely use a thermostatically-controlled electric skillet or a deep fat fryer. Better yet, if you want deep fried foods such as chicken or fries why not plan to eat out.

### Oven Cooking

- Ovens must be kept clean. Grease and food splatters can ignite at high temperatures.
- Ensure you wear oven mitts when removing cooking containers to avoid serious burns. (These mitts must be dry and inspected before use to ensure they are in good condition with no worn spots.)
- If using the broiler, place the rack 5-8 cm (two to three inches) from the broiler element. Always place a drip pan (never aluminum foil) below the broiler rack to catch the fat drippings.

### Microwave Cooking

Do not use tin foil or other metal objects in a microwave. If a fire occurs, keep the door closed and unplug the unit. Have the microwave inspected to ensure it is in proper working order before using it again.



## Health and Safety Minutes

### Meeting - Sept 4th 2013

#### AGENDA TOPIC STANDING ITEMS

#### 3.1 A. Review of Regional Health and Safety Meeting Minutes

#### 3.2 Internal Incidents (Injury, Health, Property Damage)

Calgary - August 21st Mtg. Minutes:  
No Current Incidents

South - August 14th Mtg. Minutes  
No Current Incidents

Grande Prairie - August 8th, Mtg. Minutes:  
No Current Incidents

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

Calgary - August 21st Mtg. Minutes:  
No Current Near Misses

South - August 14th Mtg. Minutes  
No Current Near Misses

Grande Prairie / Northwest - August 8th, Mtg. Minutes:  
No Current Near Misses

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

**August 9, 2013** - Staff arrived at the ICE office first thing in the morning to discover that the floor in reception, as well as the downstairs washrooms and the glove room nearby were flooded in water. The ceiling was also damaged as water logged ceiling tiles had fallen down. The problem was traced to a water heater on the second floor above reception that had failed releasing all of its water. The water was shut off and the flooding cleaned up. A plumber from the landlord's property management company removed the old water heater.

**Recommendations:** Continue bi-monthly office inspections and promptly report any concerns to the landlord. There had been recent problems and repairs made by the landlord to the same water heater. Ensure inspection of building water heaters / furnaces by qualified professionals annually.

**August 14th, 2013** - Staff leaving a residential program for the office slipped

where there was water and mud and fell on the sidewalk injuring their shoulder.

#### Recommendations:

Staff to wear well-fitting shoes with gripping soles (as per policy).  
Staff to plan their schedule to allow plenty of time for travel / activities in order to avoid rushing. Staff to watch for hazards. Check the sidewalk of the program for cracking concrete and arrange repairs as required. (Mark sidewalk hazards with bright spray paint until they are repaired).

#### 3.4 Evaluation of current Near Miss Incident Investigations:

**August 1, 2013** - Staff was supporting a non-residential client and their boy-friend in the community on an Edmonton transit bus. The boyfriend became agitated and started to verbally abuse and use physical intimidation towards staff (invading the staff's personal space by standing very close to them). The staff moved away from the client and this individual and stood close to the bus driver. The police were called. The bus drove to the transit centre where the police were waiting. The police intervened and told the person that he would be charged if he continued such actions.

#### Recommendations:

Continue to involve police as necessary, Develop and implement an agreement/ Risk Management protocol with the client that if the boyfriend at any time behaves in an aggressive manner putting staff at risk that staff will immediately leave the work site and report the incident to ICE and / or the police as necessary.  
Continue to inform and support the client re development of healthy relationships. Encourage the client to visit with this individual at times when the staff is not present to avoid conflicts.  
Review staff's PBI training and offer a refresher.

#### 3.4 Review of COR Audit and Action Items - Tabled until the 2013 COR Audit is completed.

#### 3.5 Review of Master Hazard Assessment and Control Document

##### Edmonton

2013 Hazard Assessment and Control Document - Housekeeping section Pg 25 - Expanded review of Laundry hazards and controls. This information will be combined with that of other regions to be added to the 2014 HACD.

Other regions review & recommendations and regional response to recommendations.:

Calgary - Mtg. Minutes August 21st, 2013, Page 61-65

Bed Bug Infestation, Clean up of animal excrement, Exposure to Cats and Dogs, Use of Furniture, Lifting and Moving Use of Telephone (Landline), Use of Telephone (Cell phone), Paperwork - No additions to any of these sections.

Changing water for water cooler - Safe work practices: ask for help if you are unsure of your ability to change

South - August 14, 2013 Mtg. Minutes Page 25

Discussion about separating Housekeeping Tasks; Dishwashing, Use of Dishwasher, Dusting/Surface Cleaning, Making Beds, Washing/Mopping Floors, Laundry. Associated Hazards, ratings, controls and Control Types information will be typed up and sent to Corinne.

Grande Prairie / Northwest - August 8, 2013 Mtg. Minutes Page 38-40

Use/maintenance of oxygen tanks, Use of gloves, Personal care - Bathing, showering client, Personal care-Toileting/ changing incontinence garments/ peri care - No additions to any of these sections.

#### 3.6 Policy Review - 3.5.5 Employee Work Related Injury, Illness and Near Misses

#### 4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions - Influenza, also October is Fire Safety Month

#### 5.0 NEXT MEETING - October 2nd 2013 1:30 pm

