

ICE PAGE

EDMONTON / NORTHEAST

2015

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Health and Safety Meeting

October 7th , 2015 @ 1:30 pm

RPAC Meeting

October 21st, 2015 @ 1:30 pm

ECAT

Employee & Client
Assistance Team

780-461-7236

TIME SHEET HAND-IN:

October 15th, 2015

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

November 2nd, 2015

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



Employee Spotlight

Denis

Denis was born in Fahler Alberta along with many brothers and sisters. Living and attending school in that small community probably attributes to his genuine and giving personality. Later Denis moved to and found employment in Grande Prairie. He applied for employment at ICE shortly thereafter.

Denis has a kind friendly manner with people and ICE is pleased to have him on our team. Within his employment at ICE he consistently supported two ICE clients for twelve years. He watched them develop their skills and was there to assist each step

forward they made.

Denis has recently chosen to transfer positions within ICE to provide



Denis (left) and Lorne

supports to a younger client who is new to our agency. ICE is very excited for this new supportive partnership as we know the commitment and effort Denis put into the previous program. Denis is the type of person an employer can count on. He willingly assists in so many ways, it could be with moving a residence, comforting a client in the hospital, or taking an extra shift on his day off to help a client on a plane trip to see their family. His attitude speaks to the ICE vision of “empowerment, integrity and caring”

When Denis takes time for himself he is usually helping his family with the grandchildren. He loves to watch them grow and play. He also takes up charitable runs locally, the most recent being a Cancer relay race.

Thank you, Denis for all you do.

TRAINING

Pro Active Behavior Intervention (PBI)

Oct. 1st, 16th and 29th, 2015
9 am - 5 pm

Client Goals and Outcomes

October 20th, 2015, 2 pm - 5 pm

Documentation and Reporting Practices

October 22nd, 2015, 2 pm - 5 pm

Positive Behavior Supports (PBS)

October 7th, 2015, 1 pm - 5 pm

Courses above as described on the ICE website

Aboriginal Awareness

October 28th, 2015, 2 pm - 5 pm

This three hour workshop will help you better understand the aboriginal culture. It answers questions and dispels myth about the history of aboriginal people.

ICE offices will be closed

**Monday,
October 12th, 2015
for Thanksgiving**

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



Client Success Story

Tamara

Welcome Home! Those two words have come to mean a great deal to Tamara over the last few weeks.

Tamara set a goal 4 years ago that she wanted to move into her own apartment. She had been living in a support home for 7 years by that time and she wanted to be more independent. She talked to her guardian, support home operators, staff and family about it and they all agreed she could do it, if she built some independent living skills first.

Initially Tamara had a few set backs where it seemed like she might not be able to achieve her goal but Tamara was determined.

Her motto is, "Anything is possible if you just believe", and she simply refused to give up. She and her support team decided to try a different approach. Instead of focusing on the



imposing goal of moving out independently they focused on smaller more manageable goals for Tamara. They identified things that would be challenging for her, but not overwhelming. In this way Tamara gradually built her skills and also increased her self-esteem. She says now she loves to learn new things and take on new challenges.

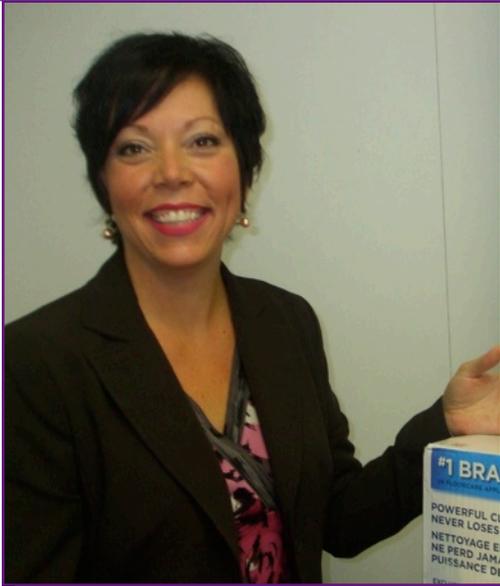
Tamara was all smiles this August long weekend when she braved the heat to move her belongings into her new home. She says she is so grateful that people didn't give up on her. She really appreciates the opportunity to increase her independence. Her support network believed she could do things even when she was unsure of herself.

We want to congratulate Tamara on her many accomplishments. Welcome to your new home!

Sharlene Standing received a thank you card this month from a CR Manager for supports provided to a new ICE client. Sharlene won a Bissell Powerforce Bagless Vacuum. Your efforts to provide a positive transition for this person are much appreciated!



Afomia Estifanos received a thank you card from the ICE Quality Auditor for her efforts to assure health and safety standards were maintained during a residential move. Afomia won a Farberware Stainless Steel Cutlery Set. Great work, thank you!



Roger Fuamba was thanked by his CR Manager for seeking emergency medical assistance for a client as required by calling 911. Roger won a Springmaid Queen sheet set. Thank you for your careful attention to client health!



October is Fire Prevention Month



The National Fire Protection Association theme this year is "Hear the beep where you sleep". The key message of this year's Fire Prevention Week campaign, October 4-10, is to install smoke alarms in every bedroom, outside each separate sleeping area, and on every level of your home, including the basement. These practices are already in policy for ICE residential programs but ICE would like to encourage employees to implement similar practices at home.

Roughly half of home fire deaths result from fires reported between 11 p.m. and 7 a.m., when most people are asleep.

Smoke alarms save lives. If there is a fire in your home, smoke spreads fast and you need smoke alarms to give you time to get out. Having a working smoke alarm cuts the chances of dying in a reported fire in half.

Congratulations 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!



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

Influenza

Influenza (also known as the flu) is a contagious respiratory illness caused by flu viruses. It can cause mild to severe illness, and at times can lead to death. The flu is different from a cold. The flu usually comes on suddenly.

Symptoms of the flu often include:

- Fever or feeling feverish/ chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)
- Some people may have vomiting and diarrhea, though this is more common in children than adults.

Flu Complications

Most people who get influenza will recover in a few days to less than two weeks, but some people will develop complications (such as pneumonia) as a result of the flu. Some complications can be life-threatening and result in death.

Prevention of Influenza

Vaccination - Getting your influenza immunization every season – and as early in each season as possible – is the single most effective way to arm yourself against influenza. Influenza immunization will be available, to all Albertans six months of age and older, starting Tuesday, October 20, 2015. Without immunization, you are at risk. Detailed clinic schedules, will be made available on the Alberta Health Services website in early October.

The influenza vaccine (flu shot) can protect you from flu for at least 4-6 months or even longer. Flu immunization does many things: it reduces the incidence of the flu; its severity; its duration and your level of infectiousness (the ability to infect others). The vaccine can also protect from an



outbreak in offices and within residential programs where such an outbreak can result in severe health complications for vulnerable clients.

The flu vaccine is safe and it can not give you the flu because it does not contain a live virus. Many people have little or no side effects from the vaccine. A new vaccine is developed every year and is based on the most common current circulating strains of the flu virus.



Other steps during flu season to help protect you from getting influenza.

- Wash your hands often with soap and water or an alcohol-based hand rub.
- Avoid touching your eyes, nose, or mouth. Germs spread this way.
- Try to avoid close contact with sick people.
- Practice good health habits. Get plenty of sleep and exercise, manage your stress, drink plenty of fluids, and eat healthy food.
- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, always cough or sneeze into your arm, not into your hands. Throw away tissues after wiping your nose or covering a cough, and wash your hands.
- Sanitize high-touch household and work surfaces (i.e. light switches, door knobs, computer keyboards etc.) regularly.
- If you are sick with flu-like illness including symptoms of illness, including fever, cough, headache and extreme tiredness, stay home from work and social functions for at least 24 hours after your fever is gone without the use of fever-reducing medicine.

*Please remember, when taking ICE clients to get the vaccine that you must ensure that you bring a consent approval form **signed by the client's legal guardian.**

Policy Review

3.5.8 Eliminating/Mitigating/Controlling Work Site Hazards

(A portion of policy 3.5.8 is reproduced here, please refer to the Policy manual for the complete policy)

For the purposes of this policy residential programs refers to homes that are staffed by LC.E. employees. Support homes refer to programs that are only monitored by LC.E. and the operator is not an employee of the agency.

1. To reduce the risk of fire there are to be no lit candles, lit fires in fireplaces and no lit fire pits in the yard in any residential program.
2. There are to be no stick pins in common areas in any residential program. These may be used in the staff office and only if this is a contained room and able to be locked.
3. All sharps i.e. knives, scissors, tools, sewing/knitting supplies, choppers, graters, blender blades, thermometers etc., with the exception of butter knives, will be locked up in all residential programs. A location will be identified as appropriate to the home i.e. office, kitchen drawer. In a support home sharps are to be in a secure location. Client support requirements will determine if locks are required.
4. In residential programs all cleaning supplies are to be kept locked up in an area separate from the food and medications in the home. If a client is independent in cleaning and/or are able to clean unsupervised a location will be identified for the storage of these products i.e. laundry room. MSDS forms are readily available in the Daily Planner. Cleaning supplies may need to be in a locked location in a support home and is dependent on client support requirements. Any deviation from #3 and #4 will be a joint decision of the client, their support network and Independent Counselling Enterprises Management and will be documented as such.
5. In residential programs:
 - Portable heaters-are not to be used as the primary heat source. If there is a need for use of a heater a protocol will be developed outlining the need (i.e. furnace repair required), the length/period of time the heater will be required and clear instruction as to the safe use/storage of the portable heater. To further facilitate client safety if the temperature of the home is not appropriate to permit a comfortable environment for the client(s) the LC.E. employee will contact their Supervisor/ Manager for alternative arrangements (i.e. hotel/motel, another residential program etc.).
 - Halogen lamps are not to be left running without employee supervision.
 - All lamps in the client home must have the light bulb completely covered/ encased by a lampshade or globe.
 - For clients who choose to have a Christmas tree they will be required to purchase an artificial one. Artificial trees will also be required in any office setting.
6. All residential and support homes are to have a working fridge thermometer. Appliances with built in thermometers are acceptable.
7. As per **Policy 3.8.6 Dress, Hygiene, and Grooming** it is the employee's responsibility to ensure they wear clean and safe indoor shoes while on shift in the homes. This is not applicable to support home operators.
8. Employees/ Support home operators will ensure support and supervision, as required, is provided to clients when using the household appliances and yard equipment. Protective equipment such as gloves and goggles must be provided. When orientations are provided to either an employee or a client in a residential setting document this in the log book. All lawn mowers, weed eaters, gardening equipment etc. will be maintained, used, and safely stored appropriate to the situation in the home.

9. Snow and ice is to be cleared from all pathways, sidewalks, and driveways as soon as it appears. When the employee clears snow or salts ice during the course of their work duties it must be documented in the hazard section of the staff communication logbook in residential programs.

10. If the hot water supply in any program is interrupted for any reason the employee / client **WILL NOT** heat water in the kitchen and transfer it to any other location in the home. This practice will also not be used to convert the kitchen into a bathing site. The employee is to call their supervisor or, if after hours, the ECAT supervisor for direction i.e. moving to a new location until the water supply source is repaired.

11. Employee personal belongings i.e. purse, money, cigarettes, matches, lighter, medications etc. are to be kept locked away at all times. (See also Policy 3.8.12

Telephone/Cell Phone Use and Other Personal Electronic Equipment).

12. For residential programs: To eliminate client injury heating blankets and heating pads are not to be used. Warming of towels/wash cloths in a microwave is not permitted. Use of bean bag heating pads that are heated in a microwave is prohibited.

Updated March 2015

(Refer to the ICE Policy manual for the complete policy.)



**Health and Safety Minutes
Edmonton Health and Safety
Meeting - September 2nd, 2015**

3.0 STANDING ITEMS

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents
Calgary- Meeting Minutes unavailable

South – August 11th, 2015 Meeting Minutes
No current internal incidents to investigate.

Grande Prairie – August 13th, 2015 Meeting Minutes
No current internal incidents to investigate.

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

Calgary- Meeting Minutes unavailable
South – August 11th, 2015 Meeting Minutes

No Current Near Miss Incidents to Report

Grande Prairie – August 13th, 2015 Meeting Minutes
No Current Near Miss Incidents to Report

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:
Edmonton
August 5, 2015

Staff was driving with a client in the community. A second vehicle made an improper lane change and struck the staff’s vehicle on the driver’s side door. Staff and client did not suffer ill effects at first but later noted they were injured.

Recommendations: Use public transportation as much as possible in order to avoid risks associated with driving clients in the community. Staff was not at fault in this incident.

3.3 Evaluation of current Near Miss Incident Investigations:
No Near Miss Incidents To Review.

3.4 Review of COR Audit and Action Items

COR audit plans for 2015 were discussed. The audit will take place in Edmonton Sept 28- Oct 2nd and in Grande Prairie – October 5th and 6th, 2015

3.5 Hazard Assessment and Control document (H.A.C.D.) review – General Section, Pages 1-3, Working with People. Recommendations were made to add MRSA to biological hazards, and personal / team conflicts to Psychological Hazards. It was recommended to add a best practice recommendation in the control section – clients and employees to get seasonal/ travel immunizations.

3.6 Policy Review
The committee reviewed Policy 2.3.9 Infection Control and Cross Contamination

4.0 OTHER BUSINESS
ICE Page article suggestions: Influenza Season.

NEXT MEETING
October 7th, 2015, at 1:30 pm