

# OCTOBER 2017 ICE PAGE

**EDMONTON/  
NORTH CENTRAL**

## **ECAT**

Employee & Client  
Assistance Team  
**780-461-7236**

After office hours  
Phones do not accept  
text messages— staff  
need to call ECAT.

### **INSIDE THIS**

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SAFETY ARTICLE** 2

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SAFETY MEETING  
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### **TIME SHEET HAND-IN**

**October 16th, 2017** – For  
all shifts worked between  
October 1st and October 15th

**October 31st, 2017**–For all  
shifts worked between  
October 16th and October  
31st

### **UPCOMING:**

- **HEALTH AND  
SAFETY MEETING**  
–October 4th, 2017  
at 1:30PM
- **RPAC MEETING–**,  
October 18th, 2017  
at 1:30PM

## **Making it Happen!- Supporting Social Inclusion**

Mahyoub is a very delightful man who has been with ICE since February, 2017. He and his family are new to Canada as they fled the war in Syria and migrated here in January of 2016. Mahyoub enjoys many activities like using his computer, taking apart and rebuilding electronics, going to airports and watching the planes take off and land, and helping others. Mahyoub speaks Arabic, and requires a translator when out in the community, ICE was able to match Mahyoub with a staff who could speak Arabic and who shares his cultural background.

Mahyoub, with the help of his staff, Omar, has worked hard to build new community connections. Goals for Mahyoub included integrating himself into Canadian culture by meeting others, learning to speak English, and taking on a volunteer position.

Mahyoub and Omar spent many hours researching volunteer opportunities within the Calgary Immigration Services. This service helps new immigrants find connections in Calgary. They also attended many job fairs available in the city. With Omar's ability to speak Arabic and translate and coach Mahyoub, they were able to find volunteer positions at the Calgary Food Bank, at World Heritage Day (at the booth representing Greece and Syria), Inter-

generational Day, and the Lilac Festival.

One barrier Mahyoub found frustrating at the beginning of his new life in Calgary was not being able to understand his peers out in the community as they all spoke English. Mahyoub has put in great effort and used strategies such as watching cartoons in English to help him learn many English words. In addition, Mahyoub and his staff have selected a new word in English everyday and together they have studied the pronunciation and meaning. Mahyoub has made many friends at the Calgary Food Bank by teaching them words in Arabic, while they share words in English. Mahyoub has made excellent progress in a very short period of time, and has assimilated to Canadian culture very well.

*Omar  
Mahyoub*



## **Employee Spotlight**

ICE would also like to recognize staff Omar Chammout for his tremendous work with his client. Omar's efforts to search out activities and opportunities that would integrate Mahyoub into Canadian culture have been inspiring. Omar's ability to translate all necessary information has proven a major element of Mahyoub's success. Omar has shown great dedication, an eagerness to learn and recently participated in our Certificate of Recognition audit. Thank you Omar!

## **Thank you to All 2017 Certificate of Recognition (C.O.R.) Audit Participants!**

ICE management would like to extend a hearty thank you to all COR audit participants and the many staff working diligently for health and safety each day!

The ICE 2017 external COR Health and Safety audit has been completed and authorized by the Continuing Care Safety Association / Partners in Injury Reduction and we have our results. Two regions, Edmonton and Calgary, were involved in this year's external audit that included 20 observation tours, 4 contractor interviews, and 90 individual employee health and safety interviews. **ICE achieved a 98% score on the operation of our health and safety management system.** The COR report will now be distributed for staff review and inclusion in company Health and Safety binders at residential programs and ICE offices. In the coming months, ICE will develop and implement a COR Action Plan for the 2017 – 2018 year to address the audit recommendations and suggestions. All ICE employees are encouraged to review the 2017 COR audit results and to get actively involved in actions to further enhance health and safety at ICE. The COR auditor has requested that ICE pass along her sincere appreciation for the cooperation and positive attitude shown by ICE employees during the audit interviews and tours.



### **Influenza Season Is On Its Way!**

Many people get sick with influenza each year, usually between November and April. As of mid-August, Australia has had almost two and a half more flu cases than last year. Experts are concerned the Northern Hemisphere may experience a similar increase in influenza this year.

**What is influenza?** Influenza is an infection of the nose, throat and lungs that is caused by a virus.

**Influenza symptoms start suddenly and may include:** fever, sore throat, runny nose, cough, headache, muscle aches, loss of appetite, and feeling tired. Pneumonia is the most common complication of influenza. Influenza can make other health problems worse. It is a serious disease – every year in Canada more than 12, 000 people are admitted to hospital and 3,500 die from influenza.

#### **Best ways to prevent influenza:**

- Get immunized.
- Wash your hands with soap and water or use an alcohol-based hand sanitizer often.
- Cover your cough or sneeze into your arm or a tissue, not your hand.
- Stay home when you are sick.

#### **Where can I be immunized?**

Influenza immunization is given at Alberta Health Services (AHS) Influenza Immunization Clinics, from late October to the end of March. To find local clinic schedules, visit [www.ahs.ca/influenza](http://www.ahs.ca/influenza) or call Health Link at 811.

Many family doctors and pharmacists offer free influenza vaccines. Call ahead before visiting to find out if your doctor or pharmacist is offering the vaccine.

**Individuals supported by ICE must provide an Alberta Health Services “Consent for Influenza Immunization” form when the parent/guardian is not able to accompany the supported person to the immunization appointment. These forms are available at ICE offices in all regions.**



NEWLY DEVELOPED POLICY

### Policy Review– 3.9.3 Video Surveillance

Independent Counselling Enterprises has authorized limited use of surveillance cameras to ensure the safety of employees and company equipment by deterring acts of theft, violence and other criminal activity, and increasing the likelihood that perpetrators of these acts will be identified. I.C.E. has created this policy to clarify use of video surveillance within the company and to assist in complying with federal and provincial privacy laws governing the collection of personal information.

1. The company has installed surveillance cameras in the following five locations at the Edmonton ICE office:
  - Outside the building at the front entrance to reception,
  - Inside the building in the reception area,
  - Outside the building at the entrance to Training Room 1.
  - Outside both (2) entrances at the rear of the building,
2. Each of these locations was chosen because of their increased potential for incidents of theft violence and other criminal activity. They are also areas where employee expectations of privacy are minimal. As staff work within the Edmonton I.C.E. office over the full 24 hour period each day, cameras will similarly record security images over a 24 hour period. All areas subject to surveillance will be identified by signs that are clearly posted at the entrance to that area.
3. At no time shall the cameras be used to monitor employee productivity or performance.
4. In the event of a reported or observed incident, the recorded footage may be used to assist in the investigation of the incident and may be turned over to law enforcement personnel, if appropriate.
5. At no time will persons other than those designated by I.C.E. management have access to the footage made in the course of surveillance. Personal information contained on the footage shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.
6. Footage from the surveillance cameras will be kept for a maximum of 1 month unless required for the purposes outlined in this policy. If footage has been used to investigate an incident, that footage will be retained for one year after a final decision is reached concerning the incident.
7. Old footage that isn't reused or recycled for surveillance will be shredded, burned, magnetically erased or otherwise made permanently unreadable by those authorized to do so.
8. Employees who fail to follow this policy or who use surveillance camera footage inappropriately will be subject to disciplinary action.

**Developed August 2017**

## **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:

**Independent Counselling Enterprises at: 780-453-9664**



# ICE THANK YOU CARD INCENTIVE WINNERS



Justin Nshimirimana was thanked by the President of Independent Counselling Enterprises for taking action while on shift to eliminate a Health and Safety Risk

Justin won a Sunbeam Heated Throw Blanket.



Bevin Narayanankutty was thanked by the Health and Safety Specialist for Participating in the COR Health and Safety interview. Your assistance with our company's efforts to improve health and safety at ICE is much appreciated.

Bevin won a "Crockpot" Casserole Slow Cooker.



Tina Thomas was thanked by the Health and Safety Specialist for Participating in the COR Health and Safety interview. Your assistance with our company's efforts to improve health and safety at ICE is much appreciated.

Tina won a Powerforce Bissell Vacuum.

## Training

### PET (Pre-Employment Training)

October 10th– October 12th , 2017—9:00AM-5:00PM

October 23rd– October 25th , 2017—9:00AM-5:00PM

As described on the ICE website

### PBI (Proactive Behaviour Intervention)

October 13th, 2017- 9:00AM-5:00PM

October 27th , 2017—9:00AM-5:00PM

As described on the ICE Website

ICE offices will be closed October 9th, 2017 for Thanksgiving Day  
Please direct all calls to the Employee Client Assistance Team for this day.



### \$100 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!





## INDEPENDENT COUNSELLING ENTERPRISES

### Health and Safety Committee Meeting Minutes

Edmonton– September 13th, 2017

#### STANDING ITEMS

#### 3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)

##### Calgary- Meeting August 10, 2017

No Internal Incidents to Report

##### South – Meeting August 9, 2017

No Internal Incidents to Report

##### Grande Prairie – Meeting Northwest – August 10, 2017

No Internal Incidents to Report

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

##### Calgary- Meeting August 10, 2017

July 05, 2017

Staff and client were spending time outside near the splash park. City of Airdrie staff made visitors aware that there was a biohazard situation (human waste) and client and staff were asked to leave the area for the next 4 hours. Staff left the area immediately when the biohazard was announced.

**Recommendations:** Follow the direction of the park supervisor.

**Near Miss Investigation Completed.**

July 14, 2017

Client became aggressive when his mother suggested attending a community event. Client started hitting staff and attempted to pick up a cement block to throw at staff and his mom. Staff used PBI responses to block with his arm. Staff stepped in between the client and parent.

**Recommendations:** RPAC will be consulted. Risk assessment to be completed. Staff to be trained on documents once completed. Staff reminded not to put himself at risk by stepping into a physical altercation. It is recommended to use alternate methods to redirect the person. (Distractions etc.)

**Near Miss Investigation Completed.**

##### South – Meeting August 9, 2017

No Near Miss Incidents to Report

##### Grande Prairie – Northwest – August 10, 2017

No Near Miss Incidents to Report.

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

August 6, 2017

After the client was finished with dinner the staff redirected the client to wash their face and the client became agitated. The client approached their roommate in an aggressive manner. The staff stepped between the two clients and the staff got hit in their left eye. Manager recommended that the staff assist the other client out of the room when the first client is agitated and give the agitated client space. Staff to review positive approaches. Manager and Team Coordinator will review this incident at the next team meeting.

**Additional Recommendations:** Ensure positive approaches are updated for client. Explore potential medical causes for behaviors of concern, consult with RPAC/ external resources.

**Incident Investigation Completed.**

August 13, 2017

Staff tried to assist the client in pushing a client's chair closer to the table. When staff attempted this they used a twisting motion and strained their back. Manager has recommended that the staff be retrained on the client's positive approaches. **Recommendations:** Staff to be trained/retrained on safe procedures for lifts and transfers and associated body mechanics.

**Incident Investigation Completed**

August 18, 2017

Staff was driving a client to a family event. Staff stopped for a pedestrian in the crosswalk when a vehicle struck them from behind. Staff and client were taken to the hospital to be

checked for injury. Client was riding in the front seat. **Recommendations:** Policy re client transportation seating to be reviewed with staff. Staff was not at fault for the collision.

**Incident Investigation Completed**

August 31, 2017

Staff and client were travelling in the community. Staff had to brake sharply and suddenly when they saw a pedestrian crossing in front of them. The pedestrian was frightened and fell down in the street (there was no contact with the car). Staff and client were checked by medical personnel re the sudden stop action.

**Recommendations:** Use public transportation whenever possible. Drive with care and caution and watch carefully for pedestrians.

**Incident Investigation to be completed.**

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

**August 23, 2017** Client became agitated while being transported in staff's vehicle to a community activity. The client started to bang the window and dashboard of the staff's car. Staff immediately pulled the car over and waited until it was safe to proceed. Staff was unaware they were making changes to the expected client routines. **Recommendations:** Follow ICE policy re transportation seating of clients (back seat on the passenger side). Staff did well to pull off road and wait for the client to calm. Enhance communication regarding client routines and schedules to ensure all staff have all the necessary information to avoid client agitation. **Near Miss Incident Investigation completed.**

**3.4 Certificate of Recognition (COR) Audit** – Review of COR 2017 preliminary informal feedback/ audit results. Formal results will be shared once the report has been submitted and approved by the Continuing Care Safety Association (CCSA) and Partners in Injury Reduction. The committee reviewed the CCSA One Year Action plan template that ICE is planning to use to address COR recommendations over the 2017- 2018 year.

**3.5 Hazard Assessment and Control document (H.A.C.D.) review** – The new 2017 HACD has been distributed to offices and residences. Staff are required to update the site specific hazards and controls for their offices and residential programs and to ensure they date and sign (the Site Specific Hazard Assessment and Control Document – Review/Revision Record of the HACD) after adding this to the document. The due date for completion of this project is October 31, 2017.

**3.6 – Policy Review** – Discussion of Policy 3.5.5 Employee Work Related Injury, Illness, and Near Misses. The committee reviewed Section B

#### 4.0 OTHER BUSINESS\

ICE Article suggestions

COR Thank you

Influenza Article

**NEXT MEETING – October 4<sup>th</sup>, 2017 at 1:30 PM**

