

# ICE PAGE

EDMONTON / NORTHEAST

2013

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## Health and Safety Meeting

Sept. 4th, 2013 @ 1:30 pm

## RPAC Meetings

Sept. 11th, 2013 @ 2:00 pm

Sept. 25th, 2013 @ 2:00 pm

# ECAT

Employee & Client  
Assistance Team

780-461-7236

after office hours

## TIME SHEET HAND-IN:

### September 15th, 2013

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

### September 30rd, 2013

For all shifts worked between Sept. 16th and Sept. 30, 2013



## Employee Spotlight

### Sharon

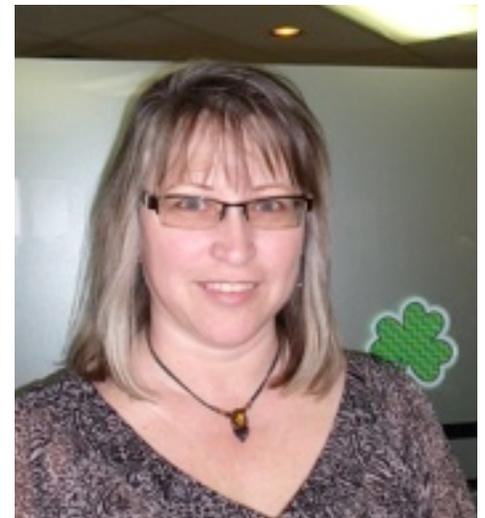
Sharon started working for ICE just this past year but she has already proven herself to be a valuable employee. Sharon came across an online ad for ICE and after researching a little bit about the organization was very impressed by the company's professionalism and sense of "family". She now reports that her first impressions about the company were sound and says that ICE truly promotes employee education, open communication and a positive supportive work environment.

According to Sharon her first love is her family. She is the proud mother of two children. Her family loves to travel and explore new places, either in Canada or other countries. One of the most recent and memorable trips that the family took was to Turkey to visit Sharon's brother.

Sharon has a strong business background and a wealth of experience as a business owner. During her work history she has owned a travel agency, a catering truck and a chicken farm. She also volunteered in a position as Director of Airdrie Chamber of Commerce and the Association Secretary for Airdrie Women in the Small Business Association. After working in highly competitive business ventures for years Sharon was ready for an employment change and wanted to work with people in a more meaningful way. This search led Sharon to her current role as an ICE community support worker.

At ICE Sharon has been supporting two clients out in the community and has done some relief work as well. She has assisted one client to obtain a volunteer position and also helped this individual to forge some new community relationships. Currently Sharon is transitioning to begin work with a new individual. She is very eager to learn new skills and has attended various

workshops offered by ICE to expand her knowledge in the field. Sharon is a responsible and reliable employee and it has been delightful to see how quickly she has developed her skills and how she has adapted to meet her client's needs. Sharon has a true passion for making a difference.



# Client Success Story



## Chandra

Chandra is a vibrant and determined young woman with an adventurous spirit and this has been an exceptional year for her. In the spring Chandra was contacted by the Canadian Paraplegic Society and they introduced her to Morrie. Now recovered, Morrie, like Chandra had previously experienced injuries that affected all four of his limbs. He was looking for a partner who was up for the challenge of completing in the Great White North Half Iron

man triathlon. This event involves over 100 km of swimming, biking and running. Chandra was excited to participate and together she and Morrie selected the team name, "Kwadsquad," and started training for the event. They worked hard; training in all kinds of weather for three months to prepare for the half iron man. Despite a mechanical problem with the bike on race day, Chandra and Morrie finished the race in 8 hours 15 minutes. An impressive feat! They didn't stop there, either. On August 26th, they ran the Edmonton Marathon, a 41 km run and finished in 4 hours and 29 minutes.



ICE support staff for Chandra are busy behind the scenes. They help

her organize for events, travel with her and check in as she competes to offer support as needed.



Chandra has completed several complex surgeries in order to walk and her diligent efforts recently won her the approval for a special walker. When Chandra first started to walk with the walker this spring, it took her 1 hour to walk 100 meters, now she is walking 400 meters in about 45 minutes.

Chandra's next goal is to walk in the CIBC Run for a Cure on October 6th. She is determined to complete the walk and is training hard for it. Congratulations, Chandra, you are an inspiration to us all!

**ICE offices will be closed**  
**Monday,**  
**September 2nd, 2013**  
**for the Labour Day Holiday**



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

**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**



## POLICY REVIEW

### 2.3.6 P.D.D. RISK ASSESSMENT

P.D.D. has a client risk assessment document which includes the identification of risks, potential consequences, likelihood of occurrence, risk rating, mitigations, and recommendations to minimize risks. This document may be completed and provided to I.C.E. at the point of intake. Existing clients that require a risk assessment will be completed by agency staff. Completing a risk assessment is a formal process and needs to be coordinated to include members of the client's support network for accurate information gathering. I.C.E. will complete risk assessments, as required, using the P.D.D. template. Amendments to existing assessments will be completed as needed. Assessments will be reviewed by agency personnel as part of the client orientation.

I.C.E. management will determine if a risk assessment is required for a client based on historic and current behaviours of concern.

I.C.E. management will complete the risk assessment process which includes facilitating the risk assessment meeting and preparing the risk assessment document.

The completed document will be reviewed by the President for final approval.

A review of the information will determine if a client is identified as O.H.&S. (Occupational Health and Safety) risk, Level A, or Level B. Level descriptions are defined in P.D.D. policy.

Completed and revised risk assessment documents will be forwarded to P.D.D.

Risk assessments will be reviewed at annual planning meetings and amended as required.

Risk assessments are scanned into I.C.E.'s computer system for access by agency personnel who will train/orient employees to the risks and control measures. Risk assessments are filed in client files at the office.

A copy of the risk assessment document is copied into the site specific section of the orientation manual in residential programs. Relief to residential programs must sign in the site specific section of the orientation manuals to verify they have read this information.

Amendments will be required

- If there is a significant increase in CI/GIs
- Control measures for a behaviour of concern are no longer effective and formal planning is required.

- A client exhibits new behaviours of concern and these risks have previously not been identified.
- The information documented in the risk assessment appears to be inaccurate based on what is observed once support services are provided by I.C.E.
- A client exhibits medical symptoms that pose a risk to themselves or others and require intervention and future planning.
- Recommendations are provided by external professional resources.

#### Orientation /Training

Once a P.D.D. risk assessment is complete, the information must be provided to employees. Risk assessment orientation/training will be completed by designated personnel.

Employees who provide direct client support may train other support staff, such as relief or a newly hired regular team member. A supervisor must provide approval of the ability of staff to complete the risk assessment orientation.

When a Booking Coordinator or ECAT supervisor books relief for clients who have been classified as "A" or "O.H.&S" risk, the program manager is to be contacted to determine who will provide the orientation. For these clients training must be provided in person either at the program or at the main office. Employees will then sign a staff development participation form. In a residential program staff development participation forms are available at the residence. When the form is completed it is to be provided to the main office either by fax or hand delivered to the program supervisor. The staff development participation form is to be filed in the employee's file and the information is entered into CViews.

Training for clients with a "B" designation will also be provided in person whenever possible, but may be provided when necessary over the phone.

Training includes a review the risks as outlined in the document and the controls implemented by the agency. Controls may include positive approaches, protocol documents, positive and /or restrictive procedures documents, assistive technology/environmental interventions and/or medical interventions. These controls will be identified in the risk assessment; however specific instructions on how to use the controls will be explained in supporting documents such as Positive Approaches, Planned Positive Procedures (P.P.P.), Planned Restrictive Procedures (P.R.P.), and routines, etc. as per I.C.E. policies and procedures. The supporting documents are available to employees and will be reviewed with the assessment tool as part of the orientation.

## Did You Know?

ICE Health and Safety Committees in all regions of the province review and make recommendations re Near Miss and Employee Injury Incidents each month at Health and Safety Meetings. (Specific worker / Program information is not shared.) Investigation and corrective actions for these incidents are completed by management with input from the H & S Committees. Information is shared regarding these incidents and the recommendations made each month in the H&S minutes in the ICE Page.

## Why?

Workers have a legislated right to know about hazards in their workplace and how to control these. By sharing this ICE information in our newsletter we hope to enhance employee safety across the company. Reporting a Near Miss in your work site could prevent an injury to you, your clients, your co-workers, and even to other workers across the province. Please report!

## TRAINING

### Pro Active Behavior Intervention

Sept. 12th, 19th, & 26th

9am-5pm

As described on the ICE website

### Documentation and Reporting Practices

Sept. 27th, 2013,

9am - 1:00 pm

As described on the ICE website

## 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!

## 2013 Internal COR Audit

The 2013 internal ICE Certificate of Recognition (COR) Health and Safety Audit will take place September 9<sup>th</sup> – 27<sup>th</sup>, 2013. Three regions of the province: Northwest / Grande Prairie, South (Lethbridge) and Edmonton will be involved in this year's audit. Internal ICE COR auditors, Greg Lane and Corinne Stasiewicz will complete 9 office / community site observation tours as well as over 70 Health and Safety interviews for this important process. Achievement of a Certificate of Recognition shows that a company has an excellent safety record and is constantly trying to improve it.

After on-site audit activity is completed the information gathered will be summarized into a report covering eight key areas of an effective Health and Safety program. The report summarizes areas of strength and identifies areas where employee health and safety may be further enhanced at ICE. The completed audit document is first submitted to the Continuing Care Safety Association (our certifying partner under the direction of Partners in Injury Reduction, Govt. of AB.) for review and approval. Once approved the annual COR report will be made available to all ICE employees. (The 2012 COR report is currently available for review in the Health and Safety Binders at ICE residential programs and ICE offices. We received a mark of 95% on last year's internal audit.)

COR audit recommendations from each year's report are used by ICE management to further enhance the company's Health and Safety performance.

## Monthly Incentive Award Winners!



Lela Bijejanin was thanked by her CR Manager for her efforts to support a client in another program in addition to her regular position. Lela won a Black and Decker 12 cup Food Processor with 4 cup nested Work-bowl. Thank you for your strong commitment to our ICE clients!



Barb Headrick was thanked by the CR Management team for her support for a client during an emergency medical situation. Barb won a Black and Decker Digital Rotisserie Convection Oven. Thank you for your great client care and for being an excellent representative for our agency.

## EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100 RECIPIENT



Reena Jismon

## Health and Safety Incentive Award



At the August meeting, Daniel Stover 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.



## Health and Safety Minutes

### Meeting - August 8th 2013

#### AGENDA TOPIC STANDING ITEMS

##### 3.1 A. Review of Regional Health and Safety Meeting Minutes Calgary- July 24<sup>th</sup> Mtg. Minutes:

No Incidents

South- July meeting minutes unavailable:

Grande Prairie – July 11<sup>th</sup>, Mtg. Minutes:

**June 28, 2013:** Staff was cleaning off the back deck at a residence, when staff moved some plastic chairs to sweep under them; a swarm of wasps came out and stung staff. Follow up - post a sign at door to not use until Wasp nest was removed by a professional. Call landlord and inform them of wasp nest.

**Recommendations:** Add cleaning the deck and moving the chairs to a weekly chore to prevent another nest from forming.

**Additional Recommendations:**

Regular yard inspections for potential hazards including pests.

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

Calgary – July 24<sup>th</sup> Mtg. Minutes:

**July 15, 2013**

At a residence the patio door came off the track and fell, staff caught the door before it hit the ground. Landlord was contacted.

**Recommendations:** Have door repaired immediately and complete regular inspections and cleaning of the track.

##### Near Miss Investigation Completed

**Additional recommendations:** The Edmonton committee was concerned about the staff “catching the patio door” in relation to the hazard such actions could present to staff (i.e. serious back strain injuries).

South- July meeting minutes unavailable:

Grande Prairie / Northwest – July 11<sup>th</sup>, Mtg. Minutes:

No Current Near Misses

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

**July 10<sup>th</sup>, 2013** – A community mental health nurse was visiting a client at their residence to provide a weekly injection. The client was not pleased and after the injection went to their room. Staff and the mental health nurse knocked at the door of the client’s room. The client opened the door then slammed it. The ICE staff person standing in the doorway was struck by the door on their forehead. Client was then given space and time to calm.

**Recommendations:**

Give client space and time alone to calm (as per their choice). If it is urgently required to approach them, maintain plenty of personal distance for safety (i.e. knock and step well back from the doorway.)

With the assistance of RPAC, revise the client’s positive approaches to provide guidelines to support the client effectively surrounding weekly Mental Health injections.

**July 17<sup>th</sup>, 2013** – Staff was stepping over the sill of the balcony door at the apartment residence. They misjudged the height of the barrier and scraped/ cut the top of their foot on the sill as they were travelling over it.

##### Recommendations:

Consider placing bright tape along the door sill to make the hazard more obvious and visible. Consider placing a “Watch Your Step” sign at the door. Avoid rushing, complete tasks with care and attention.

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

**July 12, 2013** – Client went on a community outing to a grocery store. The client wanted to buy more items than they had funds for. The client slammed the package on the store counter and left the store with staff. Driving to the residence the staff started to explain calmly to the client how their actions were not appropriate. The client became agitated and grabbed the vehicle’s steering wheel. The staff had to make an emergency stop. The client then exited the vehicle and threw their full pop at the staff’s vehicle.

##### Recommendations:

Have client use public transportation (DATS) whenever possible. Follow ICE policy (2.4.7) Client to travel in back seat on the passenger side for safety. Do not transport client within 3 hours of aggressive behavior. Wait until the client is fully calm (as per the de-escalation cycle –PBI training) and in a safe environment where the client may have the staff’s full attention (home) before attempting to debrief. Never attempt to debrief a client while driving as: 1) the client may become agitated and aggress and/or 2) staff attention will be drawn from driving requirements increasing hazards for both the client and the staff. Have staff take a PBI refresher course. Plan ahead for success when accessing community locations which may raise client expectations. IE ensure purchases, spending plans are very clear (how much money the client has, what can be purchased etc.) before a grocery store visit. (Add this planning/ community access recommendations information to client positive approaches document.). Role play and use social stories to assist the client to develop his skills in this area.

**July 16, 2013** – Staff was walking down the hall (linoleum) in the residence and slipped and fell. Staff was not injured.

**Recommendations:** Staff to wear shoes with appropriate grip for the floor surface. Smooth floor surface may be the cause, if it is appropriate for the client’s mobility, a carpet a runner may be secured to the floor over slippery surfaces.

**3.4 Review of COR Audit and Action Items** – Tabled until the 2013 COR Audit report is completed.

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

Corinne provided committee members with a copy of the 2013 Hazard Assessment and Control Document master.

Edmonton

2013 Hazard Assessment and Control Document – Housekeeping section Pg 25 – Expanded review of Dishwashing (Hand and using Dishwasher) hazards and controls as per South Region suggestion. Other regions review & and recommendations and regional response to recommendations:

Calgary - Mtg Minutes July 24<sup>th</sup>, 2013 Pages 53-56

**Exposure to smoking-** no additions

**Exposure to Personal Scented products and Deodorants-** Add under safe work practices, in an office setting put up postings when an allergy/sensitivity is present

**Exposure to Noxious odors** – no additions

**Staff Illness at work** –

add under safe work practices- Residential programs to have a cordless phone that is easily accessible

**Exposure to Insects and/or pests (bees, wasps, mosquitoes, horse flies, ants)** – no additions

**Mice Infestations-** no additions

South – July Meeting minutes unavailable

Grande Prairie / Northwest – Mtg. Minutes July 11<sup>th</sup>, - Reviewed pages 30-35, Blood glucose testing, Use of epi-pen, Giving injections, G or J tube feed/medications, Ostomy care, Intermittent catheterization & urine elimination – suggestion for intermittent enemas or suppositories.

##### 3.6 Policy Review – 2.4.7 Use of Staff Vehicles

#### 4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions – Certificate of Recognition Audit for 2013, Influenza season reminder.

**NEXT MEETING** – September 4<sup>th</sup>, 2013 1:30 pm



## ICE Staff Appreciation BBQ 2013

The sun was shining for the Staff Appreciation Barbeque held on Thursday, August 15th, 2013 at the Edmonton office. ICE employees and clients stopped by to socialize and enjoyed a delicious barbeque food spread. Staff also participated in skill testing game challenges at the event and many field employees took home wonderful prizes as a result. Thank you to everyone who attended and helped to make this event a success!

