

ICE PAGE

EDMONTON / NORTHEAST

2015

Contents:

- **Client Success Story - Pg 2**
- **POLICY REVIEW - 3.5.4 Working Alone- Pg 5-6**
- **WHMIS 2015 - Pg 6**

Health and Safety Meeting

September 2nd , 2015 @ 1:30 pm

RPAC Meeting

September 16th, 2015 @ 1:30 pm

TIME SHEET HAND-IN:**September 15th, 2015**

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

September 30th, 2015

For all shifts worked between September 16th and September 30th, 2015



ECAT

Employee & Client Assistance Team

780-461-7236

Employee Spotlight

Cheryl

Cheryl has been employed with ICE since November of 2010 and has shown tremendous initiative when working with our clients. Cheryl was a Student Aide for children with disabilities through the Calgary Board of Education (C.B.E.) for 19 years before she made an early retirement and transitioned to ICE.

Cheryl is pleased to work in this field as she is able to give back to the community and support others the best way she knows how. Working for ICE she has found great satisfaction watching and assisting her client progress

with their goals. Cheryl has been supporting one of our long time ICE clients with supported independent living and community access. She has shown initiative in her efforts to assist her client with budgeting,



health and wellness and their over all emotional well being.

Aside from Cheryl's professional work, she is very diverse when it comes to her interests. Cheryl loves to be outdoors, going for walks, biking, and playing badminton; Cheryl has even picked up the guitar. Cheryl also loves to work on her garden as she finds it therapeutic and it helps her to unwind after a day of work.

Cheryl continues to show her commitment to ICE through her participation in onsite training, and by keeping up to date with community opportunities that may benefit her client. Overall, Cheryl has been a great asset to the ICE team. and we are pleased to have such a supportive and loyal employee.

TRAINING

Pro Active Behavior Intervention (PBI)
 Sept. 3rd and Sept. 17th, 2015
 9 am - 5 pm

Non Violent Crisis Intervention (CPI)

Sept. 24th, and Sept. 25th, 2015
 9 am - 4 pm both days.

Non Violent Crisis Intervention CPI
 (1 day refresher only)
 Sept. 25th - 9 am - 4 pm

Promoting Safety
 Sept. 9th, 2015
 9 am - 1 pm

Promoting Safety
 Sept. 10th, 2015
 1 pm - 5 pm

Mental Health First Aid
 Sept. 22nd and 23rd, 2015
 9 am - 5 pm

(Courses as described on the ICE website)

ICE offices will be closed
Monday, September 7th, 2015
for the
Labour Day
Holiday

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



Client Success

Kayla

Kayla is a young woman with a variety of interests. Kayla has lived with her current Support Home Operator (SHO) and family for the past 7 years. Kayla has a lot of interests, including spending time



with her SHO's daughter and two pet dogs, Charlie and Sadie.

As part of her activity goal, Kayla walks Sadie every day. She especially delights in taking her to the off leash dog park nearby her home. Kayla also enjoys playing video games, accessing social media, spending time nurturing her flower garden and listening to music, especially country music. Last year, Kayla went to the Country Music Association (CMA) Awards as they were held in Edmonton. Kayla also likes riding her scooter to go shopping, including picking up groceries at the Wal-mart nearby her home.

Kayla has also enjoyed volunteering in the last couple of years. Kayla volunteers Monday through Friday for 4 hours per day at a senior's nursing home, including assisting seniors with recreation and with meals. Kayla became especially close to a resident who was one hundred years old. This resident was one of

the first female doctors in Alberta. Kayla shared time with this woman each day, assisting her to eat her breakfast and lunch. Kayla would rub lotion on the resident's hands and



made her feel special. A few months ago, this person passed away. Kayla misses her friend, but has fond memories of their time together and what they meant to each other.

Health and Safety Minutes Edmonton Health and Safety Meeting - August 5th, 2015

3.0 STANDING ITEMS

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

Calgary- July 22nd, 2015 Meeting Minutes
June 17, 2015- a staff was stopped at a red light when another vehicle went through the red light and collided with a third vehicle which then collided with the staff's car. Staff's vehicle was damaged. Staff sought medical attention.

Recommendations: Staff may possibly benefit from AMA Mission Possible Driver awareness training. Be aware of other vehicles on the road.

Internal Investigation Completed

No further recommendations – staff was not responsible for this collision.

June 26, 2015- Staff was opening a bottle of sunscreen that had a childproof cap. The edge of the packaging cut their thumb. Stitches were required.

Recommendations: If possible select and use sunscreen that is not in child resistant packaging. Take your time while completing tasks.

Internal Investigation Completed

Additional recommendations – possibly use a “grip sleeve” for better traction and protection of hands when opening containers.

South – July 14th, 2015 Meeting Minutes
No current internal incidents to investigate.

Grande Prairie – July 9th, 2015 Meeting Minutes
No current internal incidents to investigate.

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

Edmonton
July 9, 2015

Staff was not wearing their glasses (decreased vision) and went to put hand sanitizer on their hands. The hand sanitizer was pumped from the dispenser the liquid splashed up into one of staff's eyes. Staff immediately flushed their eye with water. No lasting effects.

Recommendations: Wear eye glasses as per clear vision requirements. Hold pump containers well away from the face and press down slowly when dispensing. It is suggested to purchase a different type of hand sanitizer dispenser to reduce risks i.e.

a squeeze bottle rather than a pump may reduce the opportunity for splash injuries.

July 12, 2015

One client wanted to use the other client's radio instead of their own. Staff tried to redirect client to something else and was unsuccessful. Client struck staff and left the home into the community. Client was found shortly after. Staff sought medical attention.

Recommendations: Follow client's positive approaches to reduce conflict. Encourage residents to keep their personal effects in their rooms when they are not using them.

Incident Investigation to be completed.

July 15, 2015

Staff were playing soccer with a client and hurt them self while playing.

Recommendations: Staff needs to interact with clients within their physical capabilities. It may be safer and more socially beneficial to connect the client with community opportunities (local sport leagues) for inclusion in activities the client enjoys such as soccer. That way the client makes positive social connections and staff avoid injury.

Incident Investigation completed.

3.3 Evaluation of current Near Miss Incident Investigations:

No Near Miss Incidents Reported.

3.4 Review of COR Audit and Action Items

The 2014 COR report section 8 pages 73-78 were reviewed for Program Administration. The committee discussed ideas to meet the COR recommendations for section 8.

3.5 Hazard Assessment and Control document (H.A.C.D.) review – The new 2015 HACD was distributed to committee members and changes to monthly residential review procedures were discussed.

3.6 Policy Review

The committee reviewed Policy 3.8.10 Smoking.

4.0 OTHER BUSINESS

ICE Page article suggestions:
Changes for WHMIS to the Global Harmonized System, GHS.

NEXT MEETING

September 2nd, 2015, at 1:30 pm

Workplace Communications

Communicating effectively at work sounds simple enough, but in practice it becomes more complex.

Many workplace accidents, near misses and injuries are related, directly or indirectly, to miscommunication. Many others are caused because a staff didn't know the hazards of the specific worksite.

Human Factors related to human performance issues include:

- Situational Awareness (what's going on?);
- Attitude and stress;
- Communication (how individuals relate and communicate);
- How new team members are introduced to an established team;
- Decision making (risk management);

While policies and procedures are important, improving the personal performance of staff members in communicating effectively and cooperatively on the job is critical.

Here are some communication responsibilities that every team member should know and follow:

1. **Briefing** - Share information ongoing on what the task(s) are, the expected outcomes and timelines;
2. **Debriefing** - As tasks are completed staff should be reporting to their supervisor any complications or changes that occurred.
3. **Communication of Hazards to others**- Staff often assume what's hazardous and what's not based on their own experience and risk tolerance. Workers must communicate workplace hazards to others.
4. **Understand and Acknowledge messages** - make sure that staff understand and know the information that has been given to them. (Did they truly understand what you meant?)
5. **Ask if you don't know** - this is a very important point. If ICE staff doesn't understand something, they are expected to ask. This reduces errors.



Jeanne Gatwaza was thanked by her manager for assisting a program dealing with a health and safety concern. Your efforts were greatly appreciated! Jeanne won the T- Fal Jumbo Wok

Robin Ould received a thank you from her manager for accompanying and supporting an ICE client to attend a family funeral. Robin won a Garrison Oscillating Tower Fan. Thank you for all you do!

Sheila Taaka received a thank you card from her manager for assisting a program dealing with a health and safety supports. Sheila won a set of SpringMaid 450 Thread Count Queen Sheets. Your efforts were greatly appreciated!

\$100 Referral Incentive Winner

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!



Aroke Forbinake

**Photos from the ICE Staff
Appreciation
BBQ held August 14th
AT THE ICE OFFICE**



Policy Review

3.5.4 WORKING ALONE

(Note only sections A - C of Policy 3.5.4 have been provided here. Please refer to the ICE Policy Manual for the complete policy.)

As per legislation working alone is defined as when an employee is on shift and assistance is not readily available in the event of illness or an emergency.

Independent Counselling Enterprises will take reasonable and prudent action to prevent and minimize risks to employees that are working alone. The agency is committed to the following:

1. The health and safety of the employees in the work place. Incidents that do occur are investigated and corrective action is taken by the agency.
2. Assessing the hazards of the workplace.
3. Taking corrective action or measures to prevent or minimize hazards or incidents from occurring.
4. Training and educating employees to perform job duties effectively.
5. Reviewing policies and procedures on a regular basis to ensure these measures are effective in meeting the existing needs and potential changes in business operations.
6. The employee has effective ways to communicate with the employer during shift assignment.

A. TRAINING OF EMPLOYEES

1. Prior to employment with the agency an employee must have attended Pre-Employment Training. This will educate the employee in his/her performance of job duties, Standard Precautions, universal health and safety issues, and key policies and procedures of I.C.E. Employees are requested to read the entire policy manual within their first three months of employment, which is available at main offices and in the homes operated by I.C.E.
2. Assessment of the client support requirements and resulting consequences and the working environment by the funding source and through the I.C.E. intake process will identify if additional training is required for employees in order to meet client needs and to ensure a safe working environment for both the employee and the client. Often additional training is client specific and may include more intensive proactive behaviour intervention, specific use of adaptive equipment or training for a medical procedure. Supervisors will ensure employees are provided with the identified training to meet client needs and they are informed of client support requirements at the time of shift assignment. When appropriate, employees will overlap for a designated time period prior to working alone if the employee is not familiar with the work site or the client. Employees are responsible for informing the ECAT Coordinator, at the time of shift assignment, their familiarity with the client(s).
3. I.C.E. employs training personnel who provide employees with continual training and support as required when on the job or through the provision of in-services and workshops. **(See Policy 3.3.4 Mandatory Employee/Support Home Operator Training)**

B. HAZARD ASSESSMENT

1. Hazard assessments are conducted to identify existing and potential safety hazards in the work place. Safety measures are introduced to mitigate hazards at work sites. Each residential program has site specific hazard assessment documentation at the location for employees' reference. **(Refer to policy 3.5.9 Hazard Assessment and Control Document and 2.5.1 Behaviour Management)**
2. Additional hazards as a result of client support requirements may be identified during the intake process or through a risk assessment. **(Refer to policy 2.3.6 Risk Assessment)**

C. COMMUNICATION SYSTEM

1. Service provision and employee work schedules are accessible to all supervisors during office hours and to the ECAT supervisor after office hours via computer. The agency is aware of when an employee is assigned to work alone at a specific work site. Supervisors will ensure updated computer data is provided for client and employee scheduling.
2. All employees are to contact their supervisor or ECAT supervisor if after hours, to inform the agency of a change to their work schedule for any reason. E.C.A.T. numbers are provided to employees during P.E.T. and posted in all offices and residential sites.
3. During the booking of services, clients are provided with contact numbers for the agency during and after office hours and required to call should a worker be more than 15 minutes late for their shift.
4. Employees are to contact the office or the ECAT supervisor if at a work site and an employee next on shift is late for their assigned shift by more than 15 minutes.
5. Supervisors will ensure that employees communicate client status or changes and proper documentation is in place and accessible by the employee i.e. Logbooks, contact notes, general and critical reporting incidents forms. Supervisors will ensure follow up if client support requirements change.
6. Supervisors will ensure that documentation concerning clients is up to date and available to employees as appropriate, i.e. care plans, planned procedures, protocols, home orientation manuals, and that the location of the same is provided to the employee for easy access.
7. In addition to the above the following processes or procedures are in place for effective communication with employees
 - **Mandatory Staff Training**
 - **Proactive Behaviour Intervention**
 - **Pre Employment Training**
 - **General orientation to a signed position in nonresidential or residential programs**
 - **Site Specific Orientation**
 - **ECAT Supervision (24 hour on call)- direction and debriefing**
 - **Supervision & direction from ICE supervisor at regular intervals.**
 - **Hazard Assessment Document- including Hazard Assessment Document re behaviour**
 - **Site Specific Hazard Assessment Document**
 - **CI and GI reporting procedures**
 - **Agency standard documentation processes**
 - **Emergency Number Yellow card at each landline phone in residential programs and support homes**

- Emergency numbers provided to non-residential employees on the hazard identification/control wallet cards they carry
- Location of Safe House Posted in residential programs
- Structured activity routines and regular community access to decrease anxiety
- Risk assessment

- Employee to remove self to safe location and call 911 if feel unsafe at a work site
- Access to additional staffing
(See Policy 3.3.3 Staff Support and 3.3.6 ECAT Supervision)

Updated April 2015

WHMIS and WHMIS 2015

WHMIS, the Workplace Hazardous Materials Information System, is a hazard communication system for Canadian workplaces. WHMIS legislation has been in force across Canada since 1988.

WHMIS was designed to address the employer’s and worker’s “right to know” (as per Occupational Health and Safety legislation) about the hazards and safe work practices related to certain chemicals and infectious biological substances. Materials that are subject to WHMIS Legislation are called **controlled products**.

Information about controlled products is provided through three key methods:

- Labels;
- Material Safety Data Sheets (MSDSs);
- Worker Education and Training Programs.

WHMIS 2015

On February 11, 2015 the Government of Canada published in the Canada

Gazette, Part II the Hazardous Products Regulations (HPR), which in addition to the amendments made to the Hazardous Products Act under the Economic Action Plan 2014 Act, No. 1 modified the Workplace Hazardous Materials Information System (WHMIS 1988) to incorporate the Globally Harmonized System of



Classification and Labeling of Chemicals (GHS) for workplace chemicals. This modified WHMIS is referred to as WHMIS 2015.

What is the Globally Harmonized System of Classification and Labeling of Chemicals (GHS)?

The GHS is an international initiative to standardize chemical hazard classification and communication globally. The implementation of GHS in WHMIS will help harmonize hazard communication systems world wide.

WHY is GHS being implemented?

Our world is a global community. Presently, many countries have different systems for classifying chemicals and communicating product hazards. This situation presents problems for international trade, as well as risks to workers from inconsistent or confusing hazard information. GHS is an international initiative to harmonize chemical hazard classification and communication worldwide. Canada has been participating for many years in the development of GHS, and is now working towards the implementation of this system in Canada.

DOES GHS replace WHMIS?

No, GHS will not replace WHMIS but will create some important changes to WHMIS.

How will WHMIS change?

There will be:

- New classification rules and hazard classes;

- A standardized format for Safety Data Sheets (formerly Material Safety Data Sheets);
- New hazard pictograms;
- New label requirements.

The implementation of GHS will not change the basic responsibilities of suppliers, employers and workers.

- Workers will participate in WHMIS training (to learn about the new system).
- Classifications, labels and safety data sheets will be updated by suppliers to comply with the new rules.
- Employers will ensure that the new system of hazard communication is implemented in their workplaces.

When will GHS be implemented in Canada?

WHMIS 2015 legislation is currently in force. This means that suppliers may begin to use and follow the new requirements for labels and safety data sheets (SDSs) for hazardous products sold, distributed, or imported into Canada. To provide Canadian suppliers, employers and workers time to adjust to WHMIS 2015, there is however a transition period. During the transition period, suppliers are allowed to either to continue to comply with the old HPA and the repealed CPR and Ingredient Disclosure List, or they must comply with the new HPA and the new HPR. All suppliers must be in compliance with WHMIS 2015 by June 2018.

Note: Staff should refer to individual MSDS or SDS to determine which labeling system has been used for the product.