

ICE PAGE

NORTHWEST

2015

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Health and Safety Meeting

April 7th , 2015 @ 3:00 pm

RPAC Meeting

April 9th, 2015 @ 1:30 pm



ECAT

Employee & Client
Assistance Team

780-512-3129

after office hours

TIME SHEET HAND-IN:

April 15th, 2015

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

April 30th, 2015

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

Claudia

Employee Spotlight

Claudia has been an ICE employee since September 2014 and has had great success in the short time she has been with ICE. Claudia works in three different non residential programs in which she supports her clients with volunteering, exercising, and independent living skills. She has enabled each of the clients she works with to become more confident in their abilities and has even supported one client to organize and run a craft program for seniors!



Claudia moved to Lethbridge from Holland in 2007 with her family. She is also employed as an Educational Assistant for children with disabilities through Lethbridge School District. When she is not working, Claudia enjoys traveling with her family in their motor home, reading, and going for walks with

her dog. She is a fun loving person with a positive personality.

Claudia says her favorite part about ICE is the people. She loves working with our clients and enjoys seeing them gain confidence. Claudia loves to help people believe in themselves and is excellent in doing so.

Claudia and her clients have been able to complete many goals in the short time she has been with ICE and are looking forward to more great time together. Her positive, patient, and optimistic personality is what has brought such success to the programs she works in. Thank you for your dedication to our clients, Claudia.

Client Success Story

John

John is a hard working man receiving support services from ICE in Grande Prairie. John generally has several jobs on the go. He is currently working at the Best Western Hotel, a job he has had since 2007. He also works at the bottle depot in town and last year succeeded in independently gaining additional employment at Dollorama one day per week. This January he celebrated his one year anniversary in the Dollorama position.

John enjoys a full work schedule picking up shifts as many days per week as he can. He is proud of the work he does and enjoys sharing

stories about his experiences with others.

John also loves to participate in sports of all kinds. He currently is on the Special Olympics (S.O.) bowling, floor hockey and power lifting teams.



This year his floor hockey team played in the provincials in Grande Prairie and they won a bronze medal. John has also traveled with S.O. teams to Edmonton, St. Albert and Devon. He enjoys showing his

medals to new staff or company visiting his home.

John moved into an ICE residence this last year. Before the move John saved his money up and was able to purchase a new bed and bed frame. In preparation for the move and as a personal goal he donated many of his extra possessions. Since then John has worked hard at keeping his belongings neat and organized. Staff are helping him with daily reminders and encouragement. John is proud to show off his new clean room.

John has also shown growth in other areas. He asked staff for help on how to deal with his emotions in a healthy and positive manner. ICE staff then helped John line up a 12 week course that he attended and graduated from!

John is looking forward to a positive future with enhanced employment and independence. Congratulations, John!

Policy Review (*Revised)

3.4.5 PAYROLL PROCESSING

Pay Periods. Pay Periods are semi-monthly with pay cheques available to employees on the 15th (or if on a weekend day then the previous business day) and the last business day of each month.

Dates for Submission of Hours. All employees must submit the appropriate documentation on time (see **policy 2.7.2 Recording and Reporting Procedures**) in order to be paid. A list of submission dates for the entire year is provided to the employee and a copy is posted in the main office. Pay periods are from the first to the fifteenth and the sixteenth to the last day of each month. Any alteration of pay periods will be clearly indicated on the list of submission dates. A list of submission dates is completed yearly by the Payroll Coordinator in consultation with the Comptroller.

What to Bill. An employee is to follow the guidelines below as to what to claim on their time sheet on the day of hand in.

The employee is to claim all hours worked until midnight on the stipulated day of hand-in (the 15th and the last day of every month). If the shift extends onto the next day this must be claimed the next time by the employee.

How and What the Employee is Paid.

Effective February 1, 2007 anyone employed by the agency will be paid wages on an hourly basis and will be in receipt of those wages one full pay period after time sheet submission. Full time employees hired prior to this date will continue to be in receipt of salary wages and directed by the policies and procedures for salary employees.

Salaried employees are paid one half of their monthly salary on the fifteenth and the last day of each month. Any employee commencing a salaried position past the start of the pay period will be paid hourly until the next cut-off. This will be paid to them the next pay date as well as one half of their salary. For example if Jim started June 4th he is paid hourly from June 4th to the 15th. He is paid for these hours on June 30 as well as one half of his salary allocation for June 16 to June 30th.

All employees who are **paid hourly** will be paid **one full pay period after time sheet submission**.

All salaried employees are paid for regular hours in the salary position but will be one pay period behind for relief or other on-call hours. Sick time, holiday time and time off with no pay calculations are one pay period behind. The adjustments to their salary must be processed through in the current pay period in which the time was taken off with no pay.

Start Date. An employee's start date is the first day worked that the employee is in receipt of wages from the agency as per Employment Standards. It is not the date that the person attended P.E.T.

No pay advances will be issued to any employee.

Cheques. All employees are paid through direct deposit. The exceptions to direct deposit are:

An employee's first cheque will be available to them at the office after 9 a.m. on pay day.

The employee has had previous late time sheet (see policy 2.7.2 **Recording and Reporting Procedures**)

An employee's final cheque will be available to them at the office or will be mailed to them.

Error in processing payroll and a manual cheque is issued to the employee

Inquiries. Should an employee require verbal confirmation of their employment the employee must complete the appropriate form and return it to the personnel department. No information will be provided without this and once completed the **only information provided will be that the employee works for the agency.** Any employee requiring this information must have worked a shift prior to the information being provided.

As individuals in the payroll department do not approve bookings or establish rates of pay they are not able to clarify questions pertaining to this with an employee. Please address any questions or concerns to your supervisor.

Written Verification of Employment. Written verification of employment **will be provided for the purpose of bank loans, mortgages, and day care or rental subsidies** and will require an employee to complete a request form **prior to** the documentation being provided. A **\$20.00 processing fee will be required for non-subsidy requests and must be paid in advance.** The request may take up to two weeks to complete. The employee's request **must be in writing** and submitted to the **Personnel Coordinator.** Any employee requiring this information must have worked a shift prior to the information being provided.

Reissuing of Pay stubs. Reissuing of pay stub(s) that an employee **has already been given** will require the employee to pay a \$20.00 processing fee **prior to** the documentation being provided. The agency is not given copies of pay stubs from the Payroll Company and as a result must access computer records to obtain specific employee requests. The request may take up to two weeks to complete. **The employee's request must be in writing and submitted to the Personnel Coordinator.**

Reissuing of T4s. There will be a waiting period of up to 2 weeks to have a T4 reissued **if the employee is responsible for the reissuing** i.e.: the T4 was lost or the employee failed to provide payroll with the current address. It is the employee's responsibility to ensure that the employer is aware of any change in address.

Employment. If an employee has not worked for the agency for a period of 30 days they will be removed from I.C.E. records as an employee unless the absence has been approved. The employee is able to reapply at I.C.E at any time. If there has been a 3-month period between positions the employment is not continuous and a new I. D. # must be issued. Any exceptions to this practice must be clearly documented in the employee C-Views file. Any employee transferring to another region will have all vacation accrual paid out to them at the time of the transfer.

Processing of Benefits (for those employees who are eligible) is contingent on the employee having wages to deduct their contribution(s) for the same. Any time off without pay may affect the continuation of benefits. It is the employee's responsibility to ensure they are aware of their obligations during periods where there is a disruption of paid wages. **(Refer to Policy 3.4.18 Futurebuilder RSP, Policy 3.4.19 Benefits-Blue Cross and Policy 3.4.20 Benefits-Wawanesa.)** It is imperative that disruption of pay be supported by approved leave of absences. **(Refer to Policy 3.4.16 Leave of Absence)**

March 2015

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 Draw Winner!

Christina Adeyemi

Christina received a thank you card from the Regional Manager for supports provided to an ICE client at the hospital.



She received a tea set including a cup and several teas.

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!



Health and Safety Minutes

Meeting - Northwest, March 12th, 2015

AGENDA TOPIC STANDING ITEMS

Review of Regional Health and Safety Meeting Minutes

3.1) Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:

Calgary: minutes from February 17, 2015

January 5, 2015

Staff went to bowling alley with clients. Staff helped clients put on shoes and pick up 5 pin bowling ball, involving bending and lifting. Staff felt normal until arriving back at the residence where she noticed that the left side of her neck and left arm were very sore.

Recommendations: Ensure staff aware of proper ergonomic and reviewed policy 3.5.8. Have discussion with staff of how to bend and lift safely at bowling.

Internal Investigation completed

No further recommendations

January 7, 2015

Staff was going around lunch table in office, while walking caught foot on fax machine cord causing staff to trip and fall to the floor. While falling,

staff injured their arm. Cords were taped to the floor but had come loose. Cords were immediately moved out of the way and re-secured to the floor.

Recommendations: Ensure staff is aware of their surroundings. Plastic cord cover to be installed around cords and ensure attached to wall to prevent trips in future. All cords were checked in the office to make sure that they are properly secured and do not pose tripping hazard.

Internal Investigation completed.

No further recommendations

January 8, 2015

Staff and client were commencing day and walking on the pathway. Staff slipped and fell on a patch of ice falling on their bottom and then hitting their head resulting in injury.

Recommendations: Ensure proper and well fitting footwear as per ICE policy, recommended staff to wear ice grips. Ensure staff is aware of their surroundings and not to rush. Ensure walkways are cleared of ice by using sand or salt and contacting the building landlord to inform of icy surfaces. Avoid walking on icy pathways by walking on the grass. Internal Investigation completed.

No further recommendations

January 27, 2015

Staff was supporting client at employment. When staff went to use the washroom, staff smelled harsh

fumes and began coughing. It was confirmed that the washrooms were recently cleaned by another employee (not ICE client) and two toilet cleaners had been mixed together creating a harsh smell. Staff removed themselves from the washroom and reported it to client's employer.

Recommendations: Encourage staff to stay out of washroom when in the process of cleaning or wear PPE like face mask when there is a potential exposure to chemical fumes. Have staff be aware of and review work place MSD sheets on job site.

Internal Investigation completed.

No further recommendations

South: Minutes from February 10, 2015
No Internal Incidents

Edmonton: Minutes from February 4, 2015

Staff was returning with an ICE client from a required appointment. While at the appointment there had been freezing rain weather conditions. As the staff was walking through the condo complex the sidewalk was icy. The staff fell backwards injuring them self.

Recommendations: Check weather report before leaving for outings and prepare for conditions as per weather forecasts. Staff and client would benefit from use of ice-grips. These can be carried in a pocket and put to use in the event of unexpected weather changes. Some residential programs have

purchased a pair of ice grips that are kept at the program for staff team members to use for program related community access.

No further recommendations

Jan 23, 2015

Staff was preparing a hamburger lunch for 2 clients at a residence. One client with food related behavioral patterns took both hamburgers. When the client was prompted by staff to share the meal with his roommate the client became angry and aggressive towards staff. Staff gave space and police were called. (This client has a Planned Procedure (PRP) for aggression.)

Recommendations: Refresher training in PBI/ CPI for staff. Consultation with RPAC to determine additional strategies/revisions for the client's PRP related to food compulsions.

No further recommendations

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

Calgary: Minutes from February 17, 2015

No Current Near Misses

South: Minutes from February 10, 2015
No near Miss Incidents

Edmonton: Meeting minutes February 4, 2015

No near miss investigations

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

February 25, 2015

At the library while waiting for client to come out of washroom, staff leaned up against the wall and they slipped and hit their head on the wall. No injury.

Recommendations: Ensure all snow is removed from boots/shoes before walking/standing on floors. Or changing to indoor shoes when at the library.

Internal Incident investigation in progress

3.3 Evaluation of current Near Miss Incident Investigations:

March 5, 2015

Clock above the staff bed fell off the wall. No injuries occurred. Clock was removed in the first place due to the time change.

Recommendations: Not to hang clock above the bed, place it on a different wall. When hanging the clock up ensure it is secured.

Internal Incident investigation in progress

3.4 Review of COR Audit and Action Items:

Reviewed section 5
Qualifications, Orientation and Training.

3.5 Review of Master Hazard Assessment and Control Document

Grande Prairie: General HACD Pages 26-28

Dishwashing (machine & manual), Bed making, Washing/Mopping floors: all no changes

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

Calgary:

Working with High Behaviours Pages 1-8 Verbal aggression, Aggression towards property- both sections no additions

South:

General HACD Pages 6 – 9

Driving: recommend changing potential consequences to 4. Also recommend adding visual inspection of vehicle prior to driving to engineering controls
Driving with Clients: recommend changing frequency of exposure to 4.
Outdoor Activities: no additional recommendations

Edmonton:

Page 3 and 4 Working Alone. The group recommended adding to the Physical Hazard section – personal injuries (i.e. high behavior.)

3.6 Policy Review: 2.7.3 – Critical and General Reporting Incidents

4.0 OTHER BUSINESS

Reviewed ICE Page article about back care.

NEXT MEETING April 9, 2015 @ 3pm

ICE offices will be closed

**Friday, April 3rd, 2015
for Good Friday
and
Monday, April 6th, 2015
for
Easter Monday**



**Please direct all
calls to the
Employee Client
Assistance
Team for
these days.**



Important Questions and Answers about Carbon Monoxide

WHAT IS CARBON MONOXIDE (CO) AND WHY SHOULD IT CONCERN ME?

Carbon monoxide is an odourless, colourless and lethal gas. It is the leading cause of fatal poisonings in North America. It is very hard to detect and even a small amount of CO can cause serious illness or death. CO vapors are very flammable and can also create a fire and explosion hazard at certain concentrations.

CO can be produced by common fuel burning appliances that most of us have in our homes including improperly installed or maintained furnaces and hot water heaters. CO is also produced by vehicle exhaust systems and wood burning fireplaces.



WHAT STEPS ARE NECESSARY TO PROTECT AGAINST CARBON MONOXIDE HAZARDS?

Installation of a CO detector on each level of a home. This is a requirement for ICE residential programs. Keep the instructions in an easily accessible location and review these regularly so that everyone knows what to do if the CO monitor sounds.

Properly maintain furnaces and water heaters. ICE requires an annual inspection of these appliances by a qualified professional.

Between annual service visits appliances may require additional maintenance. Learn to spot the signs that CO may be building up and that appliances require an immediate service check up. These include:

- yellow flames, not blue, in natural gas appliances,
- soot collecting near a gas appliance burner or vent,
- the pilot light in an appliance keeps going out,
- stuffy air,
- moisture building up on windows and/or walls.

During and after a severe snow storm, inspect the exhaust vents for dryers and furnaces etc. to make sure they are not covered with snow.

Don't use portable fuel-burning equipment inside a home, garage, vehicle or camper and don't idle vehicles in the garage, even when the door is open.

Learn the signs and symptoms of CO poisoning and what to do if a CO detector goes off.

WHAT ARE THE SIGNS OF CARBON MONOXIDE POISONING?

At low levels – shortage of breath during moderate exertion, slight headache, nausea, dizziness.

At higher levels – severe headache, mental confusion (this can interfere with a person's ability to recognize their life is in danger), dizziness; blurred vision /watering/ burning eyes, hearing impairment, fainting or physical collapse upon exertion.

At extreme levels – unconsciousness, coma, death.

CO is very slow to leave the body and it can also have severe long term effects including pneumonia, permanent brain damage and hazards to reproductive health for both men and women.

WHAT SHOULD YOU DO IF A CARBON MONOXIDE DETECTOR SOUNDS?

A) If someone is ill (symptoms above):

- Leave the home immediately and move to fresh air.
- Do not try to locate the source of CO.
- Once outside call 911 for medical help.

B) If no one is ill:

- Go outside and breathe fresh air.
- Return to the home and open the doors and windows.
- Call the ATCO Gas 24 hour emergency line or a heating contractor to check the home.

ATCO Gas – "<http://www.atcogas.com/Safety/CO/Carbon-Monoxide-Safety>" <http://www.atcogas.com/Safety/CO/Carbon-Monoxide-Safety>

TRAINING

Pre Employment Training (PET)

April 15th & 16th, &

April 29th & 30th

9:30 am- 5 pm

As described on the ICE website

Policy Review

April 14th, 2015

1:30 pm- 3:30 pm

CPI

April 8th & 9th, 2015

9:30 am - 4:30 pm

