

# ICE PAGE

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

**NORTHWEST**

**ECAT**

Employee & Client Assistance Team  
**780-512-3129**

After office hours  
 Phone do no accept text messages— staff need to call ECAT.

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**TIME SHEET HAND-IN**

- **April 18th, 2017** – For all shifts worked between April 1st and April 15th
- **May 1 2017**–For all shifts worked between April 16th and April 30th

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**  
 – April 13th, 2017 at 3:00PM
- **RPAC MEETING**–  
 April 4th, 2017 at 1:30PM

Jonny is a friendly and outgoing man who resides in Lethbridge. He lives in a support home through ICE and has been with the agency since 2011. Jonny works 20- 25 hours a week at State and Main Restaurant, he has worked there for 5 years. He has been employed all of his adult life. Jonny loves wrestling, hockey, and the Blue Jays. He regularly has parties at his house with his friends where they watch wrestling and have pizza.

Jonny’s goals for several years have included building and maintaining his physical health, staying active and making new friendships. This year his support home operator suggested he try playing some sports through Special Olympics. Jonny agreed and ended up signing up for floor hockey, basketball, baseball and golf.

Jonny likes all of the sports he is involved with, but so far his favorite is floor hockey. He was very excited to find out that one of the floor hockey coaches is a current player for the Lethbridge Hurricanes. (The Hurricanes are Lethbridge’s Western Hockey League team) Giorgio Estephan plays centre for the Hurricanes and is now Jonny’s favorite coach. The Hurricanes organization makes volunteering a priority for their players and the benefits for everyone in the Lethbridge community are obvious.

Jonny is proud to share his statistics for this year - so far he has scored 63 goals including one stellar game where he scored 5 goals. He lights up when he talks about playing hockey and he says he will definitely continue to play sports. Jonny has made new friendships too; he plans to include several friends he has made through his involvement in Special Olympics at his next house-party to watch wrestling.

We want to say congratulations to Jonny and thank you to Special Olympics and to the Lethbridge Hurricane’s organization.



**Left to Right: Giorgio Estephan, Jonny**

## Employee Spotlight

Anny Chenard has been a Support Home Operator with ICE for almost 3 years. She says one aspect of her job that she loves is that there is always an adventure to be had. She and Jonny recently took the bus to Medicine Hat to see the Hurricanes hockey team play, and they had a great time. She also loves that she gets to be active and engaged in the Lethbridge community through supporting Jonny.



**ICE offices will be closed Friday, April 14th, 2017 for Good Friday and Monday, April 17th, 2017 for Easter Monday**  
**Please direct all calls to the Employee Client Assistance Team for this day.**

### **HURT AT WORK?**

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately to an ICE supervisor or manager.** In the event of an injury the employee will follow all agency policies and procedures

**While not all injuries are reportable to WCB, all injuries and work related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow up may be completed for the safety of all parties**

### **IMPORTANT MESSAGE** **RE: EMPLOYEE** **ADDRESSES**

*ICE Employees need to ensure that they update their addresses, phone numbers as well as emergency contacts when there are changes.*

*Please contact the ICE office in your region to update or confirm your information as necessary.*

### **Key Steps for Pedestrian Safety**

As we move into spring and spend more time out of our homes it is important to note some important street safety reminders. Walking offers opportunities to promote good health and mobility, social well-being, and personal independence but safety must also be part of the equation. Crossing a street safely is a complicated task that requires at least 26 judgement skills. Risks for street safety are increased further for persons with learning difficulties and disabilities.

### **At Higher Risk**

A study completed over a 15 year period in California indicated that the risk of adults with learning difficulties and disabilities being killed while walking was nearly three times greater than among adults without such challenges. Persons with disabilities may experience:

- Less accuracy judging speed and distance of vehicles;
- Difficulty localizing the direction of sounds;
- Vision problems reducing their ability to scan the environment;
- Over- confidence and poor decision making abilities, trusting that others will protect them;
- Inability to read or comprehend warning signs and/or traffic signals;
- Unpredictable or impulsive behavioral patterns;
- A lack of familiarity with traffic patterns, expectations and laws;

- General impairments/deterioration of physical, cognitive and sensory abilities; Decreased agility, balance, stability and slow reflexes.

### **ICE Staff requirements for street safety:**

ICE employees on shift are **at work** and therefore are **REQUIRED to consistently follow road safety bylaws and safety rules in accordance with ICE policies and procedures.** This applies whether staff are performing actions for direct client support or performing other duties.

- **DO NOT break the law or complete unsafe actions (jay walking, crossing between parked cars, crossing on a yellow or red light etc.).** Staff observed to complete such unsafe actions on shift may expect corrective actions.
- **Teach, model and guide exemplary street safety skills at all times when accompanied by ICE clients such as crossing at marked crosswalks or with the walk signal at traffic lights.** Teach clients to look both ways for traffic and cross only when sure traffic has come to a complete stop. When client street safety skills have not been determined, staff should walk directly along-side clients not far ahead of them or lagging behind them. Teach clients to make sure drivers have seen them before attempting to cross the street in front of them.
- Stress the importance of walking on the inside of the sidewalk. If there are no sidewalks, encourage clients to walk as far away as possible from the travelled portion of the road on the shoulder facing traffic.
- Encourage positive street safety choices such as clients wearing retro-reflective

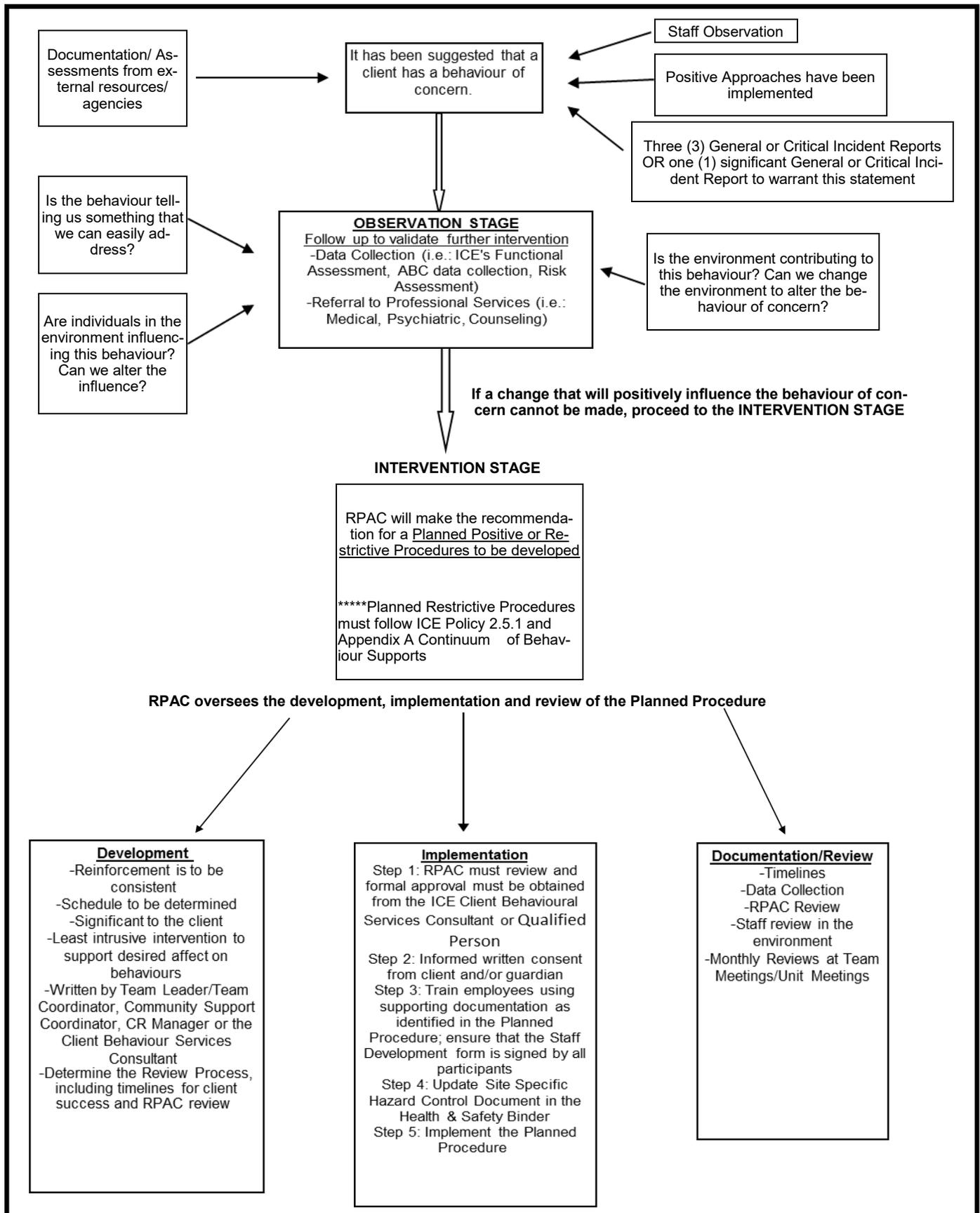
clothing or lighter colours if they will be walking after dark.

Explain and model positive behavior related to use of electronic devices for the individuals you support. Avoid use of such devices while travelling in the community as they take attention away from street safety. You and/or the client may not see a dangerous traffic hazard if your eyes are on a phone or iPod.

**Remember a single error while crossing a street can have critical consequences. ICE employees must lead by example.**



# Policy Review— 2.5.1 Anticipated Behaviour flow Chart



# ICE North West Incentives

## **\$100.00 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!

Robert Simpkin was thanked by his coordinator for continually providing extra coverage for our clients. Your time and effort are greatly appreciated! Robert won a St. Patrick's Day green basket



## **Training**

### **PET (Pre-Employment Training)**

April 18th-20th, 2017

9:00AM-5:00PM

**As described on the ICE website**

### **PBI (Proactive Behaviour Intervention)**

April 21, 2017

9:00AM-4:00PM

**As described on the ICE website**

## CREATING EXCELLENCE TOGETHER

### Creating Excellence Together STANDARD 9 & 21- Leisure

Standard 9 of the Quality of Life and Standard 21 of the Quality of Service reviews "Leisure"  
Standard 9 has 5, level 1 indicators with areas to explore. 'Quality of Life Standard 21 reflects on how the staff support the individuals to participate in leisure that are of interest to them while giving choice and support.

**Quality of Life-** Individuals enjoy their leisure time and are supported in their leisure time pursuits

#### Level 1 Indicators

The individual participates in leisure activities of his choice

*I enjoy visiting the museum each Wednesday.*

The individual participates in leisure activities with others.

*I like to go bowling and meet my friends there*

The individual participates in solitary leisure activities

*I like to paint on my own while watching television*

The individual considers the factors that could affect his leisure time choices

*I saw in the paper there is a beginner's pottery class. I would like to participate but, there is a cost to attend.*

**The individual tries a variety of inclusive options and environments that are related to his leisure interests.**

*I like to go to public swimming once a week.*

**Quality of Service-** Individuals are supported in their leisure time pursuits

#### Level 1 Indicators

Staff support participation in leisure activities that are based on individual's interests and preferences

*How did you assist the individual to participate in their interest? What questions did you ask to get to know the individual?*

Staff support the individual to participate in leisure activities with others.

*Have you looked at local papers? Listen to what your individual wants to do with others. What have they done in the past that was fun for them?*

Staff helps individual understand and if possible, resolve factors that could affect his leisure time choices. *Planning is key. Listening to what they want and supporting them in choice. Some areas to explore is there a cost attached or is there is any safety factors, can they take a bus or do they need to be driven.*

Staff support individuals to find the right balance between being too busy and not busy enough. *Planning and having your individual participate in the plan is the key. Looking at each day and supporting them to decide if they might want to switch their activity to another date can help with a balance day.*

Staff implements contingency plans to address unexpected changes to the individual's schedule leisure activities

*Having a Plan 'B' for unexpected changes can make or break a day. To discuss and plan another activity can be a life saver plus it gives individuals more choices.*

Leisure is part of everyone's life. Supporting and hearing what an individuals likes and wants to be involved in can be so rewarding. Remember it's not keeping individuals busy to fill in the time. It's getting to know the individual and supporting them in their leisure time.



## INDEPENDENT COUNSELLING ENTERPRISES

### Health and Safety Committee Meeting Minutes

March 9th, 2017

Northwest

#### 3.0 STANDING ITEMS

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

Calgary: (February 15, 2016 meeting minutes)

**Jan 10, 2017**

Staff and clients were returning home from program. When stopped at intersection waiting for advanced green left turn, car from behind was unable to stop due to ice and rear ended staff vehicle.

**Recommendations:** Be aware of surroundings (keep space in front to allow self to move forward if car behind cannot stop), drive during less busy times, attend Mission Possible training. Note: staff unable to take public transit as rural area.

**Internal Investigation completed.**

**Jan 12, 2017**

Staff was walking in residential home and stepped on a stick pin. This stick pin penetrated through shoe and poked staff on toe.

(Unknown where pin came from as client does not sew). First aid given and staff informed she just received her tetanus shot.

**Recommendations:** Ensure staff are wearing proper foot wear with thicker sole, be watchful of floor surfaces, clean/vacuum regularly.

**Internal Investigation completed.**

Edmonton- (February 1, 2016 meeting minutes)

**January 1<sup>st</sup>, 2017**

A staff was assisting a client down the stairs (client has perception challenges with steps). The client was grasping the staff's arm and lost their footing. They fell on the stairs pulling the staff down with them.

**Recommendations:** There was a working elevator available in the building. It is recommended that staff and client use the elevator when it is appropriate to do so. If assistance is required for the client to use the stairs i.e. for emergency egress or drill practice, encourage the client to hold on to safe engineering controls such as stair railings rather than staff. If staff will be required to assist the client, ensure proper training so the staff support the client rather than the client grasping the staff. Consider approaching the landlord/building manager about the possibility of enhancing visibility/accessibility of stair steps (i.e. by adding safety paint to assist with perception challenges).

Internal Incident Investigation Completed.

**January 10<sup>th</sup>, 2017**

Staff went to take the garbage out while it was dark outside. Due to icy conditions the staff slipped and fell.

**Recommendations:** For all ICE programs, assigned residential household duties need to be adjusted seasonally so that outside garbage removal is completed on shifts during daylight hours when hazards are more likely to be visible. Garbage that is odorous may be double bagged until a safe disposal time. Staff to ensure sidewalks and walkways are properly sanded/salted.

Internal Incident Investigation to be completed.

**January 15<sup>th</sup>, 2017**

A client wanted to leave the program without staff. The client became angry and agitated and left to their room and slammed the door. Staff was standing with their hand in the door jamb while redirecting the client and when the client slammed the door, their hand was injured.

**Recommendations:** Staff to follow PBI training, a refresher course may be beneficial. During times when a client is becoming agitated staff should give space and not follow the client too closely. Avoid standing and /or putting hands, heads or feet into doorways during such incidents as there is a danger of a door striking them.

Internal Incident Investigation to be completed.

South: (February 14, 2016 meeting minutes)

**No Internal Incidents to Report**

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

Calgary: (February 15, 2016 meeting minutes)

**Jan 10, 2017**

Staff was in Tim Hortons parking lot, staff stopped to let other staff out of car. During this time a car back out of stall, hitting staff vehicle on the front right side. Staff indicated it felt more of a push than hit and no damage was visible on either vehicle.

**Recommendations:** Park in a stall when stopping in parking lot. If no spot available, staff should look for safe alternative parking. Staff to be aware of surroundings and if seeing car backing up, honk, to alert the driver.

South: (February 14, 2016 meeting minutes)

**No Near Miss Incidents to Report**

Edmonton: (February 1, 2016 meeting minutes)

**December 20, 2016**

Client was at the hospital for dialysis listening to music and their headphones began malfunctioning. The client became frustrated and angry and started throwing objects at staff. The client was connected to the dialysis machine so there was concern for self-injury, damage to equipment and injury to community members and staff. Nursing staff and hospital security intervened. Client spoke with their Team Coordinator on the phone about new headphones which calmed them.

**Recommendations:** The team has purchased 3 pairs of headphones and staff will carry an extra set for client medical appointments and other community access. It is recommended that staff also plan advance solutions for other equipment necessary for the client's music access as headphones are not the only item with the potential to malfunction. Near Miss Incident Investigation completed.

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

**No current Incidents**

**3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):**

**No current Near Miss Incidents to review.**

**3.4 Review of COR Audit and Action Items** (record section and pages reviewed, discussion, recommendations):

**Reviewed 2.3-3.2,**

**3.5 Review of Master Hazard Assessment and Control Document**  
Tabled until next meeting.

**3.6 Policy Review: Policy Review – 3.1.6 Mandatory Auto Insurance Coverage**

**4.0 OTHER BUSINESS**

NEXT Meeting: April 13, 2017 at 3:00 pm