

ICE PAGE



Making it Happen!- Supporting Social Inclusion

NORTHWEST

ECAT

Employee & Client Assistance Team

780-512-3129

Phones do not accept text messages- staff need to call ECAT.

INSIDE THIS ISSUE:

POLICY REVIEW	2
HEALTH AND SAFETY MEETING MINUTES	4-5
CANADA FOOD GUIDE 2019	6

TIME SHEET HAND-IN

- **April 15th 2019**- For all shifts worked between April 1st and April 15th.
- **April 30th 2019**-For all shifts worked between April 16th and April 30th

UPCOMING:

- **HEALTH AND SAFETY MEETING**
- April 2nd 2019 at 10:00AM
- **RPAC MEETING**-
April 2nd 2019 at 1:30PM

Ashley

Ashley is a fun and bubbly young woman and a new client with ICE in the South Region. She and her family moved from Calgary to Fort Macleod in October of 2018. The small community of Fort Macleod welcomed Ashley right away, and community members are quick to smile when she's around. Fort Macleod's slogan "Small Town – Big Heart" has never been truer.

Ashley's family has shared a lot of her interests with ICE and staff have been able to support her to broaden her exploration of her new community. Staff have helped connect her to volunteering with the Salvation Army in a role sorting books which Ashley very much enjoys! Staff have also been researching various resources to support Ashley become more connected with her culture which her family has identified as an important part of their lives. Staff take Ashley



to the Galt Museum in Lethbridge on a regular basis where Ashley enjoys playing the drums and singing with just a little staff reassurance. Staff encourage Ashley to have fun and celebrate her cultural heritage; she is looking forward to the pow-wows this summer! Ashley also loves animals, and staff are working hard to get her connected to some equestrian therapy resources in Southern Alberta.

Communication can be challenging at times as Ashley only speaks a few words. Staff have become creative to help empower Ashley to make choices on activities throughout the day, they are putting together a communication book with pictures of Ashley doing some of her favorite things so she can better share her preferences.

Ashley's family is a big support to her and they work together to help her accomplish her goals. They have welcomed ICE staff to observe their smudging tradition in the mornings and have helped ICE staff learn some ASL to better communicate with Ashley. We're very happy to have Ashley with ICE in the South Region. Her smile and laugh light up the room, and we look forward to seeing her flourish in her new community!

Employee Spotlight



Shaylen (right) with Ashley

Shaylen started working with ICE in the South Region in September of 2018. She is one of South's rural employees that works with clients in Bellevue, Pincher Creek and Fort Macleod. Shaylen has been supporting Ashley for the last few months helping to search out opportunities to connect Ashley with volunteer and cultural activities as well as options to interact with horses and animals in general.

Shaylen has been a wonderful addition to the South region. Her compassion for others and persistent nature helps her to develop and maintain great relationships with clients while supporting them to work towards their goals.

Thank you, Shaylen, for all your hard work.

Policy Review

Continuum of Positive Behaviour Supports:

There may be situations where Positive Approaches alone have not adequately addressed a situation/behaviour of concern. In these circumstances, a formal written Planned Procedure may be considered.

Independent Counselling Enterprises utilizes a continuum to indicate the range between positive approaches and more restrictive interventions. When developing a Planned Procedure, the least restrictive approach is to be utilized unless a health and safety risk is identified.

POSITIVE APPROACH

MORE INTRUSIVE

RESTRICTIVE

Choices

Reinforcement

Verbal instruction/teaching

Redirection

Positive role modeling

Physical support

Ignoring the behavior

Restitution

Required relaxation

Required exercise

Psychotropic PRN

Emergency services

(i.e. 911, Lifeline

Communication System)

Behaviours requiring formal intervention need either a Planned Positive Procedure or Planned Restrictive Procedure developed with the input of:

Client

Parent/guardian

Supervisor

Support staff

In addition all Planned Procedures require:

Documented Review: Restrictive Procedures Advisory Committee

Documented Approval: Qualified Person

Documented Informed Consent: Client/Guardian

October 2018

**ICE OFFICES WILL BE CLOSED FRIDAY
APRIL 19th, AND MONDAY APRIL 22nd
2019 FOR EASTER**



**Please direct all calls to
the Employee
Client Assistance Team
for these days.
780-512-3129**

Referral Incentive Recipient

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!



**This months winner:
Deo Sselwanga**

ICE THANK YOU CARD INCENTIVE WINNER



Jean M received a Thank You card from her manager for completing RI's in the community and following up on First Aid Kits, Hazard ID cards and Front Seat Permissions. Jean received a cast iron sauté pan and skillet set.

ICE HAS A TD GROUP RSP PLAN!

Refer to Policy 3.4.18 FUTUREBUILDER RSP

If you are eligible, ICE will match your contributions!

To sign up, please contact:

Independent Counselling Enterprises at : 780-453-9664

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.



Training

PET (Pre-Employment Training)

April 23-25

9:30AM

PBI (Proactive Behavior Intervention)

April 26, 2019

9:30AM

Understanding Autism

April 3, 2019

9:30AM/11:30AM

FASD/OCD

April 5, 2019

9:30AM/11:30AM

Substance Abuse

April 10, 2019

9:30AM/11:30AM

Bed Bug

April 12, 2019

9:30AM/11:30AM

Hoarding

April 29, 2019

9:30AM/11:30AM



Looking for Answers? Below are some online links you may find of assistance:

<https://www.canada.ca/en/health-canada.html>

Health Canada is responsible for helping Canadians maintain and improve their health. It ensures that high-quality health services are accessible, and works to reduce health risks.

<https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957>

Linking Albertans to a wide range of health information and service options.

<https://work.alberta.ca/occupational-health-safety.html>

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities. The OHS site provides access to a wide range of information bulletins and on-line training options

<https://work.alberta.ca/occupational-health-safety/resources.html>

Health and Safety Meeting Minutes

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 14, 2019 meeting minutes)

January 10, 2019

Staff and client had plans to go grocery shopping. Client wanted to leave at 9:00 a.m. and staff suggested for client to listen to their music as it was too early to go. Client decided to go downstairs in the common area and the staff followed. While in the common area, client began yelling and verbally threatening staff. Staff attempted to provide a safe distance, however, client continued to move closer and eventually punched staff in the chest. Staff increased distance and provided some time for client to calm.

Incident Investigation Completed.

Recommendations: Remind staff of client's triggers and review positive approaches to include power struggles and some examples. Strategies to be discussed at the monthly team meeting. Staff will attend future training from CATALYST team. Manager will review CPI Verbal Escalation Continuum with client's team.

January 28, 2019

Staff slipped on a patch of water at the top of the stairs of the waterslide. Staff attempted to hold onto the railing, however, fell on their bottom.

Incident Investigation Completed.

Recommendations: Staff received materials on, "pool safety." Staff read the non-residential HACD. Staff to get proper pool footwear to minimize risks (water shoes). Staff to always utilize the ICE Hazard Identification Card. Staff could talk to slide attendant and ask for wet sign if excessively wet. Staff could change pool location as the particular recreational centre is known to have inadequate pool maintenance/cleanup.

Edmonton: (February 6, 2019 meeting minutes)

January 3, 2019

Staff was in the parking lot with the client when another car backed into her vehicle.

Incident Investigation Completed

Recommendations: Remind staff to always use defensive driving skills, which include the driver being aware of one's surroundings at all times.

January 3, 2019

Staff was driving with client when a parked police car decided to pull a U-turn and hit the back side of the car where client was sitting. Staff stated they were okay. Client received medical attention. Police took full responsibility for the incident.

Incident Investigation Completed

Recommendations: Discuss with staff the importance of using defensive driving skills, including being aware of surroundings at all times when driving.

January 6, 2019

Client and his roommate were in the kitchen having breakfast. Client got a bowl for himself but the other client wanted the same bowl. The client advised his roommate to take another bowl, which was smaller than his, which caused an argument between them. As staff tried to redirect the clients, one client punched staff in his right eye and bit him. Staff escaped from the kitchen and call 911 and was able to remove the other client from the kitchen. Police officers arrived and spoke with the client and let him know that he would be charged if it happened again. The client seemed to take the warning seriously and apologized for his actions. Follow up: Clients dine separately to prevent escalations. Reviewed with staff lifeline protocol. Purchased bowls the same size. Reviewed PRP/Risk Assessment with staff. Remind client he is not to harm other individuals around him going forward (as client has a brain injury and may forget).

Incident Investigation to be completed.

Recommendations: Ensure regular monthly review of risk assessment and behavior plans with staff team, including PRP.

January 18, 2019

Staff was in the kitchen with a client and after needing to remind client to take his medications several times, client finally took his medications and then requested that staff assist in feeding him. Staff went to the table to assist the client when client punched staff in the right eye. Staff then kept distance from the client and contacted supervisor. It was noted that the client was recently discharged from hospital and that his food was already cut up, but he was having difficulty with eating himself. Staff to retrain in PBI and incident to be discussed at the next team meeting.

Incident Investigation Completed.

Recommendations: Review with staff client risk assessment and behavior plans as appropriate, including signs of agitation. Consult with RPAC.

January 27, 2019

Staff was doing a shift at one home when ECAT phoned staff to switch their shift at another program. Staff agreed, but on her way to the program slipped and hurt her knee. She went back to the program and contacted supervisor. She continued to complete her shift and then went to see a doctor. She noted conditions were icy in the parking lot. Recommendations: Review with staff using appropriate footwear for icy conditions. Staff to be careful when walking on icy surfaces. Contacted landlord to let them know of icy conditions in the parking lot.

Incident Investigation Completed.

Recommendations: Staff to take their time when walking on slippery conditions and do the "Penguin Walk" as per Alberta Health Services (AHS), which includes bending your knees slightly and walking flat footed, pointing your feet slightly out (like a penguin) and taking shorter shuffle-like steps. Remind team to notify landlord prior to incidents happening if they are noticing particularly icy patches/conditions on landlord walkways or in parking lots. Purchase ice cleats for program staff to utilize when they are on shift.

January 28, 2019

Staff slipped in the apartment building parking lot while walking to work. The staff hit their head and hurt their right hip. Staff went for medical attention after manager noticed staff were having difficulties. Discussed the importance of ensuring that in future, staff report falls right away. The parking lot conditions were reported to the building maintenance.

Incident Investigation Completed.

Recommendations: Remind staff to ensure that they wear appropriate footwear and to review AHS “Penguin Walk.”

January 28, 2019

Staff slipped on the sidewalk on the way to the client’s support home and then when staff was out with client he slipped a second time at the Clareview Recreation Centre. The employee noted that sidewalk conditions were slippery. The employee hurt his hand, knee and foot. Recommendations included for employee to purchase slip on ice grips for his footwear and gloves for his hands when walking in the community in winter conditions.

Incident Investigation to be completed.

Recommendations: Remind staff to wear appropriate footwear and to utilize AHS “Penguin Walk.” If weather conditions are very poor causing slippery walking conditions, outing could be postponed.

South (February 12, 2019)

January 22, 2019

A client was upset due to another staff being in the home when they were not expected. The client escalated from tapping the staff to get their attention to then hitting them on the arm. Staff gave space and the client calmed quickly. (Note the other staff was not an ICE staff member – client lives in a different residential home and ICE provides non-residential supports)

Incident Investigation Complete

Recommendations: Talk to staff at the other agency to emphasize how much this client struggles with a change in routine and ask that unexpected visits do not occur. Staff to review PBI/CPI skills and review client’s Positive Approaches and Risk Assessment.

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

Calgary: (February 14, 2019 meeting minutes)

December 29, 2019

Client was anxious and periodically crying at the start of staff’s shift. Staff asked client if they could prepare the client a meal. The client declined the offer and started throwing things at staff. The client then came towards staff with something in their hand and stated, “leave or I will kill you.” Staff left the apartment and called 911.

Near miss Investigation Completed.

Recommendations: Client’s Risk Assessment was updated, however, services were terminated with ICE soon after.

Edmonton: (February 6, 2019 meeting minutes)

No Near Misses to report

South (February 12, 2019)

No Near Misses to report

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

No Internal Incidents to Report

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

No Near Misses to Report

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

Discussed changes to COR sections.

3.5 Review of Master Hazard Assessment and Control Document

Reviewed pages 2-7 of the General Section

- Working with People
- Working Alone
- Meetings/Communication

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

Calgary: (February 14, 2019 meeting minutes)

The HSC reviewed pages 24-29 in the Master Hazard Assessment and Control Document

- Food Storage: It was recommended to frequently review the expiry dates of foods (especially non-perishables) and swap it with newly purchased goods in the safe work practices section.
- Handling (exposure to) Raw Meats: It was recommended (i.e.: safe work practices section) to wash washcloths often (especially right after handling meat), and change sponges once a week or when worn down. In the Engineering controls, it was recommended to re-label the meats that are re-packed in the freezer with the dates.
- Use of Electric Stove/Oven. Use of Gas Stove and Oven: In the Physical Hazards, it was recommended to add food dropped in elements can cause hazards. It was also recommended to also check inside the oven before turning it on in the Engineering Controls.

South: (February 12, 2019 meeting minutes)

The group reviewed pages 40 - 47 in the Master Hazard Assessment and Control Document. Group had no changes except for removing reference to washing overnight staff bedding under bed making section.

Edmonton: (February 6, 2019 meeting minutes)

- Appendix A-4: Safe Practices for Control of Slips, Trips and Falls - Recommendation to remove the following from the “Controls for Falling Hazards” Section as all overnight shifts are awake night shifts – Remove the following section: “Ensure that lights are within easy reach for access by ICE staff working overnight shifts so that they may be turned on without having staff to navigate across a room to reach a switch.”
- Appendix A-5: Road Safety Practices: Recommendation to add the following sentence to the “General Road Safety” section: “Drive for the road conditions, including reducing speed, keeping a safe distance from the driver in front of you, and breaking early when driving on icy conditions.”

3.5 Policy Review:

2.4.5 Use of Staff Vehicles

4. OTHER BUSINESS

Rodney has been nominated as the new worker representative for residential programs. Nominations remain open until March 22.

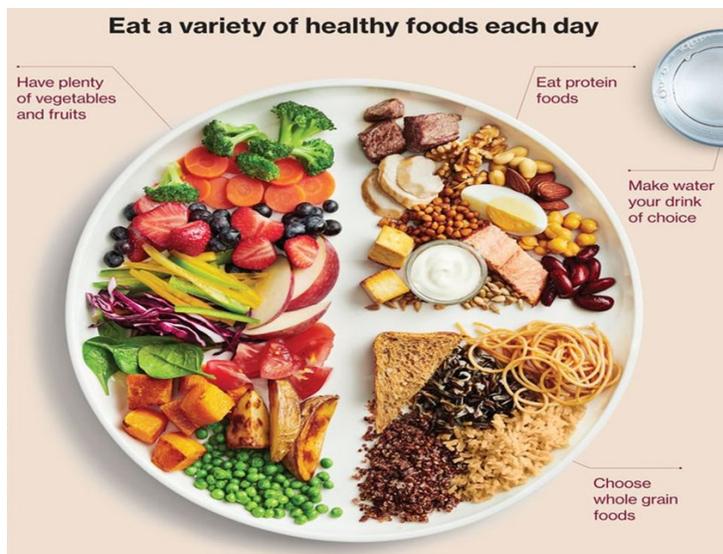
NEXT April 2, 2018 at 10:00 am

Canada Food Guide 2019

On January 22nd, 2019, Canada's new food guide was released. The old guide was dramatically changed into a simplified approach that encourages plant-based eating and reduces the emphasis on meat and dairy.

For the past four decades, Health Canada has instructed Canadians that a healthy diet consists of specific servings across "four food groups," set against a rainbow background. The new guide not only does away with the four groups; it eliminates recommended daily servings and serving sizes altogether. It also replaces the "rainbow" with a new icon: a plate. Here are some of the biggest changes from the new food guide:

- **Four food groups reduced to three:** The old food guide had four food groups that consisted of dairy and alternatives, meat and alternatives, grains and fruits and vegetables. The new guide reduces those groups to three: fruits and vegetables, whole grains and proteins, a new category that combines both dairy and meat, and focuses more on the alternatives: plant-based proteins. The guide encourages the consumption of plant-based food – vegetables, fruit, whole grains and choosing plant-based proteins more often.



- **A simple message.** The new guide is captured in one simple image: a plate of food representing a variety of different foods filled with about half fruits and vegetables, a quarter whole grains and a quarter proteins. Gone are recommendations to eat a specific number of servings across each of the groups. Gone too is information about what makes up a serving for different types of food.
- **Make water your beverage of choice.** This is both to promote hydration as well as to limit consumption of sugary drinks and alcohol. Sugary drinks are the main source of total sugars in the diets of Canadians which have been associated with dental decay, obesity and type 2 diabetes.
- **Eat fewer processed foods. If you do eat processed foods, eat them less often in small amounts.** The new guide includes specific warnings about what not to eat – namely, processed and prepared foods that are high in sodium, free sugars, and saturated fats. Shifts in the past decade towards processed foods have been linked in rises in obesity, cardiovascular disease, hypertension, diabetes and certain types of cancer. Examples of processed foods include muffins, hot dogs, frozen pizza, chocolate and soda.
- **A new emphasis on food behaviours.** The new food guide discusses behaviours associated with healthy eating patterns, including:
 - ◇ **Be mindful of your eating habits.** Take time to eat. Notice when you are hungry and when you are full.
 - ◇ **Cook more often.** Plan what you eat and involve others in planning and preparing meals.
 - ◇ **Enjoy your food.** Culture and food tradition can be a part of healthy eating.
 - ◇ **Eat meals with others.** When people eat meals alone, they often eat less healthy and eat fast foods, which generally having higher fat, salt, and caloric content.
- **Tips for healthy eating.** The food guide contains tips on meal planning, cooking and healthy choices, eating at home, school and work as well as addresses nutritional needs at different life stages.
- **Recipes.** The Canada Food Guide website contains recipes for breakfast, lunch/dinner and snacks.
- **The link to the Canada Food Guide website is:** <https://food-guide.canada.ca/en/>

Spread the word regarding the new food guide. Share information with your teams and with your clients. Information regarding the 2019 food guide can also be found in the resource section of the Health and Safety Binder.