

ICE PAGE

NORTHWEST

2014

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TIME SHEET HAND-IN:**August 15th, 2014**

For all shifts worked between August 1st and August 15th, 2014

September 2nd, 2014

For all shifts worked between August 16th and August 31st, 2014

RPAC Meeting

August 5th, 2014 @ 1:30 pm

Health and Safety Meeting

August 14th, 2014 @ 3:00 pm



ECAT

Employee & Client Assistance Team

780-512-3129

after office hours

Employee Spotlight

Ava

Ava grew up in a small Alberta town just north of the American border. At 18 she moved to Lethbridge and obtained her beauticians license. She worked in the insurance industry for many years and was part of a family renovation business. Ava is married and has two sons that are both lifeguards and who attend school. Ava says taking care of others has always been a part of her life therefore she found the transition to an ICE support worker a natural one. When not working Ava's hobbies include sewing, crafting, stained glass, and camping.

Ava started working for ICE in November of 2012. She had considered a career as a health care aid but her

friend recommended that she apply at ICE and she has never looked back. Ava has developed a very special bond with the client she supports. She says her

favorite moments in the day are when her client smiles and giggles. She loves being a caregiver and excels at finding new ways to motivate her client.



Ava says one of her favorite things about her current position working for ICE is being able to provide one on one care. She enjoys being able to give her undivided attention to her client without any distractions. Ava also enjoys the independence that ICE allows within each program. She is able to plan her days and feels it makes her better at her job. Ava has been to many of the training sessions offered by the company and really enjoys that she has opportunities to continue her education within new areas of learning.

Ava's kind and cheerful attitude make her a valuable asset to ICE. Thank you for your dedication, Ava!



ICE offices will be closed
Monday, August 4th, 2014
for the
Alberta Heritage Day
Holiday

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



Client Success Story

Gary

Gary is an outstanding gentleman with many wonderful attributes. It is hard to imagine a more courteous or well-spoken person. He is compassionate, loyal and welcoming towards others, putting them at ease in situations when they may be uncomfortable. Gary participates in many activities within the Grand Prairie community. He is a part of many special "O" teams such as floor hockey, bowling and curling. Gary also attends Toastmasters, Northwest Self Advocacy group and People Planning Together.



Gary was not always the outgoing person he is today; he has worked hard to achieve his current success. There was a point in Gary's life when even holding a conversation would make him nervous and very anxious. It would take weeks of

preparation, conversations and rehearsing to prepare for self advocacy events. Through classes, encouragement and Gary's own self-discovery he has developed a new world of confidence proving that with support and perseverance anything you imagine can be achieved.

Gary is a great leader because he is selfless. He recognizes people for who they are, always encouraging the best part of them to shine. He can relate with many of the individuals that have a hard time articulating what they would like or need to say, because he's been there... he's lived it.

Gary inspires others with his enthusiasm and his love for life. His excitement when he is telling you about the self-advocacy group is contagious. He is very thorough and upbeat. People that have witnessed his journey and new found confidence will tell you how much he's grown, and how inspirational it has been to watch his success.

Gary has influenced his community's view of adults with disabilities by showing that the only limits persons with disabilities have are those that others put on them or label them with. Gary has held a job at Red Rock for many years. He volunteers at hockey games, and makes himself visible for the world to see. He has chosen to be a voice for others that can't speak and to encourage those that can.

Congratulations, Gary, on your many achievements and your recent selection for an Individual Achievement award by the Northwest region of PDD!

Policy Review

The following contains information from Policy 3.5.1. Please refer to the policy manual for the complete policy which also outlines Employer responsibilities.

3.5.1 EMPLOYEE HEALTH AND SAFETY - INTRODUCTION & RESPONSIBILITIES

Independent Counselling Enterprises will take reasonable and prudent action to prevent and to minimize risks in the workplace. **(See policy 4.4.2 Risk Management)** This is best done by having written policies, practices and procedures in place, training and educating employees, employing competent supervisors and communicating to employees their responsibilities. The agency is aware of its responsibilities and complies with legislation as outlined in the Occupational Health and Safety Act Regulation and Code and and Worker’s Compensation Board (W.C.B.).

The Supervisor has the responsibility to:

- Ensure that the employee complies with the agency’s health and safety regulations.
- Ensure that the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.
- Ensure the employee practices Standard Precautions.
- Advise the employee of any potential or actual health or safety danger that is known by the supervisor.
- Provide written instruction, when required, about measures and procedures to be taken for the employee’s protection.
- Take every precaution reasonable in the circumstances for the protection of the employee.
- To work in compliance with the agency’s health and safety regulations.
- To respond in a timely and effective manner to employees that decide the skill requirements for service provision exceed what they are able to safely do.
- To ensure the employee has the appropriate medical/ behavioural training prior to working a shift.

The employee/SHO has the responsibility to:

- Work in compliance with the agency’s health and safety regulations.
 - Practice Standard Precautions.
 - Use or wear any equipment, protective devices or clothing required by the employer/regulations/legislation.
 - Report to the employer or supervisor any known defective equipment or protective device that may be dangerous, missing or defective.
 - Report any known workplace hazard to the employer or supervisor.
 - Not remove or disable any protective device.
 - Work safely and not use or operate any equipment in a way that may endanger any worker.
 - Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
 - To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger.
- The employee/SHO has the right and the responsibility, at all times and without penalty, to refuse work that the employee/SHO feels is a threat to his/her health and safety.** The employee is to ensure their own and the clients’ immediate safety and immediately contact their supervisor or after hours ECAT supervisor for further direction. Replacement coverage will be provided if required. Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the type of work the employee can complete. In the event of an injury to follow all agency policy and procedures.

The Visitor or Contractor has the responsibility to:

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.
- To do nothing that increases the normal hazards to clients of I.C.E. or to employees engaged in work for the agency. (see **Policy 3.5.7 Visitors/ Contractors**).
- Inform I.C.E. of any uncontrolled hazard observed.

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!



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

Important Reminders from the Personnel Department for ICE Staff:

- **Letters of Employment - this process may take up to two weeks**

As per ICE policy 3.4.5 Payroll Processing #10, employees requiring "Written Verification of Employment" are reminded that this process requires a written request and **may take up to two weeks to complete**. Employees are responsible to submit requests for verification of employment far enough in advance to allow for processing time in order to avoid disappointment.

- **Letters of Intent- an application process**

Staff who sign an ICE "Letter of Intent" should not confuse this application process with "Signing Terms of Employment" for a position. A Letter of Intent is simply a written application indicating that staff are interested in a posted position within the company. Many staff may complete a "Letter of Intent" for the same posted positions. ICE will complete a selection process and will offer the position to the most qualified applicant. Once that process has been completed the successful applicant will be asked to sign "Terms of Employment" for the position.



Smoking Materials - Handle Safely



Recent news stories have covered community events with serious damages incurred due to fires caused by cigarettes or other smoking materials. Fires caused by smoking materials affect not only the smoker, but non-smokers as well. Losses caused by cigarettes are preventable and it is important that ICE staff are knowledgeable about how to prevent fires caused by smoking materials.

A lit cigarette improperly disposed of can cause a large fire in seconds. Putting out a cigarette the right way only takes seconds, too. It is up to ICE staff to ensure the cigarettes of the ICE clients they support and their own cigarettes are put out, all the way, every time!

ICE Policy 3.8.10 **Smoking** outlines expectations for smoking behaviors by both clients and staff at ICE. Residential programs are required to have safe cigarette disposal means readily available. If clients are smoking on balconies or outside at ICE programs, staff must actively monitor ongoing for safe client actions and to ensure safe disposal of cigarette ends.

Disposal equipment for cigarettes must be non-flammable and readily available i.e. deep metal cans filled with either sand or water. Douse cigarettes with water or stub out in the sand.



Caution - Cigarettes should NEVER be put out in the soil of potted plants as the soil contains organic materials that may catch fire.

Always be alert around smoking.

**Health and Safety Minutes
Northwest Health and Safety
Meeting - July 10th, 2014**

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: Minutes from June 18,
2014:

No Current Internal Incidents

South: Minutes from June 11,
2014

No injury investigations

Edmonton: No meeting minutes
available.

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

Calgary: Minutes from June 18,
2014

No Current near miss incidents

South: Minutes from June 11, 2014
No near miss investigations.

Edmonton:
No meeting minutes available

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

3.2 No current internal incidents

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

No current Incidents.

**3.4 Review of COR Audit and
Action Items:** Reviewed pages
66-71 Emergency Responses

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

Grande Prairie:

Reviewed pages 24- 28
Housekeeping: No changes
Storing and Using Household
Cleaners: No changes
Changing Light Bulb: No changes
Use of ladder: No changes
Use of floor mats: No changes

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

Calgary:

Reviewed General Section pages
30-37 Seasonal yard work- no
changes
Snow shoveling- no changes

Medication Administration- no changes
Blood glucose testing- no changes
Use of epi-pen- no changes
G or J tube feed/medications- no changes
Intermittent catheterization and urine
elimination- no changes
Ostomy care- no changes

South:

General HACD Pages 48, 49 and 50
Client support for seizures: Biological
Hazards – suggest increasing frequency
to 2. Contact with bodily fluids likely
happens at least once per month when
working with some clients. All other
items remain unchanged.
Contact with Visitors or Contractors: no
suggested changes.
Entering or leaving the worksite after
dark: Biological Hazards – suggest
changing the frequency to a 1, and
potential consequences to a 2. The
total would then be a 5.

Edmonton: minutes unavailable

3.6 Policy Review:

3.5.10- Emergency
Procedures

4.0 OTHER BUSINESS

Reviewed ICE Page
articles

**NEXT MEETING = August 14, 2014 @
3 pm**

TRAINING

Promoting Safety

August 20th and 27th, 2014

1:30 pm - 4:30 pm



Incentive Winner

Blessing Adekojo



received a thank you card from her supervisor for extra
supports provided to her client.

Blessing won a “Summer Survival Kit”
with insulated cups, towels, bug spray
and sunscreen for her consistent efforts
for water temperature monitoring at the
residence.

