

NORTHWEST

ECAT

Employee & Client Assistance Team
780-512-3129

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

INSIDE:

POLICY REVIEW	2
HEAT HAZARDS	3
* ONLINE LINKS * HEALTH & SAFETY MINUTES	4-5

TIME SHEET HAND-IN

- **August 15th, 2018** – For all shifts worked between August 1st and August 15th.
- **August 31st, 2018** – For all shifts worked between August 16th and August 31st.

UPCOMING:

- **HEALTH AND SAFETY MEETING**
August 7th, 2018 at 1:30 PM
- **RPAC MEETING**
August 7th, 2018 at 3:00 PM

Making it Happen!- Supporting Social Inclusion



Ken

Ken is a man with many fine qualities including a strong dedication to his goals and a zest for life. When ICE first met Ken in Grande Prairie in 2013, his physician recommended that Ken work on his mobility. The doctor felt Ken would benefit from having more muscle to ensure that he would not later become bound to a wheelchair. ICE staff facilitated Ken meeting with a personal trainer shortly after Ken began services and an exercise routine was devised for him. Ken has diligently followed this routine for five years. His hard work has paid off as he has increased his muscle mass and now only requires use of his wheelchair while at work. He enjoys being active and has made the Special Olympics team for five pin

bowling. He has been able to travel to Edmonton with his fellow teammates for tournaments and to play at provincial competitions in the past years.

Ken is a social and helpful person. He has worked at Walmart for three years as a Greeter. He enjoys his work at the store and the chance to show his sense of humour and kindness to the customers that come through the front doors.

This past year, while Ken was having coffee with a friend, he announced that he wanted to save his money and go to the huge World Wrestling Entertainment (WWE) event that takes place in the United States each year. He asked his friend to accompany him on the adventure and the friend agreed.

In September of 2017 Ken started the process to attend the WWE event with a goal to get his passport. Ken's ICE support team, helped him collect and fill out the passport application. Ken and Bismark, his support staff, came to the ICE office and made copies of his identification papers and sent the information by Purolator. Six weeks later an excited Ken arrived back at the office with his passport in hand! Ken then set his next goal. Taking a trip to New Orleans in April of



WWE in New Orleans April 2018

2018 for the annual WWE event. Ken began working with his ICE support team to complete all the necessary planning tasks to organize a trip to New Orleans. There was a lot to be completed: medical clearance; securing approval from Ken's trustee; travel insurance, hotel and travel arrangements. This was an excellent learning experience for Ken. Staff worked with him each step of the way and were able to secure West Jet accompany pricing, hotel as well as transportation.

With everything arranged, Ken and his friend set off this April on their six day holiday adventure to Wrestlemania in New Orleans. Ken had a wonderful time with his friend, a natural support, and came back with many happy memories and souvenirs. Well done, Ken!



Employee Spotlight - Bismark Kwarteng

Bismark has been an employee at ICE since January 2017. He has a gentle yet effective demeanour and has formed many great relationships with ICE clients. He is always excited for the individuals he supports when a goal has been achieved. Having the ability to give back to the community in a productive and caring way is one of the many reasons Bismark chose to work in this field. Thank you Bismark for your contributions to our ICE team!

POLICY REVIEW

Excerpts from Policy 3.5.8 Eliminating/Mitigating/Controlling Work Site Hazards are included here. Please refer to the ICE Policy Manual for the full policy.

For the purposes of this policy residential programs refers to homes that are staffed by I.C.E. employees. Support homes refer to programs that are only monitored by I.C.E. and the operator is not an employee of the agency.

1. To reduce the risk of fire there are to be no lit candles, lit fires in fireplaces and no lit fire pits in the yard in any residential program.
2. There are to be no stick pins in common areas in any residential program. These may be used in the staff office and only if this is a contained room and able to be locked.
3. All sharps i.e. knives, scissors, tools, sewing/knitting supplies, choppers, graters, blender blades, thermometers, fire ignition sources (i.e. lighters) etc., with the exception of butter knives, and will be locked up in all residential programs. A location will be identified as appropriate to the home i.e. office, kitchen drawer. In a support home sharps are to be in a secure location. Client support requirements will determine if locks are required.

4. In residential programs all cleaning supplies are to be kept locked up in an area separate from the food and medications in the home. If a client is independent in cleaning and/or are able to clean unsupervised a location will be identified for the storage of these products i.e. laundry room. MSDS forms are readily available in the Daily Planner. Cleaning supplies may need to be in a locked location in a support home and is dependent on client support requirements.

Any deviation from #3 and #4 will be a joint decision of the client, their support network and Independent Counselling Enterprises Management and will be documented as such.

6. All residential and support homes are to have a working fridge thermometer. Appliances with built in thermometers are acceptable.
7. As per **Policy 3.8.6 Dress, Hygiene, and Grooming** it is the employee's responsibility to ensure they wear clean and safe indoor shoes while on shift in the homes. This is not applicable to support home operators.
11. Employee personal belongings i.e. purse, money, cigarettes, matches, lighter, medications etc. are to be kept locked away at all times. (See **Policy 3.8.12 Smart Phones and Mobile Devices**)

ICE OFFICES WILL BE CLOSED

**MONDAY, August 6th, 2018
for
HERITAGE DAY**



Please direct all calls to the Employee
Client Assistance Team for that day.
780-512-3129



**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:
780-453-9664

Health and Safety – Heat Hazards

Heat waves in Quebec this summer have resulted in loss of life for more than 90 people. High temperatures can overwhelm the body's ability to cool itself.

They cause stress on the body, especially when combined with high humidity, direct sunlight, and/or



poor air circulation. It is important that staff know how to recognize and respond to incidents of heat stress both in clients and in themselves so that necessary safety steps can be taken to keep everyone healthy and comfortable.

Recognizing heat stress

Heat stress does not just affect persons outdoors, people indoors in hot environments such as buildings without air conditioning. It is important that staff monitor clients, co-workers and yourself for signs of heat illness, exhaustion or heat stroke. Heat impacts on health are worse if high temperatures persist over several days and throughout the night. Some persons are more prone to heat strain including older individuals, people with physical impairments or chronic illnesses. Certain medications also affect heat sensitivity and the body's cooling functions.

Excessive heat stress on the body may result in one or more of the following symptoms:

- Heat illness: heat rash, swelling of hands, feet and ankles, headache, dizziness, upset stomach or vomiting.
- Heat exhaustion – tiredness or weakness, moist skin, a rapid weak pulse,
- Life-threatening heat stroke – hot dry skin, a rapid strong pulse, mental confusion, seizures or convulsions, unconsciousness.

Prevention:

Monitor clients, co-workers and yourself.

Take rest breaks and drink cool water frequently.

Wear lightweight, light-coloured, loose fitting clothes and head coverings when outdoors.

Limit heat exposure. If outdoors, try to stay in the shade.

Use sunscreen, sun glasses and sun block if outdoors.

Focus on lighter activities when possible and plan more strenuous tasks in the cooler hours of the day (mornings, evenings).

Access community venues that are air-conditioned or that offer the opportunity to cool off (i.e. swimming pools).

Use personal body cooling strategies– i.e.: fans, a cool damp facecloth and cloth covered icepacks. (Gel ice packs work well as they are softer. The idea is similar to a hot water bottle but used for personal cooling instead of warmth.)

What to Do

Pay attention to individuals displaying symptoms of sudden and severe fatigue, nausea dizziness or light headedness, rapid breathing and /or a sustained heart rate.

If you see someone showing signs that they are struggling in the heat:

Encourage them to move to a cool, shaded area or remove them from the heat source.

Loosen or remove heavy clothing.

Provide cool drinking water.

Call 911 immediately if you think someone may be experiencing heat stroke.

Source : <https://www.safemanitoba.com>



TRAINING

PET (Pre-Employment Training)

August 13th - 15th, 2018

9:30 am - 5 pm

As described on the ICE website



PBI (Proactive Behaviour Intervention)/PBS

August 10th, 2018

9:30 am - 5 pm

As described on the ICE website

HURT AT WORK?

Employees & 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 & procedures.

While not all injuries are reportable to WCB, all injuries & work related health concerns are required to be reported within the company.

This is done so that health & safety investigation & follow up may be completed for the safety of all parties.



Looking for Answers? Here 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.
www.ccohs.ca	The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the total well-being—physical, psychosocial and mental health—of working Canadians by providing information, training, education, management systems and solutions. It makes credible information about workplace hazards and conditions easily and widely accessible to all Canadians.
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 https://work.alberta.ca/occupational-health-safety/resources.html	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

Health & Safety Committee Meeting Minutes July 3, 2018 - Northwest

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage) Calgary: (June 28, 2018 meeting minutes)

May 25, 2018

Supervisor was traveling highway to go to scheduled meeting. Supervisor saw up ahead two cars made an abrupt stop. Supervisor pressed brake and was able to stop, avoiding hitting car ahead. Moments later, supervisor was struck from behind as the car behind failed to stop. Minimal damage was caused to both vehicles and supervisor sought medical attention.

Incident Investigation to be completed.

Recommendations: Review of safe/defensive driving practices with employee. When braking abruptly, look in rear-view mirror to ensure drivers behind are braking and if they are not and possible to do so drive on to shoulder or switch lanes to avoid rear crash. Engage hazard lights (four-way flashers) to alert other drivers on the road. Schedule meetings and drive during less busy times.

May 26, 2018

Client from another agency was at Support Home for weekend respite. Client was playing with his remote-control car until 10pm. The car was stored safely away in the garage on the floor unplugged. At 12am smoke detectors were heard throughout the house, client and SHO evacuated and noticed there was a fire in the garage from the remote-control car. It is unclear if the car started on fire due to the car overheating or from the lithium battery (i.e. corroded or faulty wiring).

Incident Investigation to be completed.

Recommendations: Ensure items coming into the home are in safe working order. SHO will ask the client when coming for respite to leave the remote-control car that his house and not bring to SHO's home. If client brings car to the home, a fire proof/explosion proof bag will be purchased. Check remote control car after each use to ensure not over heating.

Edmonton- (meeting minutes not available)

South: (meeting minutes not available)

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

Calgary: (June 28, 2018 meeting minutes)

May 7, 2018

Staff informed supervisor via email that he believes he was developing onset asthma from the client's second-hand smoke. Staff believed that the second-hand smoke could be affecting his respiratory function and will be seeing a doctor. Supervisor contacted staff and while on the phone was complaining of shortness of breath, difficulty breathing and wheezing and was directed to seek medical attention right away. Staff informed supervisor that he had seen a doctor and diagnosed him with a respiratory disease and confirmed it was not due to the second-hand smoke.

Near Miss Investigation to be completed.

Recommendations: Identify and inputted a hazard of client smoking into C-Views under comments section. When relief schedule to work with client, smoking hazard to be identified and inform staff client does this independently and staff do not need to be near client. Supervisor to inform staff of this hazard during Non-Residential Orientation. Review with staff HACD – exposure to smoking. Remind staff to report potential hazards on the Schedule Outline and report to supervisor.

May 23, 2018

Staff and client were at the employment office to update and print client’s resume. Client became upset and agitated as he did not want to complete this task. After printing resumes they returned to the car. Client escalated took the resumes and tore them up. Staff questioned why he tore up his resumes, client stated he only wanted to work at a movie theatre and he hit the staff on the shoulder. While car was in park client was touching gear shifter and other buttons in the car. Staff attempted to calm client, then gave him some personal space. After some time, he drove client home, as client was leaving the vehicle he slammed the car door with force.

Near Miss Investigation to be completed.

Recommendations: Front seat agreement was removed from client’s file. Staff informed that client is not to be transported by ICE staff due to the risk, client and staff to utilize public transit. Review with staff PBI skills, policy 2.4.5 Use of Staff’s Vehicles, reporting process and Non-Res HACD. Client’s goal of obtaining employment to be discontinued as this agitates client. Staff to not engage in power struggles. Review incident with RPAC.

South: (meeting minutes not available)

Edmonton: (meeting minutes not available)

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):

Due to new staff in Grande Prairie office, and on H&S committee time was taken to discuss the

COR action plan project and our responsibilities moving forward.

3.5 Review of Master Hazard Assessment and Control Document

Reviewed pages 2-7 of the High Behavior Section due to the Workplace Bullying/Harassment changes

Potential for Verbal Aggression

Potential for Property Destruction

Potential for Physical Aggression

Potential for Sexual Behavior's

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

Calgary: (June 28, 2018 meeting minutes)

Review Pages 14 – 21

Outdoor Activities – No additional recommendations

Accessing the Community – No additional recommendations

Elevator Use – it was suggested to include; when client escalated do not get into elevator with client, use the stairs.

Use/Handling of Sharps – no additional recommendations

Committee member expressed that in the Non-Res HACD a task or activity that should be added is “Partaking in Emergency Procedures” as the member stated that when she is out with her client there have been occasions where the fire alarm rang and they would evacuate the building. (ex. in the library). This will further be discussed during the sub committee for COR action plan Element 2-3

South: (meeting minutes not available)

Edmonton: (meeting minutes not available)

3.5 Policy Review: 3.5.9 – Hazard Assessment and Control Document

NEXT MEETING August 7, 2018 at 3:00 pm

\$100.00 ICE Employee Referral Incentive Program



Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements & completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

ICE THANK YOU CARD INCENTIVE WINNER

LUCY OLU ASHU

Lucy received a Thank You card from her Coordinator for making the effort to connect with her clients and always putting their needs first..

Lucy is willing to pick up extra shifts and her clients enjoy spending time with her. Lucy won a Passport & Travel Document Binder.

Your efforts are really appreciated! Keep it up!

