

NORTHWEST

ECAT

Employee & Client Assistance Team
780-512-3129

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

INSIDE:

POLICY REVIEW	2
Health and Safety Committee Nominees	3
HEALTH & SAFETY MINUTES	5-7

TIME SHEET HAND-IN

- **December 17th 2018** – For all shifts worked between December 1st & December 15th.
- **December 31st, 2018** – For all shifts worked between December 16th & December 31st.

UPCOMING:

- **HEALTH AND SAFETY MEETING**, December 4th, 2018 at 3:30 PM
- **RPAC MEETING** December 4th, 2018 at 1:30 PM

Making it Happen!- Supporting Social Inclusion

Raymand is a new client with ICE in Lethbridge. He started services with the agency in May of 2018. Although he is a relatively young man, Raymand lives in an assisted living facility due to his health concerns. His ICE staff visit him at the facility to support him with his regular routines and to assist him with community access. Since May, Raymand has become involved with many additional local activities.

Upon starting services with ICE, Raymand identified that he really wanted to increase his physical health. He had been visiting a physiotherapist but had struggled to complete the assigned exercises so he had not achieved much physical



RAYMAND

improvement. Raymand’s ICE staff started working with him every day to complete the recommended physio exercises. Staff motivated Raymand by showing him the improvements he was making over time as he worked consistently. That encouragement and support really made a difference in how Raymand felt about his exercise routines and his

health.

Once Raymand started to feel better physically it made it easier for him to participate in additional activities of interest to him. Prior to ICE involvement he didn’t typically participate in any of the many recreational activities offered at the assisted living facility where he lives. Now they are a regular part of his week. Raymand also keeps busy out in the community where ICE staff support him to go swimming, attend movies and to enjoy walks in the park.

We’re very happy to have Raymand as part of ICE in the South Region. His willingness to put in consistent work to achieve better health is an inspiration to us all.



Gladys Soosay

Employee Spotlight

Gladys has been an employee with ICE since 2011. She has been a residential Team Leader and is a highly valued employee. Gladys works with Raymand on weekday mornings. Her calm demeanor and her sense of humor while working with her clients really helps her to motivate them. She has a special knack for supporting people to achieve their goals.

POLICY REVIEW

3.4.11 VACATION

An employee will accrue vacation pay at a rate of 4 %; after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta. The agency will provide vacation accrual at a rate of 8% for employees who have worked for more than 10 years.

All casual employees may request a pay out of vacation pay twice per year. Payouts will only occur on May 31 and/or Nov 15. No request will be considered within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will be processed through payroll by submitting a request form two weeks prior to the date requested. Supervisors will not approve a request unless the documentation is submitted within these time lines.

All casual employees who have signed terms of employment and work a fixed schedule may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. The employee must complete the vacation request form.

All full time employees must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only

after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.

Vacation will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.

The employer has the final approval of the time when the annual vacation is to be taken. **No vacation will be approved over Christmas or Easter for those employees providing direct client care.**

October 2018



ICE HAS A TD GROUP RSP PLAN!

Refer to **Policy 3.4.18 FUTUREBUILDER RSP**

If you are eligible, ICE will match your

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

<p>https://www.canada.ca/en/health-canada.html</p>	<p>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.</p>
<p>www.ccohs.ca</p>	<p>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.</p>
<p>https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957</p>	<p>Linking Albertans to a wide range of health information and service options.</p>
<p>https://work.alberta.ca/occupational-health-safety.html</p> <p>https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws</p> <p>https://work.alberta.ca/occupational-health-safety/resources.html</p>	<p>Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities.</p> <p>The OHS site provides access to a wide range of information bulletins and on-line training options</p>

PLEASE JOIN US AT OUR CHRISTMAS OPEN HOUSE

Monday, December 10th, 2018
 2:00 pm – 4:00 pm
 Muskosepi Parks Pavilion
 102 Avenue and 102 St, Grande Prairie



ICE OFFICES WILL BE CLOSED
 Tuesday December 25th, 2018,
 Wednesday, December 26th, 2018 for
 Christmas



&
 Tuesday January 1st, 2019 for New
 Year's Day.

Please direct all calls to the Employee
 Client Assistance Team for these days.
780-461-7236

MEET YOUR NORTHWEST REGION HEALTH & SAFETY COMMITTEE NOMINEES



Tara Fehr

Tara has been with ICE for 2 years. It is with great enthusiasm that Tara accepted her nomination. Tara's supports many different types of people, one of which in a wheelchair. Tara has advocated well for her client and herself in setting the home up with ATEI's and training on how to lift and transport the individual. Tara is looking forward to help other employees that may not know how to transfer clients safely.



Kerry Peacock

Kerry Peacock- Kerry has been a valued employee at ICE for 3 years. "I will try and keep everyone safe to the best of my abilities" was her reaction when informed she had been nominated. Kerry is very excited to have the chance to voice her opinions and give feedback on Health and Safety related topics. She believes that she will have valuable information to share as she does community access in various locations throughout the city.



Ambrose Chijoke

Ambrose started with ICE February 23, 2018. Ambrose has always been a safe employee in regards to himself and his clients. Ambrose is very honoured to have been nominated by his peers and is very excited to attend at Health and Safety meetings. Ambrose, being new to ICE, believes that he will bring to the table the possibility of changing items that we have overlooked as he will have fresh eyes. Ambrose knows that he will be required to take training for this role and is very excited.

SAFE WINTER DRIVING

Winter driving can be risky. If driving is part of your job, follow these tips to ensure that you are well prepared.

Tip 1: Get your vehicle ready for winter

Winter weather is hard on your vehicle and its engine. Prepare for winter in the fall, by getting a complete check-up of your battery, lights, brakes, tires and windshield wipers. Fill up on winter washer fluid in the -40°C temperature range and carry an extra jug in your vehicle.

Tip 2: Install 4 matching winter tires



Winter tires have been designed for use in snow. They carry a pictograph on the side-wall of a peaked mountain with a snowflake and meet high standards for winter traction performance.

Tip 3: Watch the weather

It's a good idea to visit www.weatheroffice.gc.ca for local weather reports, before you leave home. Environment Canada issues warnings when it expects blizzards, heavy snow, freezing rain or drizzle, cold snaps and winds. Watch for black ice at temperatures between +4°C and -4°C, where the road surface ahead looks black and shiny. It is often found on shaded areas of the road, bridges and overpasses long after the sun has come out.

Tip 3: Prepare for Driving

•**The safest strategy is to avoid driving in bad weather conditions.** If driving clients, look for alternatives such as taking DATS or other public transportation. If you must drive and/or drive clients, check weather and travel conditions before heading out. Give yourself extra time for travel and, if weather is bad, wait for conditions to improve. Always tell someone where you are going, the route you plan to take and when you expect to arrive. Fill out the community access section of the staff communication log. If you don't arrive on time, and people are worried about your safety, they will know where to search for you. If driving becomes too risky, turn back or look for a safe place to stop until it is safe to drive. Make sure you have enough fuel. Try to keep the fuel tank at least half-full.

•**Be alert, well rested and sober behind the wheel and always wear your seat belt.**

•**See and be seen.** Remove all snow from your vehicle's

hood, roof, windows and lights. Clear all windows of frost and fog. If visibility becomes poor, find a place to safely pull off the road as soon as you can. If you can't exit, pull off the road as far as you can. Get out from the passenger side, to reduce the risk of being hit by other drivers. If visibility is poor, put on your emergency flashers.

•**Stay on main roads and drive carefully:** Match your speed to the road and weather conditions. Avoid passing another vehicle when weather and road conditions are bad.

•**Wear warm clothes** that do not restrict movement and ensure that the clients that you are driving are also dressed for the weather conditions.

•**Be prepared to make a call.** If possible, take a fully charged cell phone with you. These are very useful in an emergency or if you need help. *911 is often a free call. But don't talk and drive. Let someone with you make the call, or pull over to a safe spot to place a call.

Keep the following items inside your vehicle: road maps, ice scraper and brush, flashlight, first aid kit, and blanket.

Tip 4: Avoid Collisions

The danger of skidding is greatest when you are taken by surprise. Since not all vehicles respond in the same way to icy, slippery roads, learn how to handle your vehicle in all types of weather. Read the owner's manual to learn about your vehicle's braking system and tire traction. You may also consider taking a winter driving course. A good way to avoid skidding is to drive appropriately for road and weather conditions: **SLOW DOWN.** Allow extra travel time and be very careful when you brake, change lanes, make turns and take curves.

Proper braking is important to safe winter driving. Since it takes longer to stop on a slippery road, you should leave more distance than normal between you and your vehicle in front of you and pay attention to the road – as far ahead as you can.

Tip 5: Stay Calm

Stay calm if you get trapped in a storm or snow bank. **Don't** do any heavy lifting, shoveling or pushing in the bitter cold - it can kill. **Do** make sure the tailpipe is not blocked by snow, to keep carbon monoxide from getting into your vehicle. Then, if your vehicle is not at risk of being hit by other drivers, stay inside so you have shelter. Going out into a storm puts you at risk of getting lost, or suffering from the cold.



Health & Safety Committee Meeting Minutes Northwest November 6th, 2018

(Note—newsletter copy of minutes edited for space).

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

Edmonton- (October 3, 2018 meeting minutes)

August 5th, 2018 (not reviewed last month) – A client wanted to move a dresser within the home and approached staff to move it. The staff told the client that this was not a good idea and that movers should be arranged. The client disregarded the staff's input and started moving the dresser on their own. The staff became concerned that the client would injure themselves so the staff assisted the client. The staff experienced a strain injury as a result.

Internal Incident Investigation to be completed.

Recommendations: Staff should refuse to move furniture ("safety first" rule for staff) and redirect client. Contact a supervisor as necessary for support with client demands and make a plan to move the furniture that is ergonomically safe and includes involving an independent contractor rather than utilizing staff as movers.

Sept 25, 2018 -Staff was in their vehicle (a standard) in the back office parking lot preparing to leave for an appointment when they realized they had forgotten something inside the building. The staff threw their coat and other belongings onto the passenger seat and returned into the office. Unnoticed by the staff, the thrown items had shifted the gear shift into neutral and the vehicle started to roll backwards. A person from a neighbouring business banged on the back office door to inform ICE personnel that the vehicle had rolled backwards until it was stopped by a large garbage bin.

Internal Incident Investigation completed

Recommendations: Staff should be encouraged to take their time and let those they are meeting with know that they are running late. Also, staff should ensure safety of their vehicle when exiting and as a precaution, staff should use their emergency brake when parking their vehicle (especially with a standard transmission).

Sept 29th, 2018 – A Support Home Operator was sitting beside a client in the living room on the sofa. The client's pet dog jumped towards the SHO and the client yelled loudly, "Off" at the dog. Because the client has a big voice and the shout was so close to the SHO's ear their hearing was affected.

Internal Incident Investigation to be completed.

Recommendations: Staff should keep a safe personal distance from client and work proactively with the client on use of an "indoor" voice.

South: (October 10, 2018 meeting minutes)

No Incidents to Report

Calgary: (October 25, 2018 meeting minutes)

July 17, 2018

Staff and client were downtown Calgary. Client saw a homeless man lying inside a building and went to notify building security. Staff tried redirecting client as client has history of engaging in power struggles with homeless people and strangers in the community. Client informed security and stated said she was asked to stay by security to answer any questions, client then engaged in power struggle with homeless man. Staff tried encouraging client to leave building client refused. Staff gave space to client outside of building and after some time, client exited building and while doing do yelled at staff and ran past staff. Staff expressed to management that due to actions of client engaging in homeless people and client yelling at staff she did not feel safe in the program.

Incident Investigation completed.

Recommendations: Hazards of client engaging in homeless people and strangers in the community to be included in Client Specific HACD. Staff to be trained and understand that when client engages in this be-

haviour, staff are not to engage as this puts staff safety at risk. Risk Assessment to include the risk of client engaging with community members inappropriately with emphasis on engaging into power struggles with homeless people.

August 22, 2018

Staff and client were pleasantly talking and applying sunscreen while waiting for bus. Client suddenly hit staff with an open hand and with force. It seemed as though client may have been playful with staff when she hit him. Staff then kept a safe distance and the police were called. Staff continued to kept safe distance from client until they returned home. Staff disclosed to management that client is physically aggressive towards staff on a daily basis (staff failed to report these incidents as they occur). A power struggle occurred earlier in day where staff was completing paperwork and requested space from client. Client then became agitated, yelling at staff.

Incident Investigation completed.

Recommendations: Staff to report all incidents as they occur as per policy. Staff to maintain eye contact and keep safe distance from client at all times not just during behaviour escalation as client may not show signs of agitation. Discuss with team that any paperwork to be completed when client in in her room or asleep, this information to be updated in orientation. Consult with RPAC.

August 23, 2018

Staff was running late to shift. When staff arrived at client's house, client was waiting outside visibly agitated. When staff asked client to come into car, client refused and began yelling at staff asking for her bus pass. Client then began opening and closing passenger door with force multiple times. Staff tried re-directing client to go back into her home. Client then hitting the passenger side mirror and windshield causing a large crack in the windshield. When a neighbour drove past incident, client stopped the behaviour, smiled and waved at the neighbour providing staff with enough time to drive away from incident safely.

Incident Investigation completed.

Recommendations: Review with staff not driving an escalated client. Staff to re-trained on PBI. Review policy and procedure on reporting incidents as they occur as staff disclosed that there have been previous incidents of client escalation that have not been reported.

August 27, 2018

Staff noticed that the toilet in the office was clogged. Staff tried unclogging the toilet and while removing the lid, staff's hand slipped causing the lid to fall to the ground and break. Plumber was contacted to replace lid and unclog toilet.

Incident Investigation completed.

Recommendations: Signage posted in office bathrooms indicating if toilet is clogged to report to office staff for plumber to be contacted. Signage posted informing not to flush paper towel or feminine hygiene products down toilets. Ensure staff are only completing duties that they are trained to complete.

September 25, 2018 @11:40am

While staff and client were walking in Fish Creek Park, client threw about a 1 foot sized a branch at staff's back. Staff stated it did not hurt and asked client not to throw objects at staff. Staff and client continued walking, client then threw smaller branch and small rocks towards staff's feet. Staff again asked client to stop throwing items and continued on their walk in the park without incident. Note: client is new to ICE, non-verbal and difficult to motivate client to access his community. It is unknown if this behaviour was because client was happy to be outside. Parents of client also informed management that client often functions better in the afternoon as he is not a morning person.

Incident Investigation completed.

Recommendations: Review PBI skills with staff i.e. not to walk in front of client, walk behind and maintain eye contact with client. CSC

developed and provided client with a communication system, system also trained with staff. Client's schedule to be adjusted to better suit his needs. Consult with RPAC.

September 26, 2018 – Two Incidents

10:30am

Staff and client were waiting in line for coffee. During this time, it was noticed that there was a fly buzzing around the restaurant. Staff reported safe distance was maintained, staff standing side by side with staff's body semi facing client. Client hit staff's neck, then stated "fly". Staff encourage client to tell staff next time fly lands on staff and staff will handle situation.

Incident Investigation completed.

Recommendations: Although staff stated was keeping safe distance, client was still able to hit staff, ensure staff is following safe distances and maintain eye contact on client at all times. Review Positive Approaches and Risk Assessment and ensure competency. Review any plans/protocols regularly to ensure effectiveness.

2pm

Staff and client were swimming in swimming pool. Staff requested space as client has challenges with boundaries. Client hit staff in head with a pool noodle. Staff requested client to stop and moved away from client. Client then glared laughed and came towards staff again and hit staff 2 more times. Staff removed self from pool and watched client from side of pool. Hit from pool noodle did not cause injury. Note: Staff had recently received training on CPI Sept 21/18

Incident Investigation completed.

Recommendations: Follow PBI/CPI skills of maintaining safe distance and eye contact. When client has object such as pool noodle in hand, engage in increased safe distance. Review Positive Approaches and Risk Assessment and ensure competency. Review any plans/protocols regularly to ensure effectiveness.

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

Edmonton: (October 3, 2018 meeting minutes)

No Near Misses to Report

Calgary: (October 25, 2018 meeting minutes)

July 14, 2018

Staff went to client's room to ensure window was closed before client went to bed and while doing so noticed a large amount of ants' underneath window are. Staff completely cleans the bedroom, vacuuming the floors, baseboards and under bed. Staff was able to locate sticky pads and ant traps and placed them in the possible origin of where the ants were getting in. Construction is occurring in the building and this could be the possible cause of ants entering home.

Near Miss Investigation completed.

Recommendations: Place ant traps with in home regularly as a preventative measure. Ensure housekeeping is completed regularly and with accuracy. Encourage all food to be stored and eaten in kitchen/dining area. When completing monthly checklist and housekeeping ensure no pests are present in the home.

August 14, 2018

Staff reported that while working with a client with a wheelchair, staff experienced a medical concern that was believed to be due to lifting of the chair. This was later confirmed by a physician to not be the cause of the medical concern. While completing investigation it was noted that no formal training on lifts/transfers of training was completed with relief staff, only orientation and shadowing with regular staff.

Near Miss Investigation completed.

Recommendations: Ensure those staff who work with individuals that have wheelchairs/walkers or requires assistance with walking have the required training from a professional (i.e. nurse or physio therapist). Ensure staff are able to identify if they are physically able to complete a

task asked of them.

August 18, 2018

While staff was completing housekeeping duties of cleaning the microwave, staff reported a small black burnt mark on the door (on the wire mess on the door in between the glass panels). Staff assumed the mark could be due to metal objects being used in the microwave. A sign "do not use" was posted.

Near Miss Investigation completed.

Recommendations: When completing monthly safety checklist, ensure small appliances are checked. Review with the team, HACD "microwave use". Signs were posted in home stated to not leave microwave unattended and to not place metal or foil in the microwave.

September 14, 2018

Staff and client were exiting bus and walking to c-train. Staff noticed ice on the walkway ahead and encourage client to hold onto handrail while walking. Staff and client continued walking and almost slipped on ice but due to holding onto handrail was able to keep themselves balanced. Staff reported ice to 311.

Near Miss Investigation completed.

Recommendations: Management encourage staff to purchase and utilize ice grips on shoes, ensure footwear has proper tread. During snowy/icy conditions to utilize Access Calgary. When weather is poor and able to do so adjust schedule (i.e. do activities indoors).

September 23, 2018

Staff and client returned to residence from their outing, client was visibly upset during outing and when returning. Client asked staff for scissors and staff gave scissors to client, client then cut her hair. For safety of both staff and client, staff requested for the scissors to be returned and locked. Client refused, went into the office grabbed documentation read it and threw it to the ground, pushed chairs over in the dining area, then went to bedroom with door closed. Space was given, ECAT was contacted and client gave scissors back to staff.

Near Miss Investigation completed.

Recommendations: Management discussed the risks with staff of providing client with scissors when anxious/agitated. Review with staff Appendix #2 Safe Practices for Handling Behaviour Escalations.

September 26, 2018

The building fire alarm went off and staff encouraged client to evacuate. Client refused to leave without bringing her cats with her. Client was only able to get a hold of one of her cats and when walking down the staircase was having difficulty, stopped and began to cry. Smoke was present in the building. By the time staff and client exited the building it took over 5 minutes which is not a successful fire drill.

Near Miss completed

Recommendations: Staff to be made aware that in the event client refuses to evacuate, staff to exit the building safety and notify fire department. As the client refused to leave unless bringing her cats, its recommended to surrender the cats to reduce the risk.

South: (October 10, 2018 meeting minutes)

Staff at a residential program said they smelled something odd in the home and then the furnace quit working. They left the home and called ATCO to come have a look at the furnace. ATCO came to the home and determined it was a burned-out control panel. Staff did not return to the home until the issue had been fixed and ATCO confirmed it was safe to be in the home. The furnace had been inspected a few weeks previous to the incident as part of the regular yearly inspection and there were no deficiencies noted.

Near Miss Investigation Complete

Recommendations: Staff responded in an appropriate way by leaving and waiting for professionals to assess the situation before returning to the home.

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:

No Near Misses to Report

3.4 Review of COR Audit and Action Items: Assigned portions of Action Plan completed. Waiting on finished Terms of Reference.

3.5 Review of Master Hazard Assessment and Control Document

New HACD have been distributed to the houses. It was discussed regarding how staff can assist in reassessing the hazards at each program as situations change over the course of the year.

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

Calgary: (October 25, 2018 meeting minutes)

Reviewed pages 8-13 of the General Section

Driving: recommended adding smoke as part of conditions could be driving in. When smoke utilize in car circulation rather than taking air from outside. Under winter – recommend adding winter tires. Recommend adding to safe work practices “when possi-

ble, schedule trips during non- peak hours, reduce the number of trips through enhanced planning, schedule trips when weather / road or behavioral concerns present increased hazards.”

Driving Clients: Recommend adding to safe work practices “when possible, schedule trips during non- peak hours, reduce the number of trips through enhanced planning, schedule trips when weather / road or behavioral concerns present increased hazards.”

South: (October 10, 2018 meeting minutes)

Talked with staff that are helping to finish the site-specific HACD’s for the homes. They felt a shortened version highlighting key points should be provided at orientation but then additionally a more in-depth review of the information might be beneficial when staff have worked at a site for a little longer. Also, discussed the process for adding a hazard when something is noticed at a home.

3.6 Policy Review: Reviewed policy 3.5.3 Health and Safety Committee

4.0 OTHER BUSINESS

Discussed changes coming to H&S committee due to Bill 30. It was discussed how worker members of the new H&S committee would be elected and the process involved. Members were informed that they could continue to attend the H&S meetings as visitors should they desire upon election of the new committee.

ICE THANK YOU CARD INCENTIVE WINNER



Ambrose Chijoke

Ambrose received a Thank You card from his Team Leader for always salting the side walk during his shift. He won a laundry gift basket with towels and detergent.

Sssssshh... it's the
READING ZONE



There's a New Policy Manual in town.

All ICE staff must read the new Policy Manual and sign a staff participation form by January 31, 2019

Please contact your coordinator to make arrangements to come to the office to read the manual.

TRAINING

PET (Pre-Employment Training)

December 5th, 6th, 7th , 2018

9 am - 4 pm

As described on the ICE website

PBI

(Proactive Behaviour

Intervention & Positive Behaviour Supports)

December 12th 2018

9 am - 4 pm

As described on the ICE website