

ICE PAGE

GRANDE PRAIRIE / NORTHWEST

2013

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TIME SHEET HAND-IN:**February 15th, 2013**

For all shifts worked between February 1st and February 15th, 2013

February 28th, 2013

For all shifts worked between February 16th and February 28th, 2013

Health and Safety Meeting

February 14th, 2013 @ 3:00 pm

RPAC Meeting

February 26th, 2013 @ 1:30 pm



ECAT

Employee & Client Assistance Team

780-512-3129

after office hours

Employee Spotlight

Bev

Bev started working for ICE in August 2007. She has lived in Alberta all of her life and now currently lives on a horse farm. When Bev is not working she enjoys taking care of the animals on the farm, playing card games with her friends and surfing the internet.

Before working at ICE Bev was the manager of a restaurant where she hired persons with disabilities and assisted them with training for success in their employment. When Bev decided she needed a change in occupation, one of her employees

who happened to be an ICE client, suggested she apply at ICE. Bev reports that making this change was the best thing she has ever done.

Bev is a valued asset to her non-residential program and her client considers her extended family. She is always smiling and willing to help as needed. Bev goes above and beyond to assist her client; swimming, playing cards, bowling, completing ceramics projects, camping and sharing group outings with friends are just some of the activities they participate in. Bev says she learns from the individual she supports too. They often go fishing and her client actually taught Bev how to clean a fish this year!

In the future Bev would like to become a supportive roommate, caring for persons who need the assistance and making sure they live in a safe and loving environment. Thank you, Bev, for the wonderful work that you do!



Client Success Story - Annette

Annette was born in the Yukon but has lived in Lethbridge for the past 11 years. In Lethbridge she has progressed through various living arrangements. First she lived in a shared residential setting, then she moved in with a roommate companion, and since June 1st 2012 Annette has been living in her own apartment independently. She finds living on her own challenging but she loves it! In her home Annette especially loves being able to cook her own food and to make her own coffee. Annette and her ICE staff are working together to enhance Annette's skills for housekeeping and meal preparation.

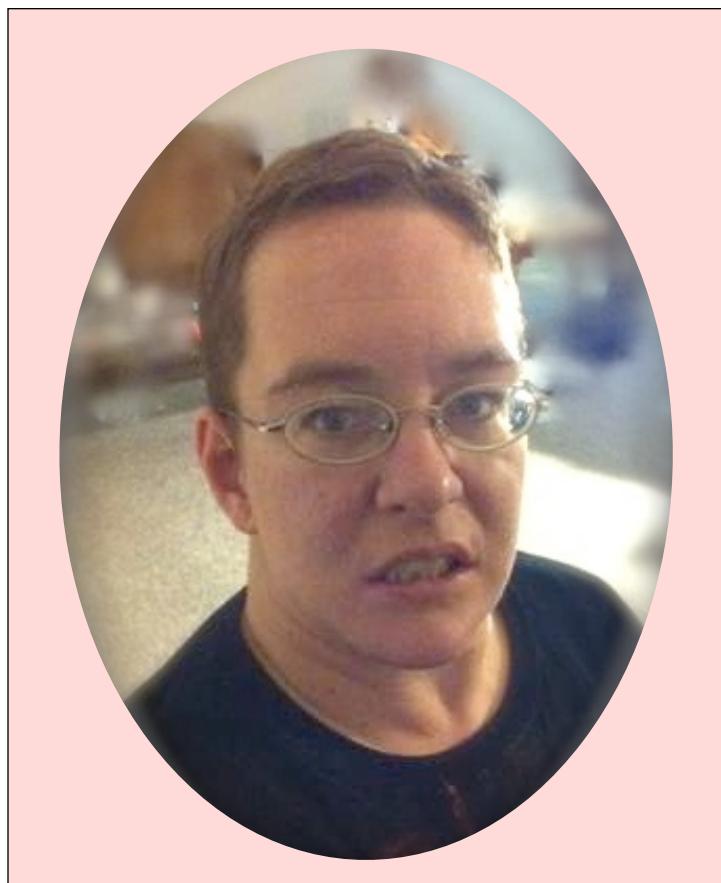
Annette has been enrolled in classes through Inclusive Learning at Lethbridge College since 2010. She is taking the Child and Youth Care program and completes two courses per semester. Annette's classes this semester are Therapeutic Interventions and Behavior Management. She spends about 10 hours per week doing homework for her courses and likes to do research on the internet. Annette also works at Tony Roma's 20 to 25 hours per week. She has worked there since 2006.

Annette and her ICE staff attend a healthy eating program offered by the Health Region and complete Annette's grocery shopping together to build her skills in this area. They also exercise together. When weather permits they walk outside and exercise to videos in Annette's apartment when they can't go out. Annette

has recently lost a significant amount of weight which has improved her overall health.

When not busy studying or working Annette enjoys music – especially heavy metal and she loves the band, Slip Knot. Annette takes the bus independently and gets herself anywhere she needs, or would like, to be. She also takes the Greyhound bus on her own to Quesnel B.C. to visit her family.

Congratulations on all your accomplishments, Annette!



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 offices will be closed
Monday, February 18th, 2013 for
Family Day**



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

THANK YOU!

Maria Garcia received a thank you card from her Team Leader for her professional handling of a situation that arose with a client. Maria won a winter car safety package including: a snow brush, deicer, flashlight, and a winter survival kit. Thank you, Maria, for going above and beyond for your client!



TRAINING

**Pre-Employment
Training (PET)**
As needed

**Proactive Behavior
Intervention (PBI)**
As needed



Healthy Living

With dramatically rising rates of obesity, “healthy living” needs to become a way of life for more Canadians. It is important that we support and lead our clients by example to live healthy active lives.

Making Healthy Food Choices

To get all the nutrition your body needs, you must eat carbohydrates, protein, and fats (but very limited) at every meal. By eating the correct amount and type of food, you'll have a healthy heart, healthy brain, and a fully functional immune system (to help fight off infections). Eating a variety of foods will also help ensure you get all the vitamins, minerals, oils, and enzymes your body needs. Always follow the Canada Food Guide. Eat at least one dark green and one orange vegetable a day. Make at least half of your grain products whole grain each day. Drink Skim, 1% or 2% milk instead of homo milk. You need 2 cups of milk a day to get enough Vitamin D. Have meat alternatives such as beans, lentils and tofu often. Eat at least two servings of fish a week. Cook food with little salt and oil. Avoid foods that are high in sugar, fat and salt.



Exercise

There are many benefits of exercising. Thirty to sixty minutes of daily physical activity can help prevent heart disease and stroke by strengthening your heart muscle, lowering your blood pressure, raising your high-density lipoprotein (HDL) levels (good cholesterol) and lowering low-density lipoprotein (LDL) levels (bad cholesterol), improving blood flow, and increasing your heart's working capacity. Regular physical activity can reduce blood pressure in those with high blood pressure levels. Physical activity also reduces body fat which can help to prevent and control Type 2 diabetes. Exercising can also help increase muscle strength, prevent bone loss associated with aging, and can improve your mood and self-esteem.

Avoid and/or limit alcohol, recreational drugs and smoking. Long term use/abuse of alcohol can lead to weight gain, high blood pressure, depressed immune system (making you more susceptible to infections), cancer, liver disease, vitamin deficiencies and heart and respiratory failure. Recreational drug use can lead to seizures, psychosis, depression, heart and respiratory failure. Smoking can lead to cancer (i.e. lung, cervical, bladder, mouth, kidney etc), diabetes, heart (i.e. high blood pressure, blood vessel disease, stroke) and lung (i.e. COPD, emphysema, pneumonia) health issues.

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 as per policy!

To sign up, please contact

Linna Roem at

780-453-9664



POLICY REVIEW

2.2.7 - Procedure for Resolution of Concerns and Complaints

Communication is fundamental to resolve concerns and complaints regarding service delivery and client well-being. The following processes and documentation systems have been implemented to facilitate resolution:

- During orientation of clients and support networks, telephone numbers are provided for supervisory and management personnel and the Employee/Client Assistant Team for after office hours. Whenever a direct supervisor is absent an alternate is assigned. Voice messages on answering machines will indicate if an employee will be absent for an extended period of time. Guardians and clients are encouraged to contact I.C.E. personnel directly should they have a concern or complaint. All contact will be documented on C-Views and hard copies placed in the client file. If the contact is directed to the support employee this will be documented on contact notes and the employee will follow up with their direct supervisor.
- The supervisor contacted will make every reasonable effort to resolve the issue and ensure follow up as required. If the individual is not satisfied with the resolution it is reported to the next level of Management until resolution is satisfactory. Documentation in C-Views is completed by each level of management contacted.
- If the expressed concern/complaint is defined as a critical or general incident then the resolution and documentation process will be defined by that process. Refer to policy

2.7.3 Critical and General Reporting Incidents.

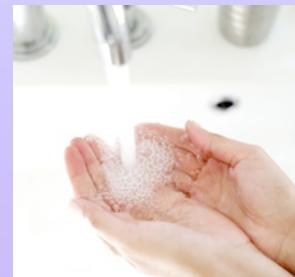
- If the expressed concern/complaint is defined as an appeal to a decision made by Independent Counselling relating to services received refer to policy 2.2.5 Client Appeal Process

Promoting open communication with guardians/client, soliciting and documenting feedback during the annual planning meeting and regular contact with guardians assist the agency to provide effective service delivery that promotes client safety and well-being.

Health and Safety Reminder:

Influenza is a serious illness and recently numerous cases have been reported in Alberta. There are important actions you can take to protect your clients and yourself from getting the flu including:

- Get the flu shot. Call Health Link Alberta and they can tell you where to go for immunization.
- Clean your hands with soap and water or hand sanitizer. When to clean your hands:
 - after you cough, sneeze, or blow your nose,
 - before you eat or serve food,
 - after you are near a person who has the flu,
 - before you brush your teeth.
- Cover your cough. Cough into your arm. Don't cough into your hand. If you use a tissue, throw it in the garbage and wash your hands.
- Take care of yourself to stay well. Exercise, drink plenty of water, and eat a healthy diet.



Health and Safety Minutes

Grande Prairie Health and Safety Meeting - January 10th, 2013

3.0 STANDING ITEMS

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

Calgary : November 26, 2012 -

Staff was removing files from a file cabinet in a residence, placed their hand on side of drawer on the metal slider hinge. Made contact on a rough area on hinge resulting in a small cut on finger (slightly bigger than a paper cut).

Recommendations:

Review with staff the safe placement of hands when using file cabinets.

Regular inspections of cabinets for any hazards such as worn or pitted metal.

Injury Investigation Completed

December 5, 2012

Staff slipped on the icy road while in the community with a client, staff felt a rock under their shoe before the fall.

Staff was wearing a cleat type shoe (for walking on ice). Fall resulted in staff injuring their arm/shoulder.

Recommendations:

Staff to be aware of surrounding areas and take precautions when walking.

South: No current Injuries

Edmonton: November 7th, 2012 –

Staff was driving to a client appointment. Road conditions were very slippery and staff were unable to stop in time and their vehicle struck another vehicle.

Recommendations:

Adjust driving for road conditions i.e. speed and following distance.

Adjust travel plans (if possible) to avoid travel during extreme weather.

Take Mission Possible, "Winter driving" course through ICE.

Incident investigation to be completed.

Further Recommendations:

Take the transit if possible.

December 5th, 2012 –

Staff had been shoveling the driveway at the front of the home. They walked into the garage to get salt to apply to the walkway. The staff slipped on the wet floor of the garage and fell hurting their knee.

Recommendations:

Take action to control the slippery surface hazard of the garage floor (i.e. re-surface with textured top coat, use of rubber grip mats on traffic areas of garage). NOTE: all ICE programs should be checking for and addressing

slippery / smooth garage flooring concerns. Immediately clean up / removal of snow and melting ice from the floor of the garage

i.e. dripping from melting snow from vehicles (i.e. sweep snow outside, mop up the floor etc.)

Place a mat inside the entry of the garage for staff to clean snow/ice off their boots before entry.

Incident investigation to be completed.

Further Recommendations:

Store salt outside beside garage in plastic bin if possible. Put a "Caution" sign on garage door for slippery surface.

December 11th, 2012 –

Staff was exiting the home. Staff missed the last two steps of the stairs leading down to the front door in the house and hurt their toes and ankle.

Recommendations:

Use handrails at all times when on the stairs. Ensure staff are wearing the proper shoes (grips). Watch where you are stepping, don't rush. Keep stairs clear of property hazards. Ensure appropriate lighting is in place over stairs.

Incident investigation to be completed.

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

Calgary: No current Near Misses

South: No current Near Misses

Edmonton: None for review.

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

None to report.

3.3 - Evaluation of current Near Miss Incident Investigations:

None to report.

3.4 - Review of COR Audit and Action Items:

Reviewed pages 30 – 37.

No recommendations.

3.5 Review of Master Hazard Assessment and Control Document

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

Calgary - General Section Pg 14-20

Food Storage - No additional recommendations

Exposure to Raw Meat - Safe Work Practices- add do not utilize reusable shopping bags for transporting raw meat Use of Stove/Oven - Recommend that this section be named "Use of electric stove/oven" as gas stove/oven has its own section. Also recommend that under

Physical hazards -move injury due to pressurized systems (i.e. gas stove explosions) to Gas stove/oven section

South - Review of job type: Working with High Behaviors-pages 4-9 Physical Aggression & Sexual Behaviors-Is frequency this high (one or more times per day) in other regions as we do not have

this frequency in South. Should these hazards be separated?

Client missing in the Community: No additional recommendations.

Edmonton – Discussion focused on the previous meeting's recommendations for addition of Self Injurious Behaviors to Page 9 of the Working with High Behaviors Section of the HACD.

The group discussed:

1. Whether or not a separate section was needed for Self Injurious Behaviors?
2. What should be added to the sections for Associated Hazards?
3. What should be added to the section for Controls?

Recommendations:

1. A separate section was deemed unnecessary and would make the HACD longer with little benefit for use.

2. Associated Hazards: Biological Hazards – add additional examples (i.e. exposure to blood from client self injury scratches, cuts.)

3. Controls: Under Training – Revise "Client Specific Training" to "Client Specific Training i.e. Suicide Intervention, Autism, Depression, Bi-polar, Obsessive Compulsive Disorder etc."

Add: Training in Client Specific Protocols, Positive Approaches, Planned Positive Procedures and Planned Restrictive Procedures as applicable.

Add: Training in PDD Risk Assessments (as applicable to clients.)

Under Safe Work Practices – Add:

- Effective staff orientations for specific client supports.

• Involvement of external professional supports as necessary i.e. Counselors and other Mental Health Professionals.

Under Policies: Add:

2.3.11 Emergency Medical Situations

2.5.1 Behavior Management

Grande Prairie reviewed use of sharps, accessing community, cooking and food preparation. No further recommendations.

3.6 - Policy Review:

2.3.16 Community Rehabilitation-water temperature monitoring and Safe practices.

4.0 - OTHER BUSINESS

4.1 - ICE Page Health & Safety Article suggestions: Wild life contact, since there is a problem with deer coming closer into town every day, and walking on lawns of people's houses.

4.2 - Reviewed ICE page article regarding Preventing slips, trips and falls.

4.3- Resources handed out from H&S binder: "Stop Cooking fires before they happen!", "Fire Safety "Cooking oil & Grease Fires" and "7 steps to safe lifting".

4.4 -Training: CPI refresher Jan 25th , 2013

5.0 NEXT MEETING – February 14, 2013