

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.

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TIME SHEET HAND-IN

- **February 15th, 2018 –**
For all shifts worked between February 1st and February 15th.
- **February 28th, 2018–**
For all shifts worked between February 16th and February 28th.

UPCOMING MEETINGS:

- **HEALTH AND SAFETY MEETING**
– February 6th 2018 at 3:00 PM
- **RPAC MEETING–**
February 6th, 2018 at 1:30 PM

Ron

Ron is a kind, soft spoken gentleman who enjoys accessing the community to go bowling with his peers and attending special events being held in Calgary. Ron has been with ICE since November of 1999 and currently resides in a residential home and is also supported in the community and with employment preparation. Ron was employed for most of his life but recently took some time off from working. Ron has been using this time to learn about interests he has always wanted to explore. Ron has always been interested in computers and wanted to learn how

to use them. He expressed this one day to his staff Justin and from there it has been a journey of learning for Ron. With support from Justin, Ron began accessing community resources such as the Calgary Public Library. Each morning Ron and his staff would take the C-train downtown to the library. It began with simple steps slowly over this past year to help Ron build his confidence. The staff showed Ron he could trust him and was non judgmental and this helped Ron feel comfortable in the learning process. Ron went from not knowing how to turn on a computer to knowing how to access Indeed Jobs online and submit



resumes. Ron has gained a great deal of confidence and pride as a result of his achievements. This has allowed him to feel more independent and able to apply for jobs. Doing things that boost Ron's confidence is an incredibly effective support tool. Ron has grown so much over this past year and we are very proud of what he has accomplished.

Employee Spotlight



Justin Shumbusho has been an ICE employee since October 2016. Since day one Justin has shown his commitment and a keen desire to learn new skills. Justin began supporting Ron in November 2016 and they have been working together ever since. Justin is a very kind, positive, and caring man. He comes to work each day with a smile on his face and motivation to provide the best support possible to the individual he works with. Justin has role-modeled a positive, respectful attitude and this has really helped to motivate Ron. Great work Justin, keep it up!!!

Policy Review

**(Selected sections of ICE policies 2.3.15 and 3.3.4 are reproduced here, please refer to the Policy manual for the complete policies).*

2.3.15 COMMUNITY REHABILITATION-WATER TEMPERATURE MONITORING AND SAFE PRACTICES

Failure by the employee to perform water temperature monitoring and documentation as per the policies outlined below will warrant disciplinary action.

A Thermometers

Each residential home operated by I.C.E. will have two thermometers and an extra set of batteries. Support home operators are responsible for purchasing their own thermometer to monitor water temperatures. Specifications for thermometer type are provided by the program supervisor.

C. Temperatures

The overall facility acceptable water temperature (at the hot water tank) is not to exceed **49** degrees Celsius. If the overall facility water temperature is less than 45 degrees or greater than 49, water tanks are to be adjusted. Follow up will be required to achieve the acceptable water temperature. This temperature is measured at the kitchen plumbing fixture and the procedure is outlined below.

The hot water temperature at the bath/shower site is not to exceed **40** degrees Celsius. Any request to have a bath/shower temperature exceed the agency's acceptable temperature will only be considered if the client is independent in bathing/showering and must follow the procedure in **Policy 2.3.14 Community Rehabilitation – Bath/Shower Assist**.

F. Documentation

Residential programs operated by I.C.E.

Residential support staff will monitor the overall hot water temperature of their home **daily**. This is done by taking the temperature of flowing water from the kitchen plumbing fixture. Temperatures are documented on logs. Completed water temperature logs will be filed in the Daily Planner each month and a copy will be sent to the main office attached to the monthly safety inspection checklist.

During monthly safety inspections, random audits and EQAs extensive water temperature monitoring will be completed as part of the agency's preventative strategies for risk management. Water temperatures will be taken and documented at various sites in the home. Sites to be monitored will be the kitchen

plumbing fixture, potential bath/shower sites that the client is able to access and at any additional plumbing fixture that has a regulator. A list of sites that are to be monitored will be located in the orientation manual of each home.

G. Corrective Action

If the recorded temperature exceeds the standards cited above then follow the procedure listed below to lower the reading.

Turn down the hot water tank if accessible, re-take the reading and report to your supervisor. Your supervisor will instruct you as to whether a plumber needs to be contacted or household routines altered. When temperatures exceed the acceptable values by 5 degrees or more a GI will need to be completed and policies followed for this process.

Updated February 2016

3.3.4 MANDATORY EMPLOYEE / SUPPORT HOME OPERATOR TRAINING

- 4. Water temperature monitoring for bath/shower assists and of the overall home** training is mandatory for all field employees. Prior to employment, all employees must attend either an in-service (PET) or one to one training with their supervisor. All employees must pass the in-service written exam and be shadowed before being able to provide bath/shower assists. The shadow is to be administered annually there after in accordance to a general date for the agency which is February. Note that support home operators and their respite receive this training, must be shadowed, sign participation forms and be re-shadowed annually as above. **Refer to Policy 2.3.14 Community Rehabilitation-Bath/Shower Assist.**

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**

Health and Safety Meeting Minutes
January 11th, 2018

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

Calgary: Meeting minutes not available

Edmonton- (December 6, 2017 meeting minutes)

November 7th, 2017

While intoxicated a client lit a cigarette inside the program. Staff attempted to redirect client from the behaviour and reminded them of the protocols in place. The client became agitated and grabbed the staff. Staff was not injured.

Recommendations: Staff should avoid getting into a power struggle with clients who are agitated and intoxicated regarding smoking or other issues. If initial efforts at redirection do not work, wait and discuss the situation at a later/ better time. Monitor the client while they smoke and then ensure safe disposal of the cigarette.

Incident Investigation complete.

November 10th, 2017

While out in the community at a grocery store to get newspaper a client tried to also take magazines and became agitated when this was addressed by staff. Staff and client returned to the residence and the staff tried to address the store incident with them, the client became agitated again and threw a chair and hit a wall.

Recommendations: Follow PBI training and give the client sufficient time to calm down before attempting to discuss concerns with them. Choose a time when the client is calm and open to feedback. Review behavioral strategies with RPAC as necessary.

Incident investigation to be completed.

November 13th, 2017

When asked to clean their room, the client became agitated, entered the staff office and grabbed a ruler and threatened staff.

Recommendations: As per policy residential offices must be kept locked. Review policy with all staff on this team and follow up to ensure compliance. Review behavioral strategies for the client with RPAC.

Incident investigation completed.

November 20th, 2017

Staff was punched during an argument between two clients at breakfast time. Client tried to throw

the staff's shoes outside. Client threw a container of Lysol wipes at the staff. Police were called to the program

Recommendations:

Incident Investigation completed.

South: (December 13, 2017 meeting minutes)

December 6, 2017-

Client was overheard talking to guardian on the phone. As the conversation went on, the client's voice started increasing in volume and became more aggressive. Client came out of his room and asked for a PRN. SHO called coordinator and manager and client was given a PRN, however out of frustration threw his coffee pot, mug and phone. The phone hit the SHO wife on the leg. The client then went back to his room and continued talking to his guardian on the phone. The aggression in his voice continued until the phone call ended. A second PRN was administered. Client went into his room to calm down. Once calm, the client came out of his room and cleaned up the mess he made when throwing his coffee pot and mug.

Recommendations: Retraining for the SHO on PRN protocol, and to administer the PRN before client escalation. Retraining of CPI for SHO. Incident being reviewed through RPAC.

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

Calgary: Meeting minutes not available

South: (December 13, 2017 meeting minutes)

No Near Misses to Report

Edmonton: (December 6, 2017 meeting minutes)

November 29th, 2017

Near miss at the main Edmonton office. ATCO workers were jack hammering in the back parking lot and the associated building vibration caused a bathroom mirror to shake loose from its mounting screws. It fell off the wall and shattered. There was no one present during the incident. The incident and damage was reported to the landlord.

Recommendations: Addition to bi-monthly office inspection process, checks to ensure mirrors are securely mounted on the wall.

November 23rd, 2017

A Support Home Operator was shoveling/salting sidewalk during icy conditions they slipped and fell on the ice.

Recommendations: Boots may not be sufficient for extremely icy freeze/thaw conditions, purchase of ice grips is recommended. Sand/gravel may be necessary in addition to sidewalk salt to effectively control ice hazards. Put down sand/gravel in front of you as a base to stand on as you work out onto the walkway/ driveway. This is necessary to ensure traction and your own safety.

3.2 Evaluation of current Internal Incident Investiga-

tions for Injury, Health and Property Damage:

December 20, 2017

During a client agitation the client broke a glass. Staff was cleaning up the glass and received a small cut.

Recommendations: Glass dishes removed from program. As well staff should be using work gloves to clean up glass. Gloves purchased for all programs.

Incident Investigation Completed

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):

Reviewed pages 25-28

3.5 Review of Master Hazard Assessment and Control Document

Reviewed General Section

Ascending/descending stairs

Travel on wet/slippery surfaces (water, ice or snow) Travel around obstructions on floor.

Potential Exposure to Natural Disaster Events

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

Calgary: (meeting minutes)

Meeting minutes not available

South: (December 13, 2017 meeting minutes)

Reviewed pages 24-33 of the Site Specific Office Related Work Section

Edmonton: (December 6, 2017 meeting minutes)

Review of psychosocial hazards was continued for Pages 6-7 of the HACD

Policy Review:

2.3.14 Community Rehabilitation – Bath/Shower Assist

2.3.15 Community Rehabilitation – Water Temperature Monitoring and Safe Practices

4.0 OTHER BUSINESS—N/A

NEXT February 6, 2018 at 3:00 pm

Annual Bath / Shower Assist Shadows

As per policy, February is the month for all ICE staff to complete their annual water temperature shadows. Please arrange this with your immediate supervisor.

Supervisors are to complete a training participation form for each employee and submit to the office

Personnel department.

Please refer to Policy 2.3.14

Community Rehabilitation Bath/Shower Assist and Policy 3.3.4

Mandatory Employee Training)



February Training

PET (Pre-Employment Training)

February 20, 21, 22, 2018

9:30 AM—5:00 PM

PBI (Proactive Behaviour Intervention / Positive Behavior Supports)

February 23rd , 2018

9:30 AM – 5:00 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 and completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

Pedestrian Safety Considerations for Support Staff

It seems tragic news stories about pedestrian injuries and fatalities are appearing more frequently in our daily lives. Many times these stories even involve pedestrians crossing in designated crosswalks. Due to their disabilities our clients may lack judgment and/or the ability to determine actions required to keep them safe as a pedestrian. Many also face additional physiological challenges such as mobility difficulties, hearing and/or vision problems, sensory impairments, lack of impulse control etc. all which put them at higher risk. When you realize that a single error while crossing a street can have critical consequences our serious responsibilities as support staff become very clear.

Key requirements for ICE Staff:

- ⇒ Consistently model and teach clients the proper techniques for crossing the road safely according to bylaws and safety rules.
- ⇒ Don't just "do", while supporting clients in the community, actively talk with them about street safety and the ways they can make good pedestrian choices as they move about. Examples of good modelling and support include but are not limited to: crossing at marked crosswalks or traffic lights; staff walking along-side clients (not ahead or lagging behind); looking both ways; making sure drivers see you and that all lanes of traffic come to a complete stop before stepping out in front of vehicles, even when crossing in a crosswalk. The painted lines of a crosswalk cannot guarantee safety.
- ⇒ Follow all traffic laws. Do NOT break the law or complete unsafe actions while on shift (i.e. jay



walking, crossing from between parked cars, cross on a yellow or red light). ICE requires all employees to follow the laws of Alberta while on shift. Vulnerable and impressionable persons are watching you and what you do.

- ⇒ Keep away from road traffic as much as you can. A pedestrian will never win a conflict with a car, even if the pedestrian has the right of way. Stress to clients the importance of walking on the inside of the sidewalk or if there are no sidewalks, as far away from the travelled portion of the road as possible.

Remember, ICE employees are expected to lead by example. Our ICE clients are counting on you.



ICE THANK YOU CARD INCENTIVE WINNER

Yvonne Wanyana was thanked by her coordinator for taking extra care and effort for client safety during an extreme cold warning. Yvonne won board games. Your excellent client support is appreciated!

**ICE OFFICES WILL BE CLOSED
MONDAY FEBRUARY 19TH, 2018 FOR THE
FAMILY DAY CIVIC HOLIDAY**

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

