

ICE PAGE

NORTHWEST

ECAT

Employee & Client Assistance Team
780-512-3129

After office hours
Phone do not accept text messages— staff need to call ECAT.

INSIDE THIS

POLICY REVIEW	3
CET ARTICLE	5
HEALTH AND SAFETY MEETING MINUTES	6
OPEN HOUSE PICTURES	6

TIME SHEET HAND-IN

- **January 16th, 2017** – For all shifts worked between January 1st and January 15
- **January 31st, 2017** – For all shifts worked between January 16th and January 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING** – January 12th, 2017 at 3:00PM
- **RPAC MEETING** – January 3rd, 2017 at 1:30PM

Making it Happen!- Supporting Social Inclusion

William is originally from the Northwest Territories; he moved to Edmonton 13 years ago. He is a quiet and well-mannered young man whose long term goal is to live independently. New to services with ICE in May 2016, William started working right away to build his skills for making daily decisions, budgeting and managing his home. With some assistance from his ICE staff supports, he identified rental properties of interest to him and went to view them. He found an apartment of choice, completed the application process and moved in. William now maintains the cleanliness and orderliness of his home and takes a lot of pride in his residence.

William says the support he receives from ICE has helped open up many opportunities for him. He wanted to give back to his community by volunteering and so with a bit of assistance he explored the Edmonton volunteer website. William found some places of interest to him then completed their application processes; he was soon offered a volunteer placement completing meal preparation in the kitchen at the Hope Mission shelter one day a week. He was also interested in adding another volunteer position at the Society for Protection of Cruelty to Animals (SPCA) however, he ran into a barrier related to their training requirements. William remained undaunted, he still wanted to increase his volunteer hours, so he decided to approach his current volunteer placement about offering his time a second day each week and they welcomed the offer.

To expand his social connections, William expressed an interest in meeting other individuals from the north receiving services through ICE. His ICE supports then arranged for him to meet some of these persons for coffee. William enjoyed conversing with the others and was pleasantly surprised at the common interests they shared. He has since developed friendships with members of this group and enjoys inviting them over for visits. Another goal for William has been to increase his physical activity for the health benefits. To achieve this, William and ICE staff sat down together and



explored the variety of opportunities available to him through the City of Edmonton using their leisure booklet. William identified that he had never ridden a bicycle but really wanted to. He and his supports explored this further and priced out new and used bikes and helmets. Now William is the proud owner of his own bike! Because safety is an important part of riding a bicycle, William and his ICE supports then went on line and studied safe biking requirements. This summer, William was able to enjoy

riding the biking trails of Edmonton's beautiful river valley and he looks forward to more cycling in the future.

William has many interests. He is keen about fishing, which is part of his background and cultural heritage. ICE connected William with Alberta Fish and Wildlife where he obtained his fishing license and Wildlife Identification Number (WIN) card. With staff support and accompanied by some of his new friends from the north, William has been on numerous expeditions exploring options for trout fishing in and around the Edmonton area. He looks forward to ice fishing this winter. William has also decided to learn to ice skate so ICE staff have been assisting him to connect with local indoor and outdoor ice rinks. He recently decided to sign up for skating lessons and looks forward to meeting people who share this interest through the classes. All of these new opportunities have provided William opportunities to develop his social skills and build valued connections within the Edmonton community.

William has developed many new skills since coming to ICE and continues to do so with all his hard work, dedication and focus to succeed. His road to becoming fully independent is definitely heading in the right direction. Congratulations, William!



Employee Spotlight

Jimmy Kayonga started with ICE in October, 2014. He has a nurturing nature and a strong desire to see the individuals he supports succeed. Jimmy is empathetic and patient and he naturally creates a sense of calm and trust. He has a realistic outlook, encourages self-sufficiency, and recognizes the abilities of his clients while still providing necessary individualized and appropriate supports.
Great Job Jimmy!

President's Annual Open House Address

One of the highlights of our operations is our strong commitment to assisting the people we serve to advance towards their goals and outcomes. In order to do that, we need motivated staff, support home operators and management.

All staff and support home operators providing direct supports as well as all supervisors, managers, and administration staff are directly responsible for safe working conditions. People need to feel safe on the job.

ICE voluntarily participates in an annual audit to evaluate our employee health and safety processes through the Certificate of Recognition (C.O.R.) program.

Each year, a thorough audit of our Health and Safety systems is completed. We have been involved in the program for many years. Many of you have participated in the annual audits.

Our results remain positive.

To achieve those positive results, our staff



and support home operators need to understand our Health and Safety program and specifically their responsibility towards maintaining safe work environments as per ICE policy and Occupational Health and Safety legislation.

The 2016 COR audit results will be shared with everyone in the New Year.

It's extremely important that each staff member is aware of the audit action plan and take the necessary steps toward continued improvement.

Employees & Support home operators need to feel safe and supported in their work. They need to know how important it is to identify hazards in the workplace, address those hazards, and report the hazards to a supervisor.

Internally and on a regular basis, formal inspections are completed including random inspections, monthly safety inspections, EQA's,

ICE invites public health and the fire department to our residential programs for safety inspections. The results are shared with staff and areas of concern are addressed.

Going forward, my message to all staff and support home operators is to be aware of the Health and Safety policy and continue to be diligent in your reporting practices.

Policy Review

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.

In homes operated by I.C.E. (residential, support homes and respite homes) **where all clients do not require a bath/shower assist** the overall facility water temperature will still be monitored and hot water tanks are to be turned down to an acceptable level so the temperature **will not exceed 49 degrees Celsius**. If providing nonresidential services the employee is not able to monitor or control the overall facility water temperature but must follow Policy 2.3.14 for approved bath/shower assists.

Monitoring Water Temperature – Overall Home

- Run the kitchen hot water faucet for 30-60 seconds.
- Measure the temperature of the water. To do this place the supplied digital thermometer into the flowing water from the faucet.
- Temperature must not exceed 49 degrees Celsius.
- Record temperature in logs located on the inside of a kitchen cabinet
- If temperature exceeds 49 degrees Celsius turn down the hot water tank. Turn on the kitchen sink hot water tap and run it for a few minutes to deplete current hot water supply. Retake the temperature in 2 hours and record.
- *If you are having difficulty reaching this temperature level, contact your immediate supervisor.*

Monitoring Water Temperature – Bath/shower sites

- Run the bath/shower hot water faucet for 30 – 60 seconds.
- Measure the temperature of the water. To do this place the supplied digital thermometer into the flowing water from the faucet. For a shower put the thermometer into a container and then place this into the water spray of the shower. Measure the water temperature maintaining the placement of the container under the water spray of the shower.
- Temperature must not exceed 40 degrees Celsius.
- Record temperature in logs located at the bath / shower site.
- If temperature exceeds 40 degrees Celsius turn down the hot water tank. Turn on the hot water tap and run it for a few minutes to deplete current hot water supply. Retake the temperature in 2 hours and record.
- *If you are having difficulty reaching this temperature level, contact your immediate supervisor.*

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.

Support Home Operators

The support home operator will monitor the overall hot water temperature of their home **and** at potential bath/shower sites **weekly** and document their findings on logs. I.C.E. will provide the operator with the water temperature logs that will be required. These logs will be attached to the monthly support home operator checklist. The SHO also completes their Monthly Safety Checklist which includes water temperature monitoring. In addition, the I.C.E. employee monitoring service will take and document the water temperature of the home and at all potential bath/shower sites on their monthly visit and document their finding on the monthly support home operator checklist. At the onset of service and annually thereafter the water temperature of the home and at bath/shower sites will also be recorded on the initial/annual support home operator checklist.

Support home Operator Respite

Respite operators will monitor **daily** water temperatures of the facility **and** at potential bath/shower sites while the client is in respite service.

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.

OFFICE CLOSURE

The office will be closed on January 2nd, 2017 for the New Years' Holiday

Please contact ECAT on this day.

\$100.00 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!



Maude Nadon was thanked by her coordinator for her willingness and flexibility in generously picking up multiple shifts. Her dedication and efforts are greatly appreciated! Great work! Maude won a Sweets Gift Basket

Training

PET (Pre-Employment Training)

January 17th, 18th & 19th , 2017
9:00AM-5:00PM

As described on the ICE website

PBI (Proactive Behaviour Intervention)

January 20th, 2017
9:00AM-5:00PM

As described on the ICE website

Mental Health First Aide

January 11th & 12th , 2017
9:00AM-5:00PM

As described on the ICE website

CREATING EXCELLENCE TOGETHER

Creating Excellence Together Standards 3 and 15: Relationships

Standard 3 of the Quality of Life and Standard 15 of the Quality of Service Discusses “Relationships.” The Quality of Service Standard 15 is about how staff support the client or individual with his or her relationships. The standard has 6 indicators as part of level 1 with questions to explore with each indicator. In addition, there are two level 2 indicators.

Level 1 Indicators

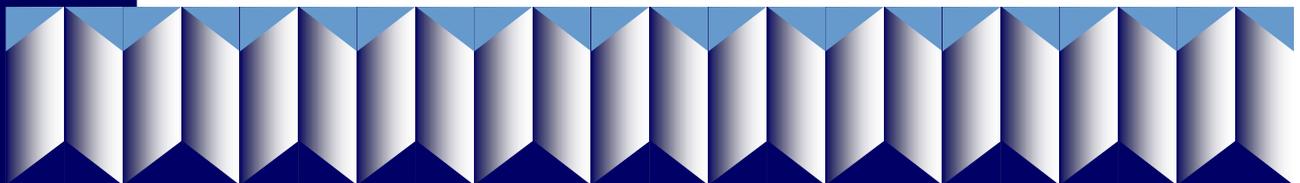
1. **Staff support the individual to visit with his friends or family members as appropriate.** How do you support the individual to spend time with friends of family, if they choose?
2. **Staff support the individual to meet new people and support and facilitate the development of positive relationships with family and friends.** Who does the individual have relationships with and in what ways do you feel that these relationships are positive and healthy? How do you help the individual with barriers that might limit their ability to make and keep friends? For example, booking DATS or accompanying them to meet with his friends.
3. **Staff support the individual to deal with harmful relationships or the consequences of a relationship that involves risk.** What supports has the individual been able to access in the areas of dignity, risk and choice with regards to their relationships? Can you provide an example of how you supported an individual to deal with a harmful relationship? For example, you may talk to the individual regarding healthy relationships.
4. **Staff support the individual to cultivate natural supports.** How do you as staff help the individual to develop friendship outside of just you as paid supports or her network of friends or family. For example, helping the individual to make connections with neighbours or going

to activities of interest (art classes) in his or her community.

5. **Staff support the individual to access generic services that give opportunities to develop friendships with like-minded people.** What are some activities or place the individual attends that are not sponsored by the service provider? For example, attending Special Olympics or sports events, clubs, or hobbies. How is the individual supported to explore and access generic services in the community? For example, shopping for groceries or clothing.

Level 2 indicators:

1. **Staff Support the individual to develop safe close or intimate relationships.** How are you able to support the individual to maintain close or intimate relationships in a safe manner? For example, offering clients to attend a Health Relationships Course offered at the ICE office or discussing boundary issues with the individual.
2. **Staff are trained in creating opportunities for the individual to establish connections in the community.** What training do you receive around creating opportunities for the individual to establish natural supports or to be socially included in the community? As part of Pre-Employment Training, all staff receive Social Inclusion Training, which discusses the ideas of social inclusion and natural supports and how to go about providing supports in these areas to individuals we support.



Health and Safety Meeting Minutes

INDEPENDENT COUNSELLING ENTERPRISES

Health and Safety Committee Meeting Minutes

December 8th, 2016

Northwest

STANDING ITEMS

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

December 4th, 2016

Staff was attempting to remove the drain plug following a bath assist. The client became agitated and attempted to hit staff. While avoiding the strike, staff lost their balance which resulted in an injury.

Recommendations: Replace the drain plug with one with a chain to facilitate safer removal. All staff are to be trained on a safe bathing technique specific to the client.

Incident Investigation will be completed.

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

No current Near Miss Incidents to review.

3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations):

Reviewed 8.1-8.10

8.1 a) Is there a system to ensure health and safety issues are communicated with employees? 15/15

8.1 b) Is there a system to ensure feedback on health and safety issues (is received) from employees? 15/15

8.1 c) Is there a system to ensure follow-up on health and safety issues? 15/1

8.2 Does the employer have a system to control contractor health and safety? 5/5

8.3 Does management participate in the planned health and safety meetings? 5/5

8.4 Are records of health and safety meetings kept? 10/10

8.5 Are records pertaining to the organization's health and safety system kept for a minimum three-year period? 10/10

8.6 Are health and safety statistics maintained? 10/10

8.7 Are records for statistics analyzed to identify trends and needs? 10/10

8.8 Is the health and safety system evaluated at least annually through the use of an audit process? 5/5

8.9 Has an action plan been developed as a result of the previous audit? 10/10

8.10 Has the action plan been implemented? 12/15
Review of Master Hazard Assessment and Control Document

Reviewed the HACD. Pages 30 - 37.

Use of Dishwasher – No recommendations.

Bed Making – No recommendations.

Washing/Mopping Floors – No recommendations.

Vacuuming – No recommendations.

Laundry Tasks – No recommendations.

Garbage Handling and Disposal – No recommendations.

Other regions review & recommendations and regional response to recommendations:

Calgary: (November 17th, 2016 meeting minutes)

Tabled until the next meeting.

South: (November 8th, 2016 meeting minutes)

Reviewed Pages 45 - 48

Seasonal Events – No recommendations.

Snow Shoveling – Recommend changing frequency from a 2 to a 3 as during winter this may need to be done several times a day.

Medication Administration – No recommendations

Blood Glucose Testing – No recommendations

Edmonton: (November 2nd, 2016 meeting minutes)

Tabled until the next meeting.

3.5 Policy Review:

Policy Review – 2.3.9 Infection Control and Cross Contamination

4.0 OTHER BUSINESS

NEXT January 12th, 2017 at 3:00 pm

ICE Open House Awards



10 YEAR SERVICE AWARDS

George Sukkau



PRESIDENT'S ADDRESS

Geneve Fausak



VICE-PRESIDENT'S ADDRESS

Michael Rutherford



REGIONAL MANAGER'S SPEECH

Christina Hunter



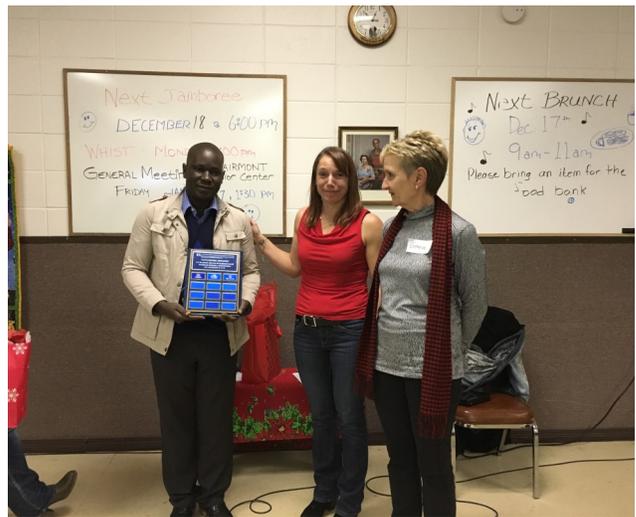
HEALTH AND SAFETY AWARD

Natasha Layton



COMMUNITY CAPACITY BUILDING AWARD

Denis Therrien



OUTSTANDING EMPLOYEE

Deo Selwanga



Junilyn Villanueva

Across five regions of Alberta ICE employees provide excellent service. Supervisors, co-workers, clients, family members and managers are encouraged to formally recognize ICE employees who go “above and beyond” in their duties by filling out a special “Thank You” card available from any ICE office. The completed cards are entered in a draw box in each region’s main office and cards are drawn each month for great prizes.

Each year in December, ICE employees who have received a minimum of three Thank you cards (from different sources) have their names entered into a special province wide draw for a \$1000.00 cash prize.

The 2016 provincial incentive draw winner was Junilyn Villanueva of Edmonton.
Congratulations, Junilyn !

2016 COR Audit Results

ICE has now received the results of our 2016 Certificate of Recognition (COR) internal audit as approved by the Continuing Care Safety Association.

Our Agency achieved 98%!

Copies of the 2016 COR audit report are now being distributed internally. The report will be available for review by all ICE employees in the Health and Safety binders at ICE offices and residential programs.

Implementation plans are already underway for the agency to address the recommendations for improvement as provided in the 2016 report.

Thank you everyone for your excellent efforts and ongoing commitment to Health and Safety at ICE!