

# ICE PAGE

**NORTHWEST**

## Making it Happen!- Supporting Social Inclusion

### 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

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

### UPCOMING:

- **HEALTH AND SAFETY MEETING**  
July 3rd, 2018 at 3:00 PM
- **RPAC MEETING**  
July 3rd, 2018 at 1:30 PM

### EMJAY

Emjay is a new client with ICE in Lethbridge. She joined the ICE community in January of 2018. In her short time with us, Emjay has shown herself to be a talented and motivated young woman. ICE staff supporting Emjay have worked with her to establish great connections in the community and to become involved and energetic in her daily activities.

One of Emjay’s goals when she started services was to secure a volunteer position, she has been more than successful with three current volunteer placements. She volunteers at the Sunny South Lodge where she socializes and plays games with seniors, the Nature Centre where she spots wildlife and greets visitors and the Humane Society where she walks the dogs.



**Emjay making her first speech at her Toastmaster’s Club.**

Emjay is motivated to keep both her mind and body active. To keep physically fit she plays racquetball and basketball at the YMCA. To engage her mind she participates in Toastmasters and recently gave her first speech. Emjay has a love of

music and has also begun learning to play the guitar. Emjay is interested in even more activities so she is looking at joining cooking classes, as well as art and photography classes. Recently Emjay attended the LG Barnes Women’s Retreat camp which she enjoyed very much.

Emjay came to the Lethbridge area from Calgary and at first was unsure about living in a smaller community. After several months she has become involved and active in Lethbridge. Her ICE support staff have helped Emjay develop a program that is diverse and really lets her build on her strengths. The staff say that Emjay makes it easy, stating that they love her energy and personality!

We look forward to the many great things this vibrant young woman will accomplish!

### Employee Spotlight



**Shelby Hippard** - Shelby has been an ICE employee for a short six months but she has done wonderful things in her time with ICE. She has great relationships with her clients and supports them with enthusiasm to achieve their goals!

Her favorite thing about working in this field is supporting individuals to have a voice and encouraging and empowering people to live a life they choose. Shelby has been a great addition to the ICE Lethbridge team!

## POLICY REVIEW

Excerpts from Policy 2.4.1 are included here.  
*Please refer to the ICE Policy Manual for the full policy.*

### 2.4.1 GUIDELINES FOR PLANNING ACTIVITIES

1. Independent Counselling Enterprises activities are planned to be effective as well as safe in their operation.
2. General guidelines apply in planning activities:
  - Involve the client in planning activities;
  - Consider the client's abilities and interests in relation to the activity;
  - Consider the client's likely level of safety and well being while participating in the activity;
  - Determine the relationship of the activity to the client's cultural and religious heritage; Ensure the activity fits in with other scheduled activities and daily routines;
  - Ensure activities are age-appropriate;
  - Plan the activity in incremental steps (i.e.: putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition; Address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities; Arrange an appropriate meeting place. Have phone numbers and other information

available ahead of time; All group activities require supervisor review and approval before they take place; In the event of an emergency (i.e. accident or injury) employees are to ensure they have all emergency contact names/phone-numbers including their supervisor and ECAT/911 to call for immediate assistance

**(see Policy 2.7.3 Critical & General Reporting Incidents & Policy 3.3.6 ECAT Supervision)**

3. Aquatic activities must include the following precautions:
  - The presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
  - In circumstances where I.C.E. clients have access to private pool facilities through their residence a pool safety protocol (**refer to the Master Document Binder**) will be developed, reviewed, and signed off by the client, guardian, and I.C.E. staff, a copy of the protocol will be filed in the client green file;
  - Use of a safety floatation jacket by all participants in a raft, boat or canoe;
  - Constant and direct supervision of clients during all activities around water.

**ICE OFFICES WILL BE CLOSED  
MONDAY, JULY 2nd FOR CANADA 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**

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

<a href="https://www.canada.ca/en/health-canada.html">https://www.canada.ca/en/health-canada.html</a>	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.
<a href="http://www.ccohs.ca">www.ccohs.ca</a>	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.
<a href="https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957">https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957</a>	Linking Albertans to a wide range of health information and service options.
<a href="https://work.alberta.ca/occupational-health-safety.html">https://work.alberta.ca/occupational-health-safety.html</a>  <a href="https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws">https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws</a>  <a href="https://work.alberta.ca/occupational-health-safety/resources.html">https://work.alberta.ca/occupational-health-safety/resources.html</a>	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



### Occupational Health and Safety Updates

#### Alberta Occupational Health and Safety

#### Law has recently been updated.

The following worker rights are now included in both Alberta Legislation and Canadian Occupational Health and Safety (OHS) Law.

#### ⇒ Right to Know

⇒ The Right to Know includes:

- Being informed of hazards and controls associated with work at the work site.
- Adequate training in all matters necessary to protect their health and safety. Training must occur before a worker starts a work activity; does a new work activity; uses new equipment; performs a new process; is moved to a new area or work site.

#### ⇒ Right to Participate

- Legislation now guarantees workers the right to consult and cooperate with their Employer on Health and Safety matters that affect them and outlines the requirements for representation. Health and Safety Representatives, in cooperation with the employer, perform the same duties with necessary modifications.
- Duties of worker health and safety committee members/ representatives include:
  - \* Receiving health and safety concerns from other workers,
  - \* Participating in Hazard identification,
  - \* Assisting to develop and implement protective safety measures (and follow up)

- \* Receiving education & information related to OHS
- \* Implementing OHS recommendations (along with the employer)
- \* Completing Workplace inspections (at least quarterly),
- \* Participation in Incident Investigations (serious incidents),
- \* Maintaining records of activities and meetings.

#### ⇒ Right to Refuse Dangerous Work

Workers have the right to refuse work that could:

- Endanger the worker,
- Endanger another worker,
- Endanger another person (visitor, contractor, member of the public etc.)

This right is based on the worker having reasonable grounds to believe the work is dangerous or that there is a dangerous condition at the worksite (and the controls are inadequate).

- Workers are required to protect themselves and others at or in the vicinity of the work site.
- Exercise their OHS rights and duties without fear of reprisal.

#### ⇒ Workers now have protection from Harassment and Violence under the Act.

Workers are to be provided training including:

Recognition of violence and harassment, Policies, procedures and controls in place to eliminate or mitigate risks, Response procedures (how to get assistance), Procedures for reporting, investigating and documenting.

*Source: Continuing Care Safety Association, Bill 30: Act to Protect the Health and Wellbeing of Working Albertans*



## 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.



## \$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



### Hillary Ayaba

Hillary received a Thank You card from his Coordinator for working hard with all his clients to ensure their health and happiness and always being willing to help out in other programs. Hillary won a Picnic Cooler. **Thank you for contributing to client health and happiness at ICE!**

## TRAINING

### Workplace Violence Harassment & Bullying

July 10th, 2018

9:30 am—12 noon

*This is a new workshop. It will inform staff what workplace violence, harassment and bullying looks like and how to deal with it when or if it happens.*

### CPI (Crisis Prevention Intervention)

July 11th, 2018

9:00 am -5:00 pm

*As described on the ICE website*

### PET (Pre-Employment Training)

July 17th – 19th, 2018

9:30 am -5:00 pm

*As described on the ICE website*

### PBI (Proactive Behaviour Intervention)

July 20th, 2018

9:30 am -5:00 pm

*As described on the ICE website*

## Health and Safety Meeting Northwest, June 13, 2018

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

**Calgary:** (May 24, 2018  
meeting minutes)

**April 2, 2018** - Staff was seated in the living room assisting client cut wool for her rug hooking. Client's 2 cats were playing and suddenly one of the cats jump onto staff's lap which resulted in 4 scratches on staff's leg and staff completed first aid.

**Recommendations:** Ensure regular nail care is completed on cats either by client or professional grooming company, recommend pets are kept away from staff when using yarn as this may attract the cats. Suggest to client to purchase nail covers on cat's nails. Encourage staff to wear long pants or put blanket on legs as a barrier to cat scratches.

#### Incident Investigation Completed

**April 26, 2018** - Staff was assisting client (using approved transfer belt) to the toilet. Client stumbled forward, staff had hands on transfer belt and managed to pull the client back stopping him from falling forward. From this action staff felt pain in shoulders and lower back.

**Recommendations:** Review with staff proper use of transfer belt, review with staff policy on lifts and transfers. Client to be assessed by Occupational Therapist as client's needs and stability are changing.

#### Incident Investigation Completed

**Edmonton-** (May 2, 2018  
meeting minutes)

**April 4, 2018** Staff was supporting a client with mental health challenges. The client was verbalizing statements that suggested they may be experiencing hallucinations. When a roommate entered the area the client, went to try to strike them. Staff redirected the roommate to safety and the client turned and struck the staff on the back. The client was shouting and agitated but given space calmed down after 30 minutes. An appointment was made immediately with a medical professional for follow up for the client in relation to recent medication changes and changes in behavior.

#### Incident Investigation to be completed.

**Recommendations:** Review of PBI strategies with the employee (i.e. do not turn your back on an agitated individual, monitor them visually so you may block an attempt to strike.) Document carefully and keep medical professionals informed of observed changes in client health/ behavior in relation to medication changes.

**April 7<sup>th</sup>, 2018**, Staff was cleaning the stove. They had lifted the burners and were cleaning the area underneath these when they caught a sharp edge and cut a finger. Staff applied first aid. ECAT and medical aid were contacted after the incident.

#### Incident Investigation to be completed.

**Recommendations:** Observe the area to be cleaned carefully for hazards (sharp edges) before starting the task. Use engineering controls such as a cleaning brush, wear PPE such as gloves to protect hands from cleaning agents and surface hazards. In Canada, most people have had shots to prevent tetanus. Persons experiencing cuts and scrapes who have never been immunized or haven't had a booster in the last 10 years are encouraged to see a medical professional to ensure their protection.

**April 12, 2018**, Staff was bending down and putting on their shoes when they felt a sharp pain in their wrist.

#### Incident Investigation to be completed.

**Recommendations:** Select and wear shoes that are not difficult to get on. Use a safe ergonomic position to put shoes on and if necessary for position or balance, sit during the process. A shoe horn is a helpful tool that may guide feet into shoes so less pulling is required.

**South:** (May 9, 2018 meeting minutes)

**May 1, 2018** – Staff tried to get a client to go to a scheduled activity but the client refused. Staff did not press the issue and did not get into a power struggle with the client. The client indicated they would like to have a bath so staff proceeded to go into the bathroom to fill the tub. Client appeared calm, showing no outward signs they were upset, however when staff was getting the bath ready the client entered the bathroom and pushed the staff against the door.

**Recommendations:** Continue RPAC involvement with the client. Staff to review client Positive Approaches and Risk Assessment as well as CPI/PBI strategies.

#### Incident Investigation to be completed.

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

**Calgary:** (May 24, 2018  
meeting minutes)

**April 20, 2018** - Client and staff arrived at movie theater and found it closed. Staff suggested walking to nearby restaurant to wait and eat lunch until theater opened. After 5 minutes of walking, client stopped and started stomping feet. Staff stopped and waited. After a few minutes staff showed client her arm to help support her walking. Client then grabbed onto staff's neck and began pinching staff. Staff stepped away. Client then grabbed staff's arm and started scratching staff. Staff then gave client space. Client escalated, staff tried to redirect client by asking if she would like to sit

down at a children's play place. Client then grabbed staff's arm again and started scratching. Staff gave space to allow client to calm down and client was picked up by guardians. Staff informed that no injury occurred with the scratching/pinching.

**Recommendations:** Review with RPAC for support. Ensure staff is aware of business hours of different activities and have referred activities available if there is a change in routine. Ensure staff is aware of client's needs and triggers (i.e. change in routine, overstimulating environments.) Review with staff PBI. Client now has a loaner wheelchair that will be used when out in the community.

#### **Near Miss Investigation Completed**

**April 30, 2018** - While client was getting ready for bed, staff saw a pair of drinking glasses in client's room, removed them and put them in dishwasher. Client took a pair of drinking glasses back into her bedroom. Staff explained that the glasses belong inside the dishwasher as they were dirty. Client immediately escalated towards staff, threatening to get staff into trouble and raising her voice. Staff engaged L stance and kept safe distance as client tried to corner staff and hit him. Staff went to use the house phone to contact ECAT, client disconnected both phones, went to her bedroom slamming the door and cooled down.

**Recommendations:** Remind staff to not engage in power struggles with client, especially during bedtime routines as during this time client is more likely to become easily agitated. Have client more involved in cleaning her room, develop a cleaning schedule. Wait to call ECAT as calling during an escalation can agitate client more and jeopardize staff safety (i.e. disconnecting phone).

#### **Near Miss Investigation Completed**

**South:** (May 9, 2018 meeting minutes)

No Near Misses to Report

**Edmonton:** (May 2, 2018 meeting minutes)

No Near Misses to Report

### **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):

Reviewed COR Action Plan project items

### **3.5 Review of Master Hazard Assessment and Control Document**

Discussed addition of sections to Appendix A as per the COR action plan Element 3-1.

Self Care, Safety in the Community for both staff and community members, Understanding Mental Illness, Considerations for Safe Handling of Medical Cannabis products, Fentanyl Training

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

**Calgary:** (April 19, 2018 meeting minutes)

Reviewed Pages 6 – 13

Meetings / Communication: no additional recommendations, Driving: no additional recommendations, Driving with Clients: no additional recommendations, Use of Public Transit: recommend adding under biological – exposure to bed bugs/lice (with a lower probability). Also recommend to add use hand sanitizer.

**South:** (May 9, 2018 meeting minutes)

The Committee reviewed Appendix A from the Health and Safety Binder and put forward additional ideas including ways to improve employee mental health and critical incident debriefing information.

**Edmonton:** (May 2, 2018 meeting minutes)

Review of COR Action Plan item: 3-1 Addition of 5 information sections specifying Safe Work Practices to the Appendix-A section of the Master Hazard Assessment and Control Document. The group reviewed information/ ideas collected from the South and Calgary Health and Safety Committees. (Refer to table in section 3.4).

### **3.6 Policy Review: 3.8.6 Dress, Hygiene and Grooming.**

### **4.0 OTHER BUSINESS — N/A**

## **PAYROLL NEWS:**

**Canada Day** is a statutory holiday in **Alberta**, which is a paid general holiday for employees who are eligible.



**Canada Day** is on **July 1** every year except when it falls on a Sunday, then it's on **July 2**.

Please refer to:

**Alberta general holidays | Alberta.ca**

<https://www.alberta.ca/alberta-general-holidays.aspx>