

ECAT

Employee & Client Assistance Team
780-461-7236

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

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TIME SHEET HAND-IN

- **March 15 2019**- For all shifts worked between March 1st and March 15th.
- **April 1st 2019**-For all shifts worked between March 16th and March 31st

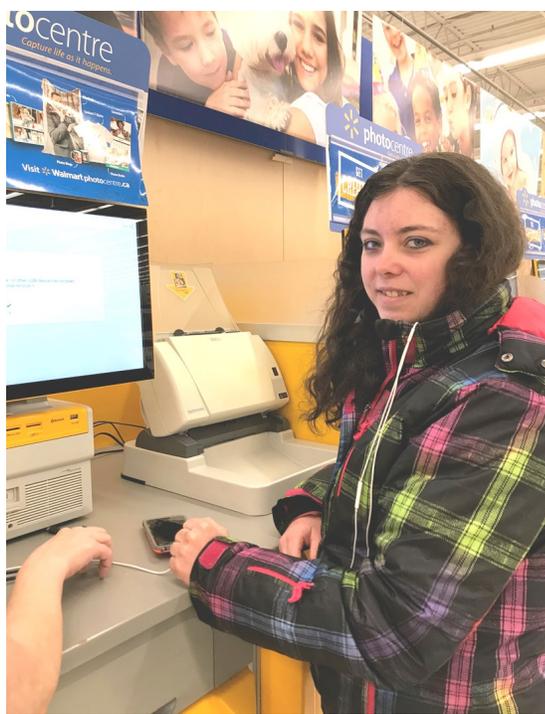
UPCOMING:

- **HEALTH AND SAFETY MEETING**
- March 5th 2019 at 10:00 AM
- **RPAC MEETING**-
March 5th 2019 at 1:30PM

ICE PAGE



Making it Happen!- Supporting Social Inclusion



Rae Ann.

Rae Ann is an energetic and personable young woman who has recently graduated high school. Rae Ann has many friends and takes part in many social gatherings the city has to offer. She enjoys riding horses, basketball, and watching the Mud Bogs at the Savanna Fair every summer. Transitioning to adult community support services, Rae Ann was nervous. A meeting was held and Rae Ann decided to have ICE help her to make

additional social connections in her community and to help her become more physically active. Rae Ann also expressed interest in developing skills for employment and independent living.

First ICE set out to match Rae Ann with an ICE support staff that would help her to feel confident and comfortable. Rae Ann was introduced to Jackie and they hit it right off. ICE then gathered information on activities Rae Ann would like to get involved in. Both Rae Ann and Jackie share an interest in yoga and swimming. Rae Ann rides at the Peace Area Riding for the Disabled Society (PARDS) twice a week.

Since starting services with ICE, Rae Ann has attended a course to help her prepare for her Learners Driver's license and one for pre-employment skills. Jackie helps Rae Ann with budgeting for groceries and other day to day life skills tasks. Rae Ann is making many new connections in the community through the various programs and activities she participates in. Rae Ann is working at Earls three times a week during the evenings and she is now currently seeking day time employment. Congratulations, Rae Ann! It sounds like you are well on your way to achieving your goals.

Employee Spotlight



Jackie Koponen

Jackie is a very supportive and caring woman that enjoys spending time with ICE clients. Currently Jackie is the main support staff for Rae Ann. Jackie loves her work. Thank you so much!

IMPORTANT TIME CHANGE REMINDER

CLOCKS
"SPRING" AHEAD
ON
SUNDAY MARCH
10TH, 2019
@ 3 AM



Policy Review

2.7.3 CRITICAL AND GENERAL INCIDENTS

(Sections of 2.7.3 are included here. Please refer to the Policy Manual for the complete policy.)

1. A reportable incident is considered to be any event or series of events, real or alleged, that is or has the potential to be life threatening/cause injury. The incident may result in criminal charges, police involvement, legal action, medical intervention and/or further investigation by outside authorities. As a result, the circumstances must be formally documented to ensure the situation is addressed properly. The agency has two types of incident categories: **Critical and General**. Both types require documentation and internal (i.e. I.C.E.) follow up. A **Critical Incident**, in addition to the formal follow up, may be reported to outside sources for external review and/or further investigation. Outside sources may include the funding source for client care, police, and Protection for Persons in Care. Note: all abuse allegations must follow I.C.E. policy (**refer to Policy 2.6.3 Client Abuse**). A critical incident involving an employee may need to be reported to WCB or Occupational Health and Safety.

2. A critical incident is an unexpected and unusual occurrence of major concern involving death, serious injury or risk to safety or well-being. It can involve a client, employee or a community member. Examples of **Critical Incidents (CI)** include but are not limited to:

- client missing or unknown whereabouts/(AWOL)
- serious injury accident or illness (client/employee)
- allegations of client abuse
- allegation of workplace harassment, bullying or violence

3. A general incident is an incident/situation that deviates from agency policy/practice involving a client, employee, or a community member. Examples of **General Incident (GI)** include but are not limited to:

- change in overall client health that does not require emergency medical intervention i.e. cough/cold/vomiting
- client verbal/emotional escalation resulting in the employee using de-escalation strategies
- medication error
- environmental hazards i.e. caught out in a storm/flooding in streets/roadway, excessive smoke
- near miss (per **Policy 3.5.6 Investigations of Internal Incidents/Near Misses**).



When a reportable incident occurs, these steps are to be followed:

- Ensure the immediate safety of the client and yourself;
- If necessary, immediately contact the appropriate emergency authorities: (911, poison centre, pharmacy, etc.);
- Contact your supervisor or the ECAT supervisor immediately by phone;
- The supervisor will provide the employee with direction and contact the appropriate I.C.E. personnel to facilitate follow-up;
- Depending on the severity of the incident (i.e. criminal activity, assault / severe escalation of behaviour that is outside the normal realm of the client's behavioural pattern), appropriate I.C.E. personnel will contact the guardian to apprise them of the situation and/or arrange a meeting to discuss the incident and plan follow-up. This will ensure informed consent should further interventions be required;
- The employee will document the incident on the correct reporting incident form. This will either be a Critical Incident Report Form or a General Incident Report Form (see definitions point #2 and point #3);
- Should the incident involve an employee injury or near miss the employee will be required to complete further documentation as per **Policy 3.5.6 Investigations of Internal Incidents/Near Misses**.

The completed incident report will be submitted to the office within 24 hours. If faxing the form, ensure the intended recipient is stipulated on the fax.

Updated February 2019

Referral Incentive

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 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

ICE THANK YOU CARD INCENTIVE WINNER



Joy Bautista received a thank you card from her coordinator for assisting with coverage and always displaying a positive professional attitude. Joy received a coffee collection with flavored coffees, mug and French press. Good Job!

Training

PET (Pre-Employment Training)

March 5-7, 2019

9:30AM

PBI (Proactive Behaviour Intervention)

TBA

As described on the ICE website



HURT AT WORK?

Employees and 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 and procedures.

While not all injuries are reportable to WCB, all **injuries and work related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow up may be completed for the safety of all parties.**

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

<https://www.canada.ca/en/health-canada.html>

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.

<https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957>

Linking Albertans to a wide range of health information and service options.

<https://work.alberta.ca/occupational-health-safety.html>

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

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

<https://work.alberta.ca/occupational-health-safety/resources.html>

Health and Safety Meeting Minutes

3.0 STANDING ITEMS

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

Edmonton- (January 9, 2019 meeting minutes)

December 31, 2018

Manager received a call from the TC of the program stating that the life line was pushed. TC stated that the client had refused his morning medication and became verbally and physically (pushing) aggressive with staff. The client then went in his room and took down the smoke alarm and threw it on the floor and left the apartment. Upon the client's return the police were waiting for him. They told him that he cannot be verbally or physically abusive towards staff or he will be arrested. The client stated he would keep the peace with staff. Police remained while staff administered medication as per the client's Community Treatment Order. The smoke alarm was put back up and checked to ensure that it was functional.

Recommendations: Review PBI and client's Positive Approach strategies with employees, including maintaining safe personal space. Continue to consult with psychiatrist and RPAC.

South: (November 13 and December 11, 2018 meeting minutes)

November 21, 2018

Staff was accompanying a client to their art class. Staff parked and they went in to attend the class. When they returned to the vehicle the staff noticed that the vehicle was unlocked. Upon investigating it was noted that some of their belongings were missing. Some of the client's belongings were also missing. Staff reported the incident to the police.

Incident Investigation Complete

Recommendations: Review with staff the importance of locking the doors of the vehicle (Review of policy 2.4.5 Use of Staff Vehicles).

November 29, 2018

Staff were driving with a client and the client became upset and grabbed the staff's shoulder (the client was seated in the back-seat passenger side as per policy). Staff pulled over when it was safe to do so and the client seemed to be calm. Staff proceeded on the trip and then the client tried to open the back door of the vehicle. Staff again pulled over to talk to the client. The staff let the client know that the trip was cancelled and they drove home. On the way home, the client again tried to open the back door.

Incident Investigation to be Completed

Recommendations: Review of policy 2.4.5 Use of Staff Vehicles with the staff. The staff should not have continued on the trip but instead contacted ECAT for assistance. We will examine alternatives to driving including public transportation and Assess-a-Ride services.

Calgary: (November 29 and December 19, 2018 meeting minutes)

October 26, 2018

Staff had a meeting at the church. Upon first entering the facility they identified a speaker stand as a hazard and avoided it. Staff was socializing with others and shortly after forgot about this hazard and bumped their knee onto a speaker stand. Staff grabbed their knee in reaction of the pain they felt which in turn caused a strain in their back. Staff has experienced previous back pain not associated with work related duties prior to incident.

Incident Investigation completed.

Recommendations: Staff who attend this program at the church will be informed of this hazard. Staff to be reminded to look for hazards at all times. Staff was reminded when having meetings in the community to ensure they are not distracted when walking. Schedule meetings during less busy times to avoid distraction.

October 26, 2018

Staff and client were at the bowling alley. The client was playing their fourth game (they usually only play three games) and became increasingly agitated. Client picked up two bowling balls began throwing them erratically down several lanes. One ball fell on the ground and staff cautioned client to be careful. The client came over to staff as if they were going to pinch their face. Staff asked client to provide them with personal space. Client struck the staff in the face with their hand causing three bloody cuts.

Incident Investigation completed.

Recommendations: Review incident with RPAC for support. Positive approaches and risk assessment have been developed and trained with staff. Staff followed PBI techniques and maintained safe distance. Staff to involve the bowling depot employee as support. Staff to review facility expectations with client before start of the game.

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

Edmonton: (January 9, 2019 meeting minutes)

No near miss incidents to report.

Calgary: (November 29 and December 19, 2018 meeting minutes)

November 26, 2018

In the evening, the upstairs smoke/carbon monoxide detector began to beep intermittently even though batteries were recently replaced November 8, 2018. Staff checked the house for any signs of smoke and none was noted. Staff attempted to change the batteries, however the detector kept beeping. Staff called the office where they were advised to call ATCO. ATCO inspected the home and there were no concerns.

Near Miss Incident Investigation completed.

Recommendations: Batteries were changed. Buy higher quality batteries and maintain consistency in purchase of brand.

South: (November 13 and December 11, 2018 meeting minutes) None to Report

Health and Safety Meeting Minutes Continued

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):

COR 1 Year Action Plan Results Received – the score was 90%.

Reviewed Element 1-4

3.5 Review of Master Hazard Assessment and Control Document

Reviewed pages 8-13 of the High Behaviour Section
- Working with Clients – “Away without Leave”, AWOL – Recommendation to add “fear of personal safety in unsafe neighborhoods” as a hazard
- Self Injurious Behaviours – No recommendations
- Suicidal Behaviours – No recommendations

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

Calgary: (November 29 December 19, 2018 meeting minutes)

Reviewed pages 14-17 of the General Section
Outdoor Activities: recommended adding exposure to smoke as a biological hazard. Recommended adding road construction as a physical hazard. Under safe work practices adding plan your route ahead and calling 311.

Accessing Community: recommended adding exposure to smoke as a biological hazard. Recommended to add exposure to animals/pets under psychological and physical hazard.

Reviewed pages 18-20 of the General Section
Elevator Use: no additional recommendation
Use/Handling of sharps: no additional recommendation

South: (November 13 and December 11, 2018 meeting minutes)

The group reviewed pages 22 – 27 in the Master Hazard Assessment and Control Document

- Cooking/Food Preparation – there were no additional recommendations (noted the addition of Appendix A – 9 Safety for Cooking / Food Preparation in the safe work practices section.
- Food Storage – No additional recommendations
- Handling (exposure) to Raw Meats – again noted the addition of Appendix A – 9 in the safe practices section.

The group reviewed pages 28 –33 in the Master Hazard Assessment and Control Document

- Use of Electric Stove/Oven – No additional recommendations
- Use of Household Appliances – No additional recommendations
- Use of a Microwave – No additional recommendations

Edmonton: (November 7 and December 5, 2018 meeting minutes)

The group reviewed the following sections:

- 1) Page 22 and 23 of the General Section: Cooking/Food Preparation. The following changes were recommended:
 - Adding sprinklers and fridge thermometers to Engineering Controls.
 - Adding turning hood fan on to Safe Work Practices under Administrative Controls.
 - Adding Site Specific Controls, adding “plastic dishware” and “monitoring clients when cooking”.
- 2) Page 28 and 29 of the General Section: Use of Electric Stove/Oven
 - Adding Random Inspections to the Inspections Section under Administrative Controls
- 3) Page 92 and 93 of the General Section: Potential Exposure to Natural Disaster Events
 - Changing the title to “Potential Exposure to Disaster Events”.
 - Adding sprinklers, emergency lighting and fire evacuation ladders to Engineering Controls.
 - Adding 3.5.14 Fire Evacuation Assessments to Policies and Procedures in Administrative Controls.
 - Adding Site-Specific Orientations, Visitor/Contractor Orientations, and Permanent Worker Orientations to Required Training under Administrative Controls.

3.5 Policy Review: 3.5.6 Internal Investigation of Incidents/Near Misses

OTHER BUSINESS

Discussed need for new election to add member to replace Ambrose as worker representative. Ambrose is now an employer representative.

Next Meeting March 12, 2018 at 3:00 pm



Awareness and Prevention of Burns, Including Scalding



Each year, thousands of Albertans suffer from burn injuries including from scalds, flames, sunburn, frostbite, chemical or electrical, most of which are preventable. Very simply, a burn is damage to the skin and underlying tissue. Children and older adults, by virtue of their thinner skin, sustain burns at lower temperatures and in less time than adults. Children, seniors and the disabled are less likely to survive burn injuries and usually spend longer in hospital, and have more difficulty recovering. Up to 60% of burn injuries happen in or around the home. The vast majority are preventable.

Types of Burns

- First-degree – affects only the outer layer of the skin. The burn site is red, painful, dry and with no blisters. Long term tissue damage is rare. Generally heals in 3-5 days with no scarring.
- Second-degree – involve damage to the top two layers of the skin. The burn site appears red, blistered, and may be swollen and painful. Generally heals in 10 – 21 days.
- Third degree – destroy all layers of the skin and may also damage the underlying bones, muscles, and tendons. The burn site appears white or charred. There is no sensation in the area since the nerve endings are destroyed. Skin grafts are required.

Burn Causes

- Tap water scalds – Scalds are the number one cause of burns in Alberta. Scalds result when one or more layers of skin are destroyed by contact with hot liquid or steam. Tap water scalds are 100% preventable. The severity of the injury depends on two things: the temperature to which the skin is exposed and the length of time the skin is exposed to the burning substance.
 - ◊ For hot water to cause 3rd degree burns:
 - At 60 degrees C it takes one second
 - At 55 degrees C it takes five seconds
 - At 50 degrees C it takes five minutes
- Flame burns – Burns can be caused from contact with flames or hot objects, or through the inhalation of superheated gases that can damage tissues in the airways and lungs. Flame burns can be caused by clothing catching fire from a stove burner, match, candle or an open flame.
- Chemical burns – occur when living tissue is exposed to a reactive chemical substance such as strong acid or base.
- Electrical burns – occur when an electric current passes through the body

Scald Prevention Tips

- Ensure that you are testing the water temperature at the sinks and tubs as per ICE policy 2.3.15 Overall Facility Water Temperature Monitoring and Safe Practices. Overall water facility tempera-

ture is not to exceed 49 degrees C.

- If you are providing a bath assist, follow the safe bathing procedures in the home. These include turning the cold water tap on first, ensuring that you agitate the water to evenly disperse tap water as the bathtub fills, test the temperature of the water by measuring it with a thermometer and if it is the correct temperature, by putting your elbow or forearm in the water to double check prior to the client getting in the tub. **The water temperature must not exceed 40 degrees Celsius. See Policy 2.3.14 Bath/Shower Safe Water Temperature Monitoring.**
- Avoid flushing toilets, running water, or using the dishwasher or washing machine while anyone is showering to avoid sudden fluctuations in water temperature.

Burn Prevention Tips

- Carry pots to plates, not plates to pots
- Keep all pot handles turned back and away from the stove edge.
- Check handles on appliances and cooking utensils to ensure that they are secure
- When removing lids from hot foods, remember that steam may have accumulated. Lift the lid away from your face and arms.
- Wear short sleeves or light-fitting clothing while cooking.
- Always use oven mitts or pot holders when moving pots or hot liquid or food.
- Heat food in containers or dishes that are safe for microwave use only.
- Steam builds in covered containers can easily result in burn injuries.
- Puncture plastic wrap or use vented containers to allow steam to escape or wait at least a minute for steam to escape. When removing covers, lift the lid away from your face and arm.
- Ensure that all chemicals are securely stored away from the furnace.

Burn Care

- **Immediately cool the burn with water.** Pour cool water on burns or soak them for at least 3 – 5 minutes (30-40 minutes for chemical injury).
- **Never use ointment or butter.** This may allow the burn to retain heat
- **Cover the burn.** Apply a soft, clean, dry dressing, bandage or sheet to the burned area.
- **Don't break blisters** as this could lead to infection.
- **Seek medical help.** If there has been an incident involving you/ your client, ensure that you or your client gets medical attention as soon as possible, including calling 911.

