

## EMPLOYEE *Spotlight* Jeremiah

Jeremiah was born in Campbell River, BC. Jeremiah says that Campbell River is a beautiful place in the summer with many waterfalls, lakes, and hiking trails to explore.

Jeremiah moved to England for six months and worked odd jobs before moving to Grande Prairie, Alberta to work on the oil rigs. Jeremiah worked on the oil rigs for some time but realized that he had been running from his calling so he applied at ICE. Jeremiah has been a valuable member of ICE for over two years.

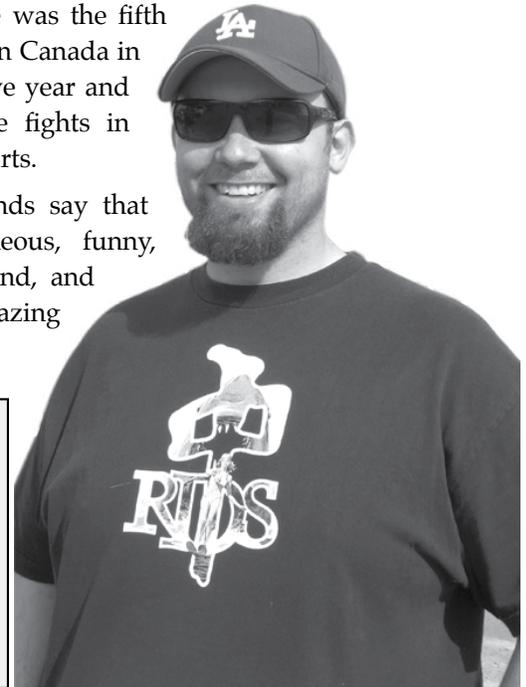
Jeremiah is currently upgrading his high school marks and will start his bachelor's of kinesiology next September. He is planning to get his masters in occupational therapy.

The things Jeremiah loves about working for ICE is helping people make a lasting difference in their life, seeing positive

changes, and helping people reach their potential. Jeremiah is also a strong advocate for people with disabilities, helping them overcome the prejudices of others.

In his spare time Jeremiah likes to golf and snowboard. He would like to get back into wrestling and mixed martial arts, as he has had success in these areas in the past. He was the fifth place wrestler in Canada in his grade twelve year and has done prize fights in mixed martial arts.

Jeremiah's friends say that he is spontaneous, funny, fun to be around, and organizes amazing social events.



### Did you know?

Campbell River is a town of about 30000 on the east coast of Vancouver Island and boasts the designation "Salmon Capital of the World." Most people living in Campbell River rely on the forestry, mining, fishing, and tourism industries. Campbell River's climate is mild, ranging from 0°C to 32°C. In the past ten years, there has been rapid growth of both the retiring population and the rise of many big box stores.

Sources: Wikipedia, Campbell River Tourism.

## After Hours Supervisor

(780) 512-3129



### MEETINGS

#### Health & Safety Meeting

October 14, 1:00pm

#### Restrictive Procedures Advisory Committee (RPAC)

September 26, 1:30pm

#### Team Coordinator

October 8 and 22, 2:00pm



### TIME SHEET HAND-IN

October  
13 and 29

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# ICE PARTY



September 13, 2008

On September 13, 2008 ICE held a party for employees and clients at O'Brien Park. Seventeen people attended and brought food and games.

Everybody participated in games of frisbee, soccer, lacrosse, football, and baseball. The day ended with group pictures and Breanne honoring Bonnie Delaney and Faith Shea with their five year watches.



Thank  You!

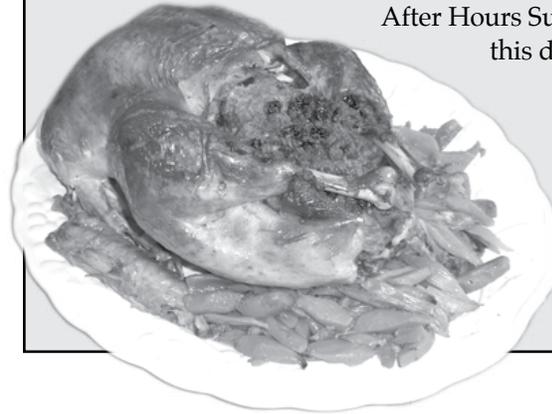
# George Sukkau

He won a CD player and CD booklet for card from the booking coordinator.

"Picking up extra shifts and changing houses to work at the last minute."

All ICE offices will be closed for Thanksgiving  
**Monday October 13th, 2008**

Please direct all calls to the After Hours Supervisor for this day.



### Positive Behavior Supports TBA

As described in the ICE website

### Connecting the Dots TBA

As described in the ICE website

### TC Training

October, November, December, Time TBA

### Fire Extinguisher Training TBA

Free training that will be facilitated by the fire department. Staff and individuals will be trained on how to effectively use a fire extinguisher.

### Promoting Safety

September 30th, 2008, 12:00pm - 3:00pm

### PET Health and Safety, WHMIS, and Food Safety

October 3rd, 2008 1:00pm - 4:00pm

# TRAINING



success story:

# Laura

My success is losing 86 pounds at weight watchers. It makes me feel happy and proud of myself. Now I am getting into smaller sizes no plus sizes. The swelling of my legs and ankles is gone and I feel I am getting my work done faster. People tell me I look a lot better. I can now run around the bases on my own. If I stay at my goal of 170 lbs for 6-8 weeks I'll become a life time member and leader Joyce says I am an inspiration of weight watchers. Before my balance was bad now it is good because I am not falling. Plus my pressure stockings are loose not tight anymore. I did very well and I feel like a new person.

# SLIPS, TRIPS AND FALLS

## Health Corner

Slips and falls are among the leading causes of injuries in the community and health care work environments. Slips, trips and falls among health care workers revealed that the majority of accidents were a result of slipping and approximately 1/3 of them were due to tripping.

Slips happen where there is too little friction or traction between the footwear and the walking surface. Common causes of slips include: wet or oily surfaces; occasional spills; weather hazards; loose, unanchored rugs or mats; and flooring or other walking surfaces that do not have same degree of traction in all areas. Trips happen when your foot collides (strikes, hits) with an object causing you to lose balance and eventually fall. Common causes of tripping include: obstructed view; poor lighting; clutter in your way; wrinkled carpeting; uncovered cables; bottom drawers not being closed; and uneven walking surfaces (i.e. steps, thresholds).

Both slips and trips result from unintended or unexpected change in the contact between the feet and the ground or walking surface. This shows that good housekeeping, quality of walking surfaces (flooring), selection of proper footwear and appropriate pace of walking are critical for preventing fall accidents.

Good housekeeping is first and foremost important (fundamental) level of preventing falls due to slips and trips. This includes: cleaning all spills immediately; marking spills and wet areas; mopping or sweeping debris from floors; removing obstacles from walkways and always keeping them free of clutter; securing (tacking, taping, etc.) mats, rugs and carpets that do not lay flat; always closing file cabinet or storage drawers; covering cables that cross walkways; keeping working areas and walkways well lit; and replacing burnt-out light bulbs and faulty switches.

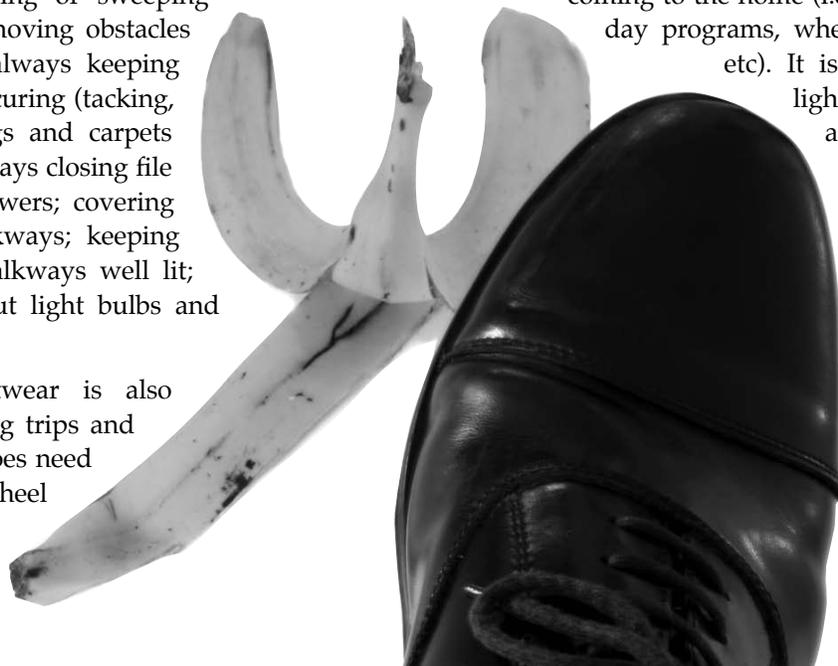
Selecting proper footwear is also important in preventing trips and falls. Proper indoor shoes need to be closed toe, closed heel and have protective soles (i.e. non-slip shoes). Properly fitting footwear increases

comfort and prevents fatigue which, in turn, improves safety for the employee.

You can reduce the risk of slipping on wet flooring by: taking your time and paying attention to where you are going; adjusting your stride to a pace that is suitable for the walking surface and the tasks you are doing; walking with the feet pointed slightly outward; and making wide turns at corners. You can reduce the risk of tripping by always using installed light sources that provide sufficient light for your tasks or, using a flashlight if you enter a dark room, and ensuring that things you are carrying or pushing do not prevent you from seeing any obstructions, spills, etc.

With winter approaching, the risks of slips and falls are at an increase. You can reduce your risk of slipping and falling in winter by making sure that: sidewalks, steps and driveways are well lit (if it's dark outside and you have to shovel the snow, turn on the outside light) and clear of snow and ice (shovel the snow as soon as possible); icy sidewalks, steps and driveways should be sprinkled with sand and/or salt to prevent ice buildup; wear appropriate boots when walking on snow (i.e. boots that have deep treads and fit properly); hold onto railing when going up or down the stairs as the steps may be slippery; and walk slowly and carefully.

Ensuring proper lighting is important in the prevention of slips and falls. It is recommended that outside lights should be turned on when it is expected that someone will be coming to the home (i.e. when clients return from day programs, when there is a shift change, etc). It is best to turn the outside lights on when the sun sets and turned off after the last shift change of the day. The lights should be turned back on in the morning when the clients go out to their day programs and when the morning staff arrives. Lighting is also important when doing chores at night. Ensuring that you have proper lighting for everything you do will decrease your risk of slips, trips and falls.



*Appropriate Footwear*



# SAFE FOOTWEAR - YOUR EMPLOYEE RESPONSIBILITY

As per the Occupational Health and Safety Act and Worker's Compensation Board Employees have the responsibility to:

- Work in compliance with the agency's health and safety regulations.
- Use or wear any equipment, protective devices or clothing required by the employer.

Supervisors have a responsibility to:

- Ensure that ICE employees comply with the agency's health and safety regulations.
- Ensure that the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.

*Refer to the complete list of employee responsibilities in the ICE Policy Manual – 3.5.1 Employee Health and Safety – Introduction & Responsibilities.*

This means that every ICE employee is required to wear appropriate footwear as per Policy 3.8.6 Dress, Hygiene and Grooming. **"Footwear should be safe and functional for the job responsibilities. Outdoor footwear should be exchanged for indoor wear. Employees are not permitted to wear flip-flops/thong footwear (foam bottom, between the toe strap). Footwear must have ankle support, and heels must not exceed 2.5 inches."**

Often employees adopt footwear habits in client homes similar to what they would wear in their own homes. Employees must understand clearly that client homes are their **workplace** and that workplace regulations apply and must be adhered to.

**Why does ICE require proper foot wear?**

Here are just a few examples that demonstrate the risks of working without proper footwear:

- If there is a fire and you have to get the clients out of the home in a hurry (any time year round), you wouldn't have time to put on footwear.
- What if you work in a home where a resident is prone to running away? You would lose contact with the client as you struggled to get your shoes on.
- What if you were cooking and spilt hot water? What if you stepped on an object on the floor of a residence? What if you misjudged your step and stubbed your toe on furniture in a home? Your feet would likely suffer far greater injury if they were not covered with safe shoes.
- What about situations that require personal care (bathing assists or lifts and transfers for clients)? Without a good grip on floor surfaces you are increasing your risks of slips and falls. This also increases the risks for your clients.
- What if a client became aggressive towards you and you needed to use Proactive Behavior Intervention techniques to evade physical contact. Wouldn't you be safer with your footwear gripping the floor (for evasive action) and your feet covered for protection and egress as necessary?

The ICE policy for sensible shoes is there to protect you, the employee. Wear proper shoes and be ready for anything. Employees should expect corrective action to be taken regarding failure to comply.

*Inappropriate Footwear*



## 3.5.4 WORKING ALONE

All ICE policies including those regarding Health and Safety can be found in the ICE Policy Manual. In residential programs the Policy Manual will be located in the home's office. Workers in community programs may access a Policy Manual in the reception area at the ICE office.

Independent Counselling Enterprises will take reasonable and prudent action to prevent and minimize risks to employees that are working alone. The agency is committed to the following:

1. The health and safety of the employees in the work place. Incidents that do occur are investigated and corrective action is taken by the agency.
2. Assessing the hazards of the workplace.
3. Taking corrective action or measures to prevent or minimize hazards or incidents from occurring.
4. Training and educating employees to perform job duties effectively.
5. Reviewing policies and procedures on a regular basis to ensure these measures are effective in meeting the existing needs and potential changes in business operations.

### A. TRAINING OF EMPLOYEES

1. Prior to employment with the agency an employee must have attended Pre-Employment Training. This will educate the employee in his/her performance of job duties, Standard Precautions, universal health and safety issues, and key policies and procedures of I.C.E. Employees are requested to read the entire policy manual within their first three months of employment, which is available at main offices or in the staff room of homes operated by I.C.E.
2. Assessment of client needs and the working environment by the funding source and through the I.C.E. intake process will identify if additional training is required for employees in order to meet client needs and to ensure a safe working environment for both the employee and the client. Often additional training is client specific and may include more intensive proactive behaviour intervention, specific use of adaptive equipment or an assignment of a medical procedure. Supervisors will ensure employees are provided with the identified training to meet client needs and they are informed of client support requirements at the time of shift assignment. When appropriate, employees will overlap for a designated time period prior to working alone if the employee is not familiar with the work site or the client. Employees are responsible for informing the ECAT Coordinator, at the time of shift assignment, their familiarity with the client(s).
3. I.C.E. has employed a training specialist and a community supervisor who provides employees with continual training and support as required when on the job or through the provision of in-services and workshops.

(see Policy 3.3.4 Mandatory staff Training)

### B. COMMUNICATION SYSTEM

1. Service provision and employee work schedules are accessible to all supervisors during office hours and to the ECAT supervisor after

office hours via computer. The agency is aware of when an employee is working alone and at what work site. Supervisors will ensure updated computer data is provided for client and employee scheduling.

2. All employees are to contact their supervisor or ECAT supervisor if after hours, to inform the agency of a change to their work schedule for any reason.
3. All employees are provided with the agency's 24-hour ECAT phone number. This number is posted in the main office and printed monthly in the newsletter provided to employees. In all homes operated by I.C.E. this number in addition to other emergency numbers, including a neighbour, are posted by the telephones in the homes and in the staff office.
4. During the booking of services, clients are provided with contact numbers for the agency during and after office hours and requested to call should a worker be more than 15 minutes late for their shift.
5. Employees are to contact the office or the ECAT supervisor if at a work site and an employee next on shift is late for their assigned shift by more than 15 minutes.
6. In all homes operated by I.C.E., employees have access to a telephone. Portable phones are made available at the home if client support requirements indicate a need for it.
7. Supervisors ensure that employees are provided with direction/support and if necessary additional staffing when situations arise and the supervisor or ECAT supervisor is contacted at this time. Employees who find themselves in a situation that they decide is personally unsafe are to remove themselves from the situation to a safe location and proceed to immediately contact the main office or ECAT supervisor for further direction. The situation that the employee feels is unsafe can be at the work site or while travelling to the work site. A safe location may mean that the employee leaves the client's home immediately, as in the case of working with a home care client or the employee working in a home operated by I.C.E., may remove themselves to another room in the home or go to a neighbour.
8. Supervisors will ensure that employees communicate client status or changes and proper documentation is in place and accessible by the employee i.e. Logbooks, contact notes, critical incidents forms. Supervisors will ensure follow up if client support requirements change.
9. Supervisors will ensure that documentation concerning clients is up to date and available to employees as appropriate, i.e. care plans, home orientation manuals, and that the location of the same is provided to the employee for easy access.

(see Policy 3.3.3 Staff Support and 3.3.6 ECAT Supervision)

### C. HEALTH AND SAFETY

1. Supervisors and co-workers will ensure that employees know and practice safety procedures when working alone at all times.
2. Supervisors will ensure that this policy is part of the employee's orientation.
3. All employees must report any situation that they feel is or could be unsafe.
4. The agency has a joint health and safety committee that meets once per month. The committee investigates incidents and assists in identifying potential work place hazards to assist in minimizing risks in the work place.
5. Environmental Quality Audits and Random Inspection Audits are conducted on a regular basis in all homes that are operated by I.C.E.
6. Employees working within an office setting will familiarize themselves with office security system, inform supervisors when working after hours and ensure only employees of I.C.E. and/or individuals asked to attend meetings have access to the main office after business hours. After hours all doors must be kept locked that have access to the outside of the building.
7. Employees who work in residential settings operated by I.C.E. will not permit unidentified individuals to enter the home. Doors to the outside are to remain locked when an employee is working alone.

(see Policy 3.5.7 Visitors and Contractors)

### D. SERVICE PROVISION

1. Prior to service delivery clients and the working environment will be assessed by the funding source. I.C.E. accepts assessments from Persons with Developmental Disabilities, Family Supports to Children with Disabilities, Child and Family Services, and Capital Health Authority. An I.C.E. supervisor or coordinator will assess all clients coming from any other source before starting service with that client.
2. Supervisors will ensure that shift assignment is based on client support requirements and employee skill level to meet those requirements. Employees are responsible for informing supervisors of any discrepancies noted in their skill level as per shifts assigned. Employees are free, without penalty, to refuse shifts if they feel their health or safety is at risk.
3. Supervisors will ensure that employee computer files are updated i.e. skills, training to facilitate shift assignment.
4. If, upon arrival at the work site, the employee decides the skill requirements for service provision exceed what they are able to do, the employee is to ensure their safety and immediately contact their supervisor or the ECAT supervisor for further direction. Replacement coverage will be provided as soon as possible.

# Health and Safety Minutes

## 3.1 Review of Critical Incidents, Employee Injuries and Near Misses

One CI from TABR; the client's wheel-chair tipped over when out with staff.

Staff providing orientations need to be particularly careful when orientating in the community.

One CI from ROLY; client LG returned home from his day program with a cut on his finger.

Follow up with day program. Ensure regular, accurate communication with day program.

## 3.3 Hazard Assessment & Control Documents

Site Specific documents were compared to the Master to ensure no missing items. The committee determined that mould could be added to the Master: Frequency – 4, Potential Consequence – 2, Hazard Probability – 2. Total: 8. Priority: 2. Controls: dehumidifier, PET, orientation including instructions for appropriate cleaning, PPE, construction (replace walls, windows)

Breanne to communicate the committee's recommendation regarding the Master Hazard Assessment and Control Document to Corinne

98 Street Site Specific has been approved

Swanavon needs to add: exposure to blood and body fluid, and mould to their Site Specific

Site Specific to be updated

TABR's Site Specific needs to include: meeting/communicating with guardians, and using the Disabled Transportation Society

Ensure the Site Specific includes this information

109 Ave will need a new Site Specific due to a recent move

Faith to ensure the Site Specific is completed

ROLY Site Specific needs updating as per EQA

ROLY Site Specific to be updated

## 3.4 COR Audit

External Audit date is tentatively between Sept 22 & Oct 17. Office sign in/out has improved.

All visitors to the office need to continue to ensure they sign in and out of the office

The Health and Safety policy must be

reviewed with staff at the time of evaluations and signing terms

## 4.1 Residence Concerns

TABR – working on removing tacks from the common areas, looking into alternatives for some items on the walls. The window is now working, and the landlords have not repaired the frayed carpet or cracks in the walls yet.

Heather and Corrina to assist client in exploring alternatives to tacks and using them in the home.

The landlords are contacted by the client's family. Corrina to follow up with the family if no action taken.

ROLY – the walls are difficult to clean, as the paint comes off when scrubbed.

Faith to explore alternative cleaning methods for the walls, including the Mr. Clean Magic Erasers in the office, and clean the walls

There needs to be an appliance cleaning schedule, and more follow up with the landlords regarding repairs.

Create an appliance cleaning schedule, contact landlords more regularly if necessary

SWAN – the mould continues to be an issue, this time in a new location. The landlord may need to be contacted again

Landlord to be contacted if the mould is not gone by the end of the week

Client MK has reported an allergy to bee stings,

Ramon will look into the severity of this and may have a doctor determine whether epipen is required

109 Ave – the residence just moved, so the clients are still unpacking.

109 Ave staff to encourage and assist clients to unpack and get their bedrooms tidy

The office needs a new desk.

The window size in the office was discussed, the dimensions were given to Greg and verified that it is large enough.

Breanne and Faith to look into desk options and purchase/arrange

98 Street – still needs a screen in the living room window

All residences – staff to follow policy 3.5.8 and lock away personal belongings

More follow up with landlord, client may need to purchase

## 4.2 EQAs

ROLY EQA was completed on August 12, 2008.

Faith to ensure all follow up is complete by August 28, 2008

109 Ave EQA was completed on August 18, 2008

Faith to ensure all follow up is complete by September 5, 2008

Due to the number of items found to not meet standards on the EQAs, Breanne will complete Random Inspection training with Team Coordinators and ensure Team Coordinators are training staff appropriately to complete Monthly Safety Inspections

## 4.3 Employee Training

Mission Possible – the first session in Grande Prairie will run on August 20, 2008

Breanne to complete the training

Client Risk Management – the first session will be run before the end of August.

Mike to complete the training

Fire Safety – a DVD with a quiz will be presented to all residences

Mike to arrange Fire Extinguisher Training with as many staff as possible

Fire Extinguisher Training - Mike is in the process of arranging this training. It cannot be done with a real fire as the prop is broken, and everyone is on vacation so he has not been able to set a date yet.

PET H&S/Food Handling/WHMIS – required for all staff.

Booking is working on arranging dates and times, Breanne and Mike will complete the training.

Promoting Safety – also required for all staff. Only a few require this training, or the updated version.

Mike to determine who requires the training and complete the training.

## 4.4 Emergency Drill

A tornado drill will be completed in August at all residences. Swanavon has been completed.

Team Coordinators to ensure the tornado emergency drill is completed in every home.

## 4.5 Committee Mugs

Ramon and Heather are eligible for Health and Safety Committee mugs

Breanne will obtain mugs for Heather and Ramon