OCTOBER 2019

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

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

UPCOMING:

- **HEALTH AND SAFETY MEETING–** October 1st, 2019 at 10:00 AM
- **RPAC MEETING–** October 1st, 2019 at 1:30PM

Melissa

Melissa started with ICE Calgary in 2008 and has been working with her staff, Shelly, for over 2 years. Melissa is a kind young lady who enjoys participating in as many different activities as possible. During her day program she has enjoyed unique activities which include going on a tour of a luxury soap factory in Canmore, visiting free concerts downtown each week, a tour of the Yamnuska Wolf Dog Sanctuary, social skills classes, and visiting the kittens at the Regal Cat Café. Melissa also loves checking out new restaurants around Calgary with Shelly.

Melissa is also enjoying working on her goal of learning to cook new meals. So far Melissa has made quiche, tiramisu cake, and even put on a Mother's Day High Tea for her family. She also enjoys bird watching using her binoculars and participated in counting the Fall Migration of Golden Eagles in Kananaskis Country. She also loves Fish Creek Provincial Park, specifically the history of the park.

Melissa has volunteered at the Calgary Food Bank for 8 years and recently became interested in obtaining a part-time paid job. Melissa and Shelly approached Good Will to apply for a job, unfortunately no positions were available. However, with Shelly's advocacy, Melissa was offered a volunteer position in the interim. This opportunity has the potential to turn into paid employment! Melissa is glad to have some more experience to add to her resume.

Most recently, Melissa obtained a casual paid position doing deliveries with "Anthony At Your Service" and is excited to begin this new opportunity.

Great work Melissa!

Employee Spotlight

Shelly has been with ICE for 4 years and is a strong advocate for her client. Shelly enjoys taking new trainings at the office and building on her skills. Shelly is full of creative ideas for activities for her client and says her favourite part of her job is discovering new places in and out of the city such as Bar U Ranch and Yamnuska Wolf Dog Sanctuary.

PET Changes

**(Selected sections of ICE policy 2.2.2, 3.9.1, & 3.9.2 are reproduced here, refer to the Policy manual for complete policies).*

2.2.2 CLIENT CONFIDENTIALITY

I.C.E places high priority on the right to confidentiality pertaining to client personal information.

Confidential information is collected, used, disclosed, and disposed of as per **Policies 3.9.1 Site Security and 3.9.2 Information Security.**

All employees must sign the Standards of Confidentiality.

All agency owned computers are protected by server access passwords and screensaver passwords.

Confidential client information will not be posted online or saved on employees' personal electronic equipment.

Personal cell phones are not to be used to conduct agency business. Authorized use would only be in the case of an emergency.

If transporting client information, only transport what is required.

Employees may carry documentation (i.e. contact notes, time sheets, critical and general incident forms etc.). They are to keep this documentation as anonymous as possible by only including the client's first name and the first three letters of the last name.

Client confidential information will not be left in an unattended vehicle.

3.9.1 SITE SECURITY and 3.9.2 INFORMATION SECURITY

Security items in all residential settings will be reviewed as part of the Environmental Quality Audit and Monthly Safety Checklists.

Offices are secured after hours by monitored alarm systems.

Client and employee files are stored in a secure location.

Employees will receive an orientation to the security of the location in which they are working.

Information Technology Security: All information of a sensitive nature must be password protected.

All information security breaches are to be reported to the Regional Manager/Chief Operating Officer / President as soon as they occur.

Training

PET (Pre-Employment Training)
October 1-3, 2019
9:30am

PBI/PBS (Proactive Behavioural Interventions)
October 4, 2019
9:30am

ICE THANK YOU CARD INCENTIVE WINNER

Elvira F received a Thank You card from her coordinator for always advocating for her clients and ensuring that their rights and desires come first. Elvira won a toaster oven.

Your effort for client care is appreciated!

Immunization protects you from disease. Get protected, get immunized.

- Vaccines make your immune system stronger by building antibodies, which help prevent diseases. Immunization is safe. It is much safer to get immunized than to get this disease.
- As staff, you should get vaccinated to protect the clients you care for and ensure that clients also get vaccinated to protect them.
- Starting Oct. 21, people will be able to receive the influenza vaccine at their local pharmacy.
- Influenza immunization is also given at Alberta Health Services (AHS) Influenza Immunization Clinics from late October to March 2019. To find local clinic schedules, visit www.ahs.ca/influenza or call Health Link at 811.

ICE OFFICES WILL BE CLOSED MONDAY, OCTOBER 14th FOR THANKSGIVING

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

Health and Safety Meeting Minutes
September 10, 2019

(*Minutes edited for publication*)

3.1 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Incident Investigations for Injury, Health and Property Damage

Calgary August 1, 2019 Meeting Minutes:

June 21, 2019 - Staff was cleaning client's washroom shower door. While cleaning it, staff hit their wrist twice on the handle of the door causing some skin to peel off and redness. Staff reported incident to management and applied first aid. Follow-up: Staff purchased a long-handled brush.
Incident Investigation Completed.
Recommendations: It is recommended for staff to utilize heavy duty dishwashing gloves.

July 2, 2019 - Staff went into client's room to help client with their electronic device. Client jumped off their bed, screamed and struck staff in the chest. Staff received a red mark. Staff reported the incident to management. Staff stated that they were not injured.
Incident Investigation Completed.
Recommendations: Staff to review PBI skills. Staff should see if client is ready to be assisted. Staff could also engage client with assisting staff fix the problem if possible.

July 10, 2019 - Staff walked into an office area where a diffuser was diffusing strong essential oils. Staff immediately backed out of the office area. Staff went to another part of the building and had difficulty breathing. Staff decided to hold their breath and run back to their office on several occasions. Staff called their doctor and advised staff to go to the hospital. Follow-up: All diffusers have been removed from the office. During a meeting, Management provided all staff reminders of a scent free zone. New scent free posters put up throughout area.
Incident Investigation Completed.
Recommendations: Scent free zone poster signage to be posted at the entrance to advise visitors of a scent free zone. Staff could have stayed in the other office wing until the office was clear of scent.

Edmonton –August 7, 2019- Meeting Minutes

July 10, 2019 - Client joined a neighbour to have a cigarette. Staff was watching them when they noticed staff and client approaching him. The neighbour then came inside the house and started assaulting staffing and choking him. The neighbour seemed intoxicated. Staff was able to escape the choke and contact police. Neighbour again approached staff and started choking him. Police came and arrested the neighbour, who was still yelling obscenities at the staff. Follow up: Client is to be accompanied while having a cigarette, and will be directed to the front of the program to smoke; doors at the program to be locked at all times; talk to client about safety in the neighbourhood and appropriate interactions with strangers.
Incident Investigation incomplete.
Recommendations: Health and Safety Committee to ensure that the 2019 HACD covers this hazard. Edmonton Health and Safety Committee reviewed and confirmed that hazard is covered in General Section of the HACD – pages 16-17 "Accessing Community" as well as controls under Appendix A #6 - Strategies for Community Safety.

July 24, 2019 - Client turned off A/C, but staff advised him that if it was too low, the apartment would get too warm. The client became physically aggressive and told staff to get off the couch or he will roll it over. The client then began pulling on the couch. When staff tried to move away, the client hit staff twice on the chest. Staff pressed the lifeline panic button. When staff advised the client that the police had been contacted, the client became apologetic. Police responded and spoke to the client that if continued to be physically aggressive, they would have to arrest him. The client then calmed down.
Incident Investigation Incomplete
Recommendations: The apartment should be kept at the comfort level of the client as opposed to the staff (as long as it is a safe temperature for staff) and staff should avoid, if possible, getting into a power struggle with the client.

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

Calgary – August 1, 2019 Meeting Minutes

July 24, 2019 - Staff was emptying dishwasher and found a broken drinking glass. Staff removed the two pieces of broken glass and threw them away. Staff reported the hazard.
Incident Investigation.
Recommendations: Staff to avoid overloading the dishwasher and to inspect dishes before placing them in the dishwasher.

Edmonton- August 7, 2019- Meeting Minutes

July 20, 2019 - After escalating in the community earlier, the client came out of her room and smashed a glass by throwing it on the floor. She ensured that she broke it into little pieces. She stated that she doesn't want a new roommate. Follow up included: redirection; psychotropic PRN given; and possibly move up psychiatric visit.
Incident Investigation incomplete
Recommendations: Change glassware plates and cups to plastic ware.

3.3 Evaluation of near miss investigations.

August 1, 2019 - Staff was cooking on the stove at shift change. Staff left kitchen to speak to other staff and grease on the burner from the previous night caught fire. Staff removed pot from burner and shut burner off. Staff reminded client that they need to clean up the stove after cooking.
Incident Investigation to be completed.
Recommendations: Staff to be reminded to check stove prior to cooking. Staff also reminded not to leave the kitchen while cooking.

3.4 Health and Safety Committee Inspections

- Jodie and Ambrose participated in an EQA at a residence and two Support home EQAs this month.

3.5 COR Audit Review – October 15th, 16th, 17th- Internal COR interviews will be done by Greg from I.C.E office in Edmonton.

Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed) –

- Assisting persons who use matches and lighters on Page.80 of H.A.C.D was reviewed by group. –change required to policy #, should be 3.5.12 Fire Prevention
- Page 82 Supporting clients who are smoking cannabis / tobacco products or using them by other routes was discussed after review. Part 2 section E – Health effects of cannabis.
- Page 84 Client support for seizures review by group.

NEXT MEETING DATE: October 1st, 2019 at 10:00 am.

Certificate of Recognition (C.O.R.)

Our annual C.O.R. audit is set to start September 30th, 2019. This year's audit will be completed in Grande Prairie and Edmonton by our certified internal C.O.R. auditors. It will involve interviews with 84 ICE staff as well as work-place observation tours, documentation review and contractor interviews. This process is important to ICE management, employees, clients and community partners.

What is the COR program all about? A Certificate of Recognition (COR) is awarded to employers who voluntarily develop health and safety management systems that meet established standards. Certificates are issued by the Alberta government and are co-signed by the Alberta Association for Safety Partnerships. Achieving and maintaining a valid COR allows employers such as ICE to qualify for financial incentives through the Worker's Compensation Board's Partnerships in Injury Reduction program. ICE management develops a vision of what health and safety should be for our company in order to manage risk. ICE has chosen to participate in the Certificate of Recognition (C.O.R.) Program to ensure continuous improvement of our Health and Safety systems. We have maintained our commitment to this goal and our COR certification for over 15 years.

What are the benefits of having a COR?
Having an effective health and safety management system in place assists to minimize injuries and illnesses to employees involved in the work of ICE. Achievement of a Certificate of Recognition demonstrates that ICE has excellent Health and Safety systems in place and is consistently striving to improve them.

What happens after the audit?
The on site audit is only the first step in the C.O.R. process each year. The real work begins after the audit. From the audit information a comprehensive report is generated and submitted for approval to the Continuing Care Safety Association. The ICE C.O.R. audit report identifies areas where the company's Health and Safety Management System can be improved and then the work begins to address these areas. Annual C.O.R. action plans may involve development of new safety procedures, additions or revisions to policy and/or documentation and training initiatives.

ICE HAS A TD GROUP RSP PLAN!

Refer to Policy 3.4.18 FUTURE-BUILDER RSP If you are eligible, ICE will match your contributions!
To sign up, please contact: Independent Counselling Enterprises at : 780-453-9664

Contact your local TD branch or book an appointment online to see a financial advisor to discuss your savings needs and any other financial objectives.

⇒ To find a TD branch close to you: **https://www.td.com/ca/en/personal-banking/branch-locator/**

⇒ To book an appointment online: **https://www.td.com/ca/en/personal-banking/products/saving-investing/**

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!

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

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.