

ICE PAGE

SOUTH

2016

Contents:

- **POLICY REVIEW - 2.4.5 USE OF STAFF VEHICLES - Page 3**
- **Routine Practices for Infection Control - Page 3**

TIME SHEET HAND-IN:

April 15th, 2016

For all shifts worked between April 1st and April 15th, 2016

May 2nd, 2016

For all shifts worked between April 16th and April 30th, 2016

Health and Safety Meeting

April 5th, 2016 @ 9:00 am

RPAC Meeting

April 6th, 2016 @ 1:30 pm

Management Meeting

April 1st, 2016 @ 9:30 am



ECAT

Employee & Client
Assistance Team

Lethbridge

403-634-8805

after office hours

Phones do not accept text messages. Staff need to call ECAT.

Making it Happen!

Supporting Social Inclusion

Murray is a friendly and outgoing young man who resides in Lethbridge. He enjoys being active in the community and helping other people. Murray has always been passionate about music and has an outstanding record collection at home. He enjoys frequenting record stores in search of the next record to add to his collection. Occasionally he will take trips to Calgary to check out the record selections there or to attend music related events. Murray is passionate about his musical research and has an amazing memory, so it is no surprise that he is very knowledgeable when it comes to music.

In February 2015 Murray heard about an opportunity at the University of Lethbridge (U of L) through an ICE staff member. This opening met his goal to volunteer and become more involved in his community. It also incorporated his passion for music and ongoing desire

to learn. Murray decided to become a volunteer at the U of L. radio station CKXU. His ICE support staff Gina arranged transportation and supported Murray during volunteer orientation sessions at the university. He worked hard attending these meetings and learning how to use the equipment.



One of the university students working at the station, Ben Maine, started talking to Murray and quickly realized how

knowledgeable Murray is about music. This student soon became a mentor at the station for him. First Ben asked Murray for help choosing music for the retro show, then he encouraged Murray to talk on the air once in a while, then they did the show together, now Murray has his own CKXU show time.

Gina, his ICE staff continues to support Murray to ensure all of his materials are diligently organized and prepared. They practice his show before he goes on air each week. Ben is there to help if Murray needs assistance during the live show but he is hardly ever called on now, it's all Murray!

His show, "Murray's Retro," airs live every Wednesday from 11am-12pm when Murray plays music from the 70's and 80's. If you would like to listen in just go to ckxu.com and click on the "Listen live" button during Murray's scheduled time slot.

Murray is giving back to the Lethbridge community by sharing his passion and knowledge of music. He



Murray (right) with Ben (left) in the "on air" booth at CKXU

recently celebrated his one year anniversary with the radio station. Murray said at first he was very nervous about doing or saying something wrong but he got great support from his ICE staff and personnel at CKXU. This has helped him to work through his anxiety. He reports he is no longer afraid of saying the wrong thing on air because he knows he has carefully prepared. Murray says he is proud of his show and the confidence he has gained from his experience.

Staff Spotlight: Gina

Gina was already supporting Murray for ICE when the opportunity arose to volunteer at the CKXU radio station. Her upbeat and positive attitude really helped him to make it through some difficult stretches when he felt like giving up.

Gina has an amazing work ethic and she patiently lead by example when Murray's position required extra dedication and hard work. Gina loves working with many clients at ICE and we truly appreciate her and all she does.

Thank You, Gina!



ICE has a TD Group RSP plan!

Refer to Policy 3.4.18 ICE FUTUREBUILDER RSP.

If you are eligible, ICE will match your contributions!

To sign up, please contact

Linna Roem at 780-453-9664



Incentive Award Winner!

March 2016 Thank-you Card Draw Winner

Barb Whitney

Barb received a Thank you card from her supervisor for beginning work with a new ICE client with very little notice. She helped him set up a great program in the community.

Barb won a Hurricane Lantern.

TRAINING

Pre-Employment Training (PET)

April 5th and 6th, 2016

9:00 am - 4:00 pm

CPI Refresher

April 13th, 2016

9:30 am - 4:00 pm

ASIST - Applied Suicide Intervention Skills Training

April 27th and 28th, 2016

9:00 am - 5:00 pm

Community Location: King of Kings Fellowship Church, 539 18th Street South, Lethbridge

**Note: Attendance is required at ASIST for both complete days.*



Courses as described on the ICE website

Policy Review

2.4.5 USE OF STAFF VEHICLES

The following is to apply:

1. Employees are discouraged from using their personal vehicles in their work duties. This may be allowed under the following circumstances:
 - employees must have a valid driver's license;
 - employees must have a minimum of one million dollars of third party liability insurance. A copy of the actual current insurance is on the employee's file
 - the vehicle must be in good mechanical condition;
 - the vehicle must be driven safely, obeying all laws;
 - road/weather conditions are not considered to be a hazard i.e. absence of blizzard conditions, heavy snowfall/rainfall, fog, etc.;
 - seat belts and other restraint devices must be used by all occupants of the vehicle;
 - the client will ride in the back seat, passenger side. This is not a client/guardian choice. If a client's circumstance is such that riding in the back seat poses a hazard to their health/well-being, an "Agreement To Transport A Client In The Front Seat Of A Staff Driven Vehicle" form must be completed and approved by the appropriate Manager. This form must be reviewed annually.
 - infants or children under 40 lbs. are not to be transported by employees.
2. Employees using privately owned vehicles for business use, approved in advance, will be paid mileage or a monthly stipend according to current Independent Counselling Enterprises practice.
3. A client will never be left alone in a vehicle for any reason.
4. Road and weather conditions should be considered prior to any outing keeping in mind client and employee safety and security. The employee is not to drive if the weather is unacceptable.
5. Employees using their vehicles must have an approved First Aid kit in their vehicles at all times.
6. Employees are not to drive client friends/family members. The employee will only pick up guardians under minimum conditions i.e. meetings.



Transporting Clients with Behavioural Issues:

1. An employee should not take a client in their vehicle if at any time the employee deems it would be unsafe for the client or themselves. It is imperative a review be conducted prior to any further transportation in private vehicles. Protocols can be developed to ensure safe transportation for both client(s) and employee. This may mean limiting a client to public transportation with or without an escort. Taking public transportation, walking, or staying home are options with many clients, as appropriate.
2. Mandatory Auto Insurance is required as per **Policy 3.1.6 Mandatory Auto Insurance Coverage**
3. If any of the following conditions apply permission must be obtained from the Community Support Coordinator/Community Team Coordinator. If the trip is to continue, extra precautions will be taken as instructed:
 - The client has any history of aggression while riding in a vehicle;
 - The client is not familiar with riding in a vehicle or can become easily agitated;
 - The client has been showing signs of escalation or aggression in the 3 hours previous to the planned trip;
 - The client is not agreeable to the planned trip.
4. In all cases, the following will occur:
 - The employee will be aware of the client's potential behaviours and how to deal with them;
 - The client must sit in the back seat, passenger side;
 - Any loose objects (ex. snowbrushes, tools, clothes) will be stored out of reach of the client;
 - The client will have their seat belt fastened at all times.
5. If a client shows any signs of aggression or escalation while in a moving vehicle:
 - The employee will pull off the road as soon as it is safe to do so;
 - The employee will attempt to de-escalate the client and/or obtain assistance as appropriate by using available assistance, calling 911 or the I.C.E. office or ECAT if after hours.

Updated October 2015

Routine Practices for Infection Control

Viruses have been shown to survive on hard surfaces for 24 – 48 hours, on cloth, paper and tissue for 8-12 hours and on hands for five minutes.

The cornerstone for infection control is hand hygiene. Plain liquid soap and water or waterless hand sanitizers are sufficient for hand hygiene. Everyone should be informed on proper hand hygiene including wiping noses, coughing and sneezing, and after personal use of toilet facilities. When clients are unable to adequately complete personal hand hygiene, support staff should assist with hand hygiene for them by helping them to wash their hands.

In ICE residential programs, household surfaces that are high touch zones should be disinfected at least twice a day. These include: counter tops, handles (doors, fridges, cupboards, taps and drawers), phones, toilet seats, TV remote controls, light switches, and



keyboards etc. Alberta Public Health standards require that cleaning agents used for sanitizing purposes kill at least 99.9 % of viruses and bacteria. ICE programs generally use Lysol wipes for this purpose. All ICE staff are expected to be knowledgeable about the company's procedures for sanitizing surfaces.

Residential programs supporting clients with individual infectious medical conditions such as Hepatitis C, MRSA etc. are required to use additional sanitizing agents such as a quaternary ammonium chloride solution (Quats). The manager / supervisor of each ICE program requiring special sanitizing practices will inform and train staff for the use of such solutions and will provide Material Safety Data Sheets for employee reference. Bleach disinfectant solutions, while approved by Public Health as suitable, are not a preferred choice for use at ICE due to higher associated respiratory and contact hazards.

General household cleaners may be used for other cleaning tasks in ICE residential programs such as washing floors or walls, but should never be confused with sanitizing products such as Lysol or Quats.

Health and Safety Minutes South - Health and Safety Meeting - March 1st, 2016

3.0 STANDING ITEMS

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents

Calgary

January 11, 2016 – Staff was backing out of a driveway onto a road. Staff shoulder checked. Staff did not see any other vehicles so did not signal onto the road. Staff's vehicle was hit from behind. Road conditions were snow and ice covered.

Recommendations: Staff reminded to use signal lights at all times. Recommend for staff to back into drive way and take Mission Possible training.

Incident Investigation Complete.

Additional Recommendations: Staff and client to use public transit if possible.

Edmonton

January 13, 2016

Staff's car was struck by another vehicle making a left turn across their traffic path. Staff was injured and 911 was contacted. Staff was not at fault.

Recommendations: Use caution and defensive driving techniques and avoid busy routes / traveling at peak hours as much as possible. If possible use public transportation.

Internal Incident Investigation to be completed

Additional Recommendations: None

January 23, 2016

Relief staff was booked for a shift at a program requiring lift and transfer training. Staff booked did not have the skills required for necessary client supports. The staff injured their hand providing support to the client. ECAT was contacted and the Team Coordinator was called in to assist.

Follow up was completed with Booking, ECAT and C-Views electronic information flagging system to ensure required booking information re staff qualifications and lift and transfer training was clarified and documented for the program.

Internal Incident Investigation Completed.

Recommendations: Confirmation of required training by Booking for relief staff and confirmation of required training for new staff on site as part of the residential orientation process. Staff on site to contact a supervisor (office or ECAT) if there are questions or concerns about new/relief staff training.

Additional Recommendations: None

January 25, 2016

Relief staff and client were out in the community. When it was time to return home for medication administration the client was

requested to leave the mall. The client became annoyed at staff's prompt to return to the residence and pushed the staff. Staff was able to remove themselves from danger. Police were called and responded. (Client has a Planned Procedure for aggressive behaviour.) Staff experienced an injury.

Recommendations: Review the incident with RPAC for behavioural strategies to assist the client and staff. Staff may benefit from further training in PBI and the Planned Procedure. Update the client's Risk Assessment. Bring medications on the outing to avoid power struggles over medication administration.

Internal incident Investigation to be completed.

Additional Recommendations: Relief staff should try not to take clients out in the community until they and the client are more comfortable with one another when possible.

January 26, 2016

The day after a weather event including freezing rain, staff and a client went to a furniture store to pick up a new bed frame. The parking lot was very icy. When the staff was carrying the item to their vehicle they slipped, fell on their back and struck their head on the ground causing injury. The hazard was reported to the store's warehouse manager and later a report of the incident was called into the store's main office as well.

Internal Incident Investigation to be completed.

Recommendations: Postpone non-essential tasks during inclement/ hazardous conditions for roadways, sidewalks and parking lots. It is recommended that residential programs/staff purchase and use ice grips for winter use as necessary.

Additional Recommendations: Staff should not carry heavy or awkward items by themselves. If possible, request help from store personnel or have two staff available to help.

January 27, 2016, A client and their Support Home Operator were climbing onto a city transit bus. The client, in the lead, missed their step on the bus stairs, lost their grip on the handrail and fell backwards on the steps landing on the SHO and banging and bruising the SHO's knee.

Recommendations: Reassure the client and remind them to take the time they need to board the bus safely. Cue them to hold the handrail. The client may have felt rushed in the process to board the bus. Leave space behind the client until they reach the top of the stairs. If necessary, advocate with the bus driver to provide adequate time for the client to board according to the client's mobility/ health needs. Consider if reassessment of client mobility with medical personnel is necessary. (I.E. Could there have been medical reasons for the client's fall?)

Internal incident Investigation completed.

January 29, 2016

Relief staff arrived on shift and the client showed agitation. The staff attempted to give

space but the client threatened them and pushed them. Staff put distance between herself and the client. The client was informed that police would be called if aggression continued. The client went out for a smoke and was calmer when they returned. Staff had been injured when pushed.

Recommendations: Continue to work with RPAC to develop additional behavioural supports for this client. Follow PBI training. Staff to remove themselves from the residence and call the police as necessary in the event of aggression by the client. A life line will be installed for staff support at this program. Notify ECAT when police are called.

Internal incident Investigation to be completed.

Grande Prairie

No Internal Incidents to Report

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

Calgary

Jan. 20, 2016 – Staff and client were volunteering at a cat shelter playing with and holding the cats. Cats scratched staff's arm causing there to be a red, raised mark. Scratches were washed with soapy water.

Near Miss Investigation Completed

Edmonton

Current Near Miss Incidents to Review

January 19, 2016 - At 5:40 pm a general fire alarm in the condominium went off. Staff at the residential program supported clients to evacuate the building using the stairs. Assistance was provided by staff to help clients from a second ICE program to evacuate. Clients were supported to wait in staff vehicles out of the cold until the Fire Department gave clearance to return to the building.

Near Miss Investigation completed.

Recommendations: Good job. Continue regular drills to maintain client evacuation skills.

Northwest

No Near Miss Incidents to Report

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

No Internal Incidents to Review

3.3 Evaluation of Current Near Miss Incident Investigations:

No Current Near Miss Incidents to Review

3.4 Review of COR Audit and Action Items Section 6. Emergency Response - Received 100%

Existing Strengths:

ICE has written emergency plans at each work site

Health and Safety minutes continued.

Emergency response plans include communication procedures, phone numbers and those responsible.

ICE has trained first aid personnel.

Section 7. Incident Investigation - Received 94%

Existing Strengths:

Policy exists for reporting occupational incidents and illnesses.

ICE has detailed incident reporting and investigation forms and those completing the forms have training on how to do so.

Management are held responsible for incident investigation procedures.

Suggestions for Improvement:

Employees are not consistently reporting minor injuries. Recommend that ICE implement additional strategies to reinforce requirements for reporting. These could include enhanced PET training or feedback during employee evaluations.

Investigation reports were not correctly identifying the root cause of incidents in 20% of the cases. Recommend requirement for a refresher of incident investigation training on a regular basis.

Noted that some of the reports were delayed in completion and sign off. Recommend that an incident risk evaluation scale to identify incidents that need review more quickly. This would prioritize reviews effectively.

Section 8. Program Administration - Received 98%

Existing Strengths:

Good communication of health and safety issues.

Employees feel they can contact a supervisor as necessary.

ICE health and safety system is evaluated annually and a COR action plan is done each year.

Suggestions for Improvement:

Recommended that ICE carry forward any incomplete items from one year to the next.

Front line employees should be made more aware of the company's efforts and commitment to improving health and safety at ICE.

3.5 Review of Master Hazard Assessment and Control Document

A) Reviewed Pages 1 through 8.

Working with People – Suggest adding cultural awareness to the training section (if applicable) in a program.

Working Alone – No suggestions

Meetings/Communication – No suggestions

Driving – suggestion made to expand recommendations for inspecting vehicle prior to use. Suggestion made to use a checklist to ensure staff's vehicles are in good repair.

B) Other regions review & and recommendations and regional response to the recommendations

Calgary

Edmonton

Due to the number of incidents reviewed and discussed and time constraints the Hazard Assessment review was tabled for this one meeting.

North West

Reviewed the General HACD

Driving – no recommendations

Driving with Clients – recommendation increase frequency to a 4, raising priority to 1

Outdoor Activities – no recommendations

Accessing Community – no recommendations

3.6 Policy Review – Reviewed Policy 3.5.8 Eliminating, Mitigating/Controlling Work Site Hazards. Discussed recommendation that propane BBQ's will not be allowed in apartments or condos. All in attendance agree this would be a good addition to policy.

OTHER BUSINESS

Ice Page Article Suggestion: Promoting a positive health and safety culture in our agency. Everyone has a part in keeping themselves and others safe.

NEXT MEETING – April 5th, 2016 at 9am

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.

