

# ICE PAGE



**Making it Happen!- Supporting Social Inclusion**

**SOUTH**

**ECAT**

Employee & Client Assistance Team  
**403-634-8805**

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

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**TIME SHEET HAND-IN**

- **April 15<sup>th</sup> 2019**- For all shifts worked between April 1st and April 15th.
- **April 30<sup>th</sup> 2019**-For all shifts worked between April 16th and April 30th

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**- April 3<sup>rd</sup> 2019 at 9:00 AM
- **RPAC MEETING**- April 3<sup>rd</sup> 2019 at 1:30PM
- **UNIT MEETING**- April 11<sup>th</sup> 2019 at 9:30 AM

**Ashley**

Ashley is a fun and bubbly young woman and a new client with ICE in the South Region. She and her family moved from Calgary to Fort Macleod in October of 2018. The small community of Fort Macleod welcomed Ashley right away, and community members are quick to smile when she's around. Fort Macleod's slogan "Small Town – Big Heart" has never been truer.



Ashley's family has shared a lot of her interests with ICE and staff have been able to support her to broaden her exploration of her new community. Staff have helped connect her to volunteering with the Salvation Army in a role sorting books which Ashley very much enjoys! Staff have also been researching various resources to support Ashley become more connected with her culture which her family has identified as an important part

of their lives. Staff take Ashley to the Galt Museum in Lethbridge on a regular basis where Ashley enjoys playing the drums and singing with just a little staff reassurance. Staff encourage Ashley to have fun and celebrate her cultural heritage; she is looking forward to the pow-wows this summer! Ashley also loves animals, and staff are working hard to get her connected to some equestrian therapy

resources in Southern Alberta. Communication can be challenging at times as Ashley only speaks a few words. Staff have become creative to help empower Ashley to make choices on activities throughout the day, they are putting together a communication book with pictures of Ashley doing some of her favorite things so she can better share her preferences.

Ashley's family is a big support to her and they work together to help her accomplish her goals. They have welcomed ICE staff to observe their smudging tradition in the mornings and have helped ICE staff learn some ASL to better communicate with Ashley. We're very happy to have Ashley with ICE in the South Region. Her smile and laugh light up the room, and we look forward to seeing her flourish in her new community!

**Employee Spotlight**



Shaylen (right) with Ashley

Shaylen started working with ICE in the South Region in September of 2018. She is one of South's rural employees that works with clients in Bellevue, Pincher Creek and Fort Macleod. Shaylen has been supporting Ashley for the last few months helping to search out opportunities to connect Ashley with volunteer and cultural activities as well as options to interact with horses and animals in general.

Shaylen has been a wonderful addition to the South region. Her compassion for others and persistent nature helps her to develop and maintain great relationships with clients while supporting them to work towards their goals.

Thank you, Shaylen, for all your hard work.

# Policy Review

## Continuum of Positive Behaviour Supports:

There may be situations where Positive Approaches alone have not adequately addressed a situation/behaviour of concern. In these circumstances, a formal written Planned Procedure may be considered.

Independent Counselling Enterprises utilizes a continuum to indicate the range between positive approaches and more restrictive interventions. When developing a Planned Procedure, the least restrictive approach is to be utilized unless a health and safety risk is identified.

### POSITIVE APPROACH

### MORE INTRUSIVE

### RESTRICTIVE

Choices

Reinforcement

Verbal instruction/teaching

Redirection

Positive role modeling

Physical support

Ignoring the behavior

Restitution

Required relaxation

Required exercise

Psychotropic PRN

Emergency services

(i.e. 911, Lifeline

Communication System)

**Behaviours requiring formal intervention need either a Planned Positive Procedure or Planned Restrictive Procedure developed with the input of:**

Client

Parent/guardian

Supervisor

Support staff

**In addition all Planned Procedures require:**

Documented Review: Restrictive Procedures Advisory Committee

Documented Approval: Qualified Person

Documented Informed Consent: Client/Guardian

October 2018

**ICE OFFICES WILL BE CLOSED FRIDAY  
APRIL 19<sup>th</sup>, AND MONDAY APRIL 22<sup>nd</sup>  
2019 FOR EASTER**



**Please direct all calls to  
the Employee  
Client Assistance Team  
for these days.  
403-634-8805**

## Referral Incentive Recipient

**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!**



# Training

## PET (Pre-Employment Training)

April 16, 17, 18 2019

9:00AM-4:00PM

## PBI (Proactive Behavior Intervention)

April 23, 2019

9:00AM-4:00PM

## Complex Needs Training

April 2, 2019

9:00AM-Noon

6:00PM-9PM

## Harm Reduction Training

April 4, 2019

9:00AM-Noon

6:00PM-9:00PM

## Epilepsy/Seizure Training

April 11

9:00AM-11:00AM

6:00PM-8:00PM

## 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



Ade O. received a Thank You card from his supervisor for his appropriate response to a difficult situation.

Ade won a gym bag,.

Good Job!

## 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>

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/ohs-publications.html#laws>

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

## Health and Safety Meeting Minutes South Region (Minutes edited for publication)

### 3.0 Standing Items , 3.1 Review of 'Regional Health and Safety Meeting Minutes

#### Calgary – February 14, 2019 Meeting Minutes:

##### **January 10, 2019**

Staff and client had plans to go grocery shopping. Client wanted to leave at 9:00 a.m. and staff suggested for client to listen to their music as it was too early to go. Client began yelling and verbally threatening staff. Staff gave safe distance, however, client continued to move closer and eventually punched staff in the chest. Staff increased distance and provided time for client to calm. **Incident Investigation Completed.**

**Recommendations:** Review client's triggers and positive approaches to include avoiding power struggles. Review at the next team meeting. Staff will attend future training from CATALYST team. Manager to review CPI Verbal Escalation Continuum with client's team.

##### **January 28, 2019**

Staff slipped on a patch of water at the top of the stairs of the waterslide. Staff attempted to hold onto the railing, however, they fell. **Incident Investigation Completed.**

**Recommendations:** Staff received materials on, "pool safety." Staff to wear water shoes. Staff to read and utilize the ICE Hazard Identification Card. Staff could talk to slide attendant and request they post a wet hazard sign.

#### Edmonton – February 6, 2019 Meeting Minutes

##### **January 3, 2019**

Staff was in the parking lot with the client when another car backed into her vehicle. **Incident Investigation Completed**

**Recommendations:** Remind staff to always use defensive driving skills, which include the driver being aware of one's surroundings at all times.

##### **January 3, 2019**

Staff was driving with client when a parked police car decided to pull a U-turn and hit the back side of the car where client was sitting. Staff stated they were okay. Client received medical attention. Police took full responsibility for the incident. **Incident Investigation Completed**

**Recommendations:** Discuss with staff the importance of using defensive driving skills, including being aware of surroundings at all times when driving.

##### **January 6, 2019**

Client and his roommate were in the kitchen having breakfast. Client got a bowl for himself but the other client wanted the same bowl. The client advised his roommate to take another bowl, which was smaller than his, which caused an argument between them. As staff tried to redirect the clients, one client punched staff in his right eye and bit him. Staff escaped from the kitchen and called 911 and was able to direct the other client to safety. Police officers arrived and informed client he would be charged

if it happened again. The client apologized for his actions. Fol-  
low up: Clients to dine separately to prevent conflict. Reviewed with staff lifeline protocol. Purchased bowls the same size. Reviewed PRP/Risk Assessment with staff. Remind client he is not to harm other individuals around him going forward (as client has a brain injury and may forget). **Incident Investigation to be completed.**

**Recommendations:** Ensure regular monthly review of risk assessment and behavior plans with staff team, including PRP.

##### **January 18, 2019**

Staff was in the kitchen with a client and after needing to remind client to take his medications several times, client finally took his medications and then requested that staff assist in feeding him. Staff went to the table to assist the client when client punched staff in the right eye. Staff then kept distance from the client and contacted supervisor. The client was recently discharged from hospital and his food was already cut up, but he was having difficulty with eating by himself. Staff to retrain in PBI and incident to be discussed at the next team meeting.

**Incident Investigation Completed.**

**Recommendations:** Review with staff client risk assessment and behavior plans as appropriate, including signs of agitation. Consult with RPAC.

##### **January 27, 2019**

Staff was doing a shift at one home when ECAT phoned staff to switch their shift at another program. Staff agreed, but on her way to the program slipped and hurt her knee. She went back to the program and contacted supervisor. She continued to complete her shift and then went to see a doctor. She noted conditions were icy in the parking lot. **Recommendations:** Review with staff using appropriate footwear for icy conditions. Staff to be careful when walking on icy surfaces. Contacted landlord to let them know of icy conditions in the parking lot.

**Incident Investigation Completed.**

**Recommendations:** Staff to take their time when walking on slippery conditions and do the "Penguin Walk", which includes bending your knees slightly and walking flat footed, pointing your feet slightly out (like a penguin) and taking shorter shuffle-like steps. Notify landlord prior to incidents happening if they are noticing particularly icy patches/conditions on landlord walkways or in parking lots. Purchase ice cleats for program staff to utilize when they are on shift.

##### **January 28, 2019**

Staff slipped in the apartment building parking lot while walking to work. The staff hit their head and hurt their right hip. Staff went for medical attention. Discussed the importance of staff reporting falls right away. The parking lot conditions were reported to the building maintenance.

**Incident Investigation Completed.**

**Recommendations:** Remind staff to ensure that they wear appropriate footwear and to review AHS "Penguin Walk."

**Additional Recommendations:** None

##### **January 28, 2019**

Staff slipped on the sidewalk on the way to the client's Support home and then when staff was out with client he slipped a second time at the Clareview Recreation Centre. Sidewalk con-

ditions were slippery. The employee hurt his hand, knee and foot. Recommendations included for employee to purchase slip on ice grips for his footwear and gloves for his hands when walking in the community in winter conditions.

**Incident Investigation to be completed.**

**Recommendations:** Wear appropriate footwear and to utilize AHS “Penguin Walk.” If weather conditions are very poor causing slippery walking conditions, outing could be postponed.

#### **Northwest – February 12, 2019 Meeting Minutes**

No incidents to report.

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

#### **Calgary – February 14, 2019 Meeting Minutes:**

**December 29, 2018**

Client was upset at the start of staff’s shift. Staff asked client if they could prepare the client a meal. The client declined the offer and started throwing things at staff. The client then came towards staff with something in their hand and stated, “Leave or I will kill you.” Staff left the apartment and called 911. Later services were terminated by the client. **Near miss Investigation Completed.**

**Recommendations:** Client’s Risk Assessment was updated.

**Additional Recommendations:** As per PBI, staff could explore what’s bothering client and see if they can help alleviate concerns. Avoid food preparation (E.g. Using sharps, turning burners on) when client is escalating.

#### **Edmonton – February 6, 2019 Meeting Minutes:**

No near miss incidents to report

#### **Northwest – February 12, 2019 Meeting Minutes:**

No near miss incidents to report

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

**February 26, 2019**

Staff fell on the step when leaving a residential program. They landed on their backside. Note: the steps were clear of ice and snow, but staff admits to being in a hurry to pick up a client. **Incident Investigation to be Completed.**

**Recommendations:** It appears this incident is not a result of outside environmental factors but of staff rushing. Remind staff to leave plenty of time for tasks and not to rush.

### **3.3 Evaluation of near miss investigations.**

No near miss incidents to report

### **3.4 Health and Safety Committee Inspections**

3.4 A) No inspections were required in February as a result of health and safety concerns brought forward.

3.4 B) Inspections completed

**February 2019:**

Monthly Safety Inspection Checklists completed – 1 – Karen – 1 other worker participated

Random Inspections completed—Chantel (8) – 8 workers participated

**3.5 COR Audit Review** – 2018 COR Action Plan completed – received 90% score. Committee reviewed changes to the 2019 audit tool.

### **3.6 Hazard Assessment and Control document (H.A.C.D.)**

**South Committee Reviewed pages 48 – 55.** Suggestions from the committee to add something to hazards regarding taking out large tub containers to the curb for weekly collection to the Garbage Handling and Disposal task. No other changes were suggested.

#### **Calgary – February 14, 2019 Meeting Minutes:**

Reviewed pages 24-29 of HACD

- **Food Storage:** frequently review the expiry dates of foods (especially non-perishables) and swap it with newly purchased goods in the safe work practices section.
- **Handling (exposure to) Raw Meats:** (i.e.: safe work practices section) to wash washcloths often (especially right after handling meat).
- In the Engineering controls, re-label the meats that are re-packed in the freezer with the dates.
- Use of Electric Stove/Oven. Use of Gas Stove and Oven: In the Physical Hazards, add food dropped in elements can cause hazards; check inside the oven before turning it on.

#### **Edmonton – February 6, 2019 Meeting Minutes:**

- Appendix A-4: Safe Practices for Control of Slips, Trips and Falls - Remove the following from the “Controls for Falling Hazards” Section as all overnight shifts are awake night shifts – Remove the following section: “Ensure that lights are within easy reach .... to reach a switch.”
- Appendix A-5: Road Safety Practices: Add the following sentence to the “General Road Safety” section: “Drive for the road conditions, including reducing speed, keeping a safe distance from the driver in front of you, and breaking early when driving on icy conditions.”

#### **Northwest – February 12, 2019 Meeting Minutes:**

Reviewed pages 8-13 of the High Behaviour Section

- Working with Clients – “Away without Leave”, AWOL – Add “fear of personal safety in unsafe neighborhoods” as a hazard
- Self-Injurious Behaviours and Suicidal Behaviour sections – No recommendations

**3.7 Policy review** – 3.5.6 Internal Investigations of Incidents/ Near Misses

### **4.0 Other Business**

4.1 Health and Safety Committee Training Updates

- One Committee Member still to complete the CCOHS training certificate. This will be completed as soon as possible.
- Co-chairs will take CCSA once Lethbridge dates are announced.

4.2 Worker election for vacant position – may still need 1 more. Sharon will determine this and then an election for the position can be held.

4.3 Inspections schedule – The group discussed completing 2-3 inspections per year. Confirmed that all committee members have received Workplace Inspections Training. Worker members of the committee will participate in April doing EQA’s at residential homes.

4.4 Ideas for upcoming ICE Page Articles – Ideas to stay physically fit

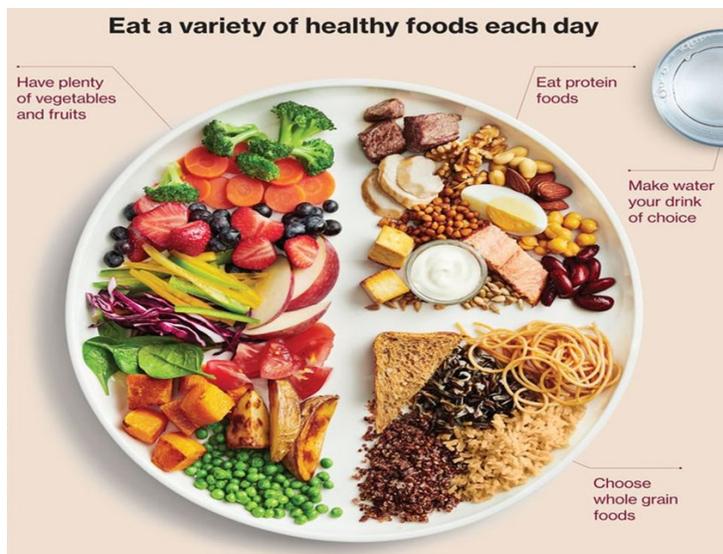
**NEXT MEETING DATE: April 2, 2019 at 9am**

## Canada Food Guide 2019

On January 22<sup>nd</sup>, 2019, Canada's new food guide was released. The old guide was dramatically changed into a simplified approach that encourages plant-based eating and reduces the emphasis on meat and dairy.

For the past four decades, Health Canada has instructed Canadians that a healthy diet consists of specific servings across "four food groups," set against a rainbow background. The new guide not only does away with the four groups; it eliminates recommended daily servings and serving sizes altogether. It also replaces the "rainbow" with a new icon: a plate. Here are some of the biggest changes from the new food guide:

- **Four food groups reduced to three:** The old food guide had four food groups that consisted of dairy and alternatives, meat and alternatives, grains and fruits and vegetables. The new guide reduces those groups to three: fruits and vegetables, whole grains and proteins, a new category that combines both dairy and meat, and focuses more on the alternatives: plant-based proteins. The guide encourages the consumption of plant-based food – vegetables, fruit, whole grains and choosing plant-based proteins more often.



- **A simple message.** The new guide is captured in one simple image: a plate of food representing a variety of different foods filled with about half fruits and vegetables, a quarter whole grains and a quarter proteins. Gone are recommendations to eat a specific number of servings across each of the groups. Gone too is information about what makes up a serving for different types of food.
- **Make water your beverage of choice.** This is both to promote hydration as well as to limit consumption of sugary drinks and alcohol. Sugary drinks are the main source of total sugars in the diets of Canadians which have been associated with dental decay, obesity and type 2 diabetes.
- **Eat fewer processed foods. If you do eat processed foods, eat them less often in small amounts.** The new guide includes specific warnings about what not to eat – namely, processed and prepared foods that are high in sodium, free sugars, and saturated fats. Shifts in the past decade towards processed foods have been linked in rises in obesity, cardiovascular disease, hypertension, diabetes and certain types of cancer. Examples of processed foods include muffins, hot dogs, frozen pizza, chocolate and soda.
- **A new emphasis on food behaviours.** The new food guide discusses behaviours associated with healthy eating patterns, including:
  - ◇ **Be mindful of your eating habits.** Take time to eat. Notice when you are hungry and when you are full.
  - ◇ **Cook more often.** Plan what you eat and involve others in planning and preparing meals.
  - ◇ **Enjoy your food.** Culture and food tradition can be a part of healthy eating.
  - ◇ **Eat meals with others.** When people eat meals alone, they often eat less healthy and eat fast foods, which generally having higher fat, salt, and caloric content.
- **Tips for healthy eating.** The food guide contains tips on meal planning, cooking and healthy choices, eating at home, school and work as well as addresses nutritional needs at different life stages.
- **Recipes.** The Canada Food Guide website contains recipes for breakfast, lunch/dinner and snacks.
- **The link to the Canada Food Guide website is:** <https://food-guide.canada.ca/en/>

Spread the word regarding the new food guide. Share information with your teams and with your clients. Information regarding the 2019 food guide can also be found in the resource section of the Health and Safety Binder.