

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

- **August 15th, 2018 –** For all shifts worked between August 1st and August 15th.
- **August 31st, 2018 –** For all shifts worked between August 16th and August 31st.

UPCOMING:

- **HEALTH AND SAFETY MEETING**
August 8th, 2018 at 9:00 AM
- **RPAC MEETING**
August 1st, 2018 at 1:30 PM
- **UNIT MEETING**
August 15th, 2018 at 1:00 PM

Making it Happen!- Supporting Social Inclusion



Ken

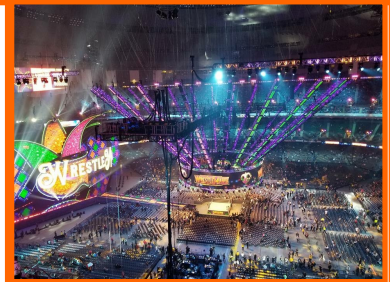
Ken is a man with many fine qualities including a strong dedication to his goals and a zest for life. When ICE first met Ken in Grande Prairie in 2013, his physician recommended that Ken work on his mobility. The doctor felt Ken would benefit from having more muscle to ensure that he would not later become bound to a wheelchair. ICE staff facilitated Ken meeting with a personal trainer shortly after Ken began services and an exercise routine was devised for him. Ken has diligently followed this routine for five years. His hard work has paid off as he has increased his muscle mass and now only requires use of his wheelchair while at work. He enjoys being active and has made the Special Olympics team for five pin

bowling. He has been able to travel to Edmonton with his fellow teammates for tournaments and to play at provincial competitions in the past years.

Ken is a social and helpful person. He has worked at Walmart for three years as a Greeter. He enjoys his work at the store and the chance to show his sense of humour and kindness to the customers that come through the front doors.

This past year, while Ken was having coffee with a friend, he announced that he wanted to save his money and go to the huge World Wrestling Entertainment (WWE) event that takes place in the United States each year. He asked his friend to accompany him on the adventure and the friend agreed.

In September of 2017 Ken started the process to attend the WWE event with a goal to get his passport. Ken's ICE support team, helped him collect and fill out the passport application. Ken and Bismark, his support staff, came to the ICE office and made copies of his identification papers and sent the information by Purolator. Six weeks later an excited Ken arrived back at the office with his passport in hand! Ken then set his next goal. Taking a trip to New Orleans in April of



WWE in New Orleans April 2018

2018 for the annual WWE event. Ken began working with his ICE support team to complete all the necessary planning tasks to organize a trip to New Orleans. There was a lot to be completed: medical clearance; securing approval from Ken's trustee; travel insurance, hotel and travel arrangements. This was an excellent learning experience for Ken. Staff worked with him each step of the way and were able to secure West Jet accompany pricing, hotel as well as transportation.

With everything arranged, Ken and his friend set off this April on their six day holiday adventure to Wrestlemania in New Orleans. Ken had a wonderful time with his friend, a natural support, and came back with many happy memories and souvenirs. Well done, Ken!



Employee Spotlight - Bismark Kwarteng

Bismark has been an employee at ICE since January 2017. He has a gentle yet effective demeanour and has formed many great relationships with ICE clients. He is always excited for the individuals he supports when a goal has been achieved. Having the ability to give back to the community in a productive and caring way is one of the many reasons Bismark chose to work in this field. Thank you Bismark for your contributions to our ICE team!

POLICY REVIEW

Excerpts from Policy 3.5.8 Eliminating/ Mitigating/Controlling Work Site Hazards are included here. Please refer to the ICE Policy Manual for the full policy.

For the purposes of this policy residential programs refers to homes that are staffed by I.C.E. employees. Support homes refer to programs that are only monitored by I.C.E. and the operator is not an employee of the agency.

1. To reduce the risk of fire there are to be no lit candles, lit fires in fireplaces and no lit fire pits in the yard in any residential program.
2. There are to be no stick pins in common areas in any residential program. These may be used in the staff office and only if this is a contained room and able to be locked.
3. All sharps i.e. knives, scissors, tools, sewing/ knitting supplies, choppers, graters, blender blades, thermometers, fire ignition sources (i.e. lighters) etc., with the exception of butter knives, and will be locked up in all residential programs. A location will be identified as appropriate to the home i.e. office, kitchen drawer. In a support home sharps are to be in a secure location. Client support requirements will determine if locks are required.

4. In residential programs all cleaning supplies are to be kept locked up in an area separate from the food and medications in the home. If a client is independent in cleaning and/or are able to clean unsupervised a location will be identified for the storage of these products i.e. laundry room. MSDS forms are readily available in the Daily Planner. Cleaning supplies may need to be in a locked location in a support home and is dependent on client support requirements.

Any deviation from #3 and #4 will be a joint decision of the client, their support network and Independent Counselling Enterprises Management and will be documented as such.

6. All residential and support homes are to have a working fridge thermometer. Appliances with built in thermometers are acceptable.
7. As per **Policy 3.8.6 Dress, Hygiene, and Grooming** it is the employee's responsibility to ensure they wear clean and safe indoor shoes while on shift in the homes. This is not applicable to support home operators.
11. Employee personal belongings i.e. purse, money, cigarettes, matches, lighter, medications etc. are to be kept locked away at all times. (See **Policy 3.8.12 Smart Phones and Mobile Devices**)

ICE THANK YOU CARD INCENTIVE WINNER



Terra Smella

Terra received a Thank You card from her Supervisor for her willingness to work with new clients and set up a program for them. Terra won a Camping Cooler.

Thank you for your dedication. We appreciate your caring qualities!



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:

780-453-9664

Safety – Heat Hazards

Heat waves in Quebec this summer have resulted in loss of life for more than 90 people.

High temperatures can overwhelm the body's ability to cool itself. They cause stress on the body, especially when



combined with high humidity, direct sunlight, and/or poor air circulation. It is important that staff know how to recognize and respond to incidents of heat stress both in clients and in themselves so that necessary safety steps can be taken to keep everyone healthy and comfortable.

Recognizing heat stress

Heat stress does not just affect persons outdoors, people indoors in hot environments such as buildings without air conditioning. It is important that staff monitor clients, co-workers and yourself for signs of heat illness, exhaustion or heat stroke. Heat impacts on health are worse if high temperatures persist over several days and throughout the night. Some persons are more prone to heat strain including older individuals, people with physical impairments or chronic illnesses. Certain medications also affect heat sensitivity and the body's cooling functions.

Excessive heat stress on the body may result in one or more of the following symptoms:

- Heat illness: heat rash, swelling of hands, feet and ankles, headache, dizziness, upset stomach or vomiting.
- Heat exhaustion – tiredness or weakness, moist skin, a rapid weak pulse,
Life-threatening heat stroke – hot dry skin, a rapid strong pulse, mental confusion, seizures or convulsions, unconsciousness.

Prevention:



\$100.00 ICE Employee Referral

Incentive Program

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements & completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

- Monitor clients, co-workers and yourself.
- Take rest breaks and drink cool water frequently.
- Wear lightweight, light-coloured, loose fitting clothes and head coverings when outdoors.
- Limit heat exposure. If outdoors, try to stay in the shade.
- Use sunscreen, sun glasses and sun block if outdoors.
- Focus on lighter activities when possible and plan more strenuous tasks in the cooler hours of the day (mornings, evenings). Access community venues that are air-conditioned or that offer the opportunity to cool off (i.e. swimming pools).
- Use personal body cooling strategies– i.e.: fans, a cool damp facecloth and cloth covered icepacks. (Gel ice packs work well as they are softer. The idea is similar to a hot water bottle but used for personal cooling instead of warmth.)

What to Do

Pay attention to individuals displaying symptoms of sudden and severe fatigue, nausea dizziness or light headedness, rapid breathing and /or a sustained heart rate.



If you see someone showing signs that they are struggling in the heat:

Encourage them to move to a cool, shaded area or

remove them from the heat source.

Loosen or remove heavy clothing.

Provide cool drinking water.

Call 911 immediately if you think someone may be experiencing heat stroke.

Source : <https://www.safemanitoba.com>

HURT AT WORK?

Employees & 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 & procedures.

While not all injuries are reportable to WCB, all injuries & work related health concerns are required to be reported within the company.

This is done so that health & safety investigation & follow up may be completed for the safety of all parties.



Looking for Answers? Here 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.
www.ccohs.ca	The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the total well-being—physical, psychosocial and mental health—of working Canadians by providing information, training, education, management systems and solutions. It makes credible information about workplace hazards and conditions easily and widely accessible to all Canadians.
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

TRAINING

PET (Pre-Employment Training)

August 2nd, 2018

9 am - 4 pm

As described on the ICE website

PBI (Proactive Behaviour Intervention)

August 3rd, 2018

9 am - 4 pm

As described on the ICE website

Work Place Violence, Bullying & Harassment Training

August 17th , 2018

9:30 am - 12:00 pm

&

August 30th , 2018

9:30 am - 12:00 pm

OR

1 pm - 3:30 pm

This is a new workshop. It will inform staff what workplace violence, harassment & bullying looks like & how to deal with it when or if it happens.



CPI

August 22nd, 2018

9:30 - 5 pm

As described on the ICE website

Documentation

August 23rd, 2018

9:30 am - 12:30 pm

As described on the ICE website

How to Support a Client

August 23rd, 2018

1 pm - 4 pm

As described on the ICE website

Complex Needs Training

August 29th, 2018

9:30 am - 12:30 pm

As described on the ICE website

**ICE OFFICES WILL BE CLOSED
MONDAY, August 6th, 2018
for
HERITAGE DAY**

Please direct all calls to the Employee
Client Assistance Team for that day.

403-634-8805



HEALTH & SAFETY COMMITTEE MEETING MINUTES FOR JUNE 13, 2018 - SOUTH

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

Calgary: (May 24, 2018 Meeting Minutes)

April 2, 2018

Staff was seated in the living room assisting a client to cut wool for her rug hooking. Clients 2 cats were playing and suddenly one of the cats jumped onto staff's lap which resulted in 4 scratches on staff's leg. Staff completed first aid.

Recommendations: Ensure regular nail care is completed on cats either by the client or a professional grooming company. Recommend pets are kept away from staff when using yarn as this may attract the cats. Suggest to client to purchase nail covers on cat's nails. Encourage staff to wear long pants or put a blanket on their legs as a barrier to cat scratches.

Additional Recommendations: None

Incident Investigation Completed.

April 26, 2018

Staff was assisting a client (using an approved transfer belt) to the toilet. The client stumbled and proceeded to stumble forward, staff had their hands on the transfer belt and managed to pull the client back to stop the fall. From this action staff felt pain in their shoulders and lower back.

Recommendations: Review with staff the proper use of the transfer belt, review Lift and Transfer policy. Client to be assessed by Occupational Therapist as client's needs and stability are changing.

Additional Recommendations: None

Incident Investigation to be completed

Edmonton: (May 2, 2018 Meeting Minutes)

April 4, 2018

Staff was supporting a client with mental health challenges. The client was verbalizing statements that suggested they may be experiencing hallucinations. When a roommate entered the area the client went to try and strike them. Staff redirected the roommate to safety and the client turned and struck the staff on the back. The client was shouting and agitated but given space and calmed down after 30 minutes. An appointment was made immediately with a medical professional for follow up for the client in relation to recent medical changes and changes in behaviour.

Recommendations: Review of PBI strategies with employee (i.e. do not turn your back on an agitated individual, monitor them visually so you may block an attempt to strike.) Document carefully and keep medical professionals informed of observed changes in client health/behavior in relation to medication changes.

Additional Recommendations: None

Incident Investigation to be completed

April 7, 2018

Staff was cleaning the stove. They had lifted the burners and were cleaning the area underneath these when they caught a sharp edge and cut a finger on their hand. Staff applied first aid. ECAT and medical aid were contacted after the incident.

Recommendations: Observe the area to be cleaned carefully for hazards (sharp edges) before starting the task. Use engineering controls such as a cleaning brush; wear PPE such as gloves to protect hands from cleaning agents and surface hazards. In Canada, most people have had shots to prevent Tetanus. Persons experiencing cuts and scraps who have

never been immunized or haven't had a booster in the last 10 years are encouraged to see a medical professional to ensure their protection.

Additional Recommendations: Check to see if the stove can be cleaned more easily; most stoves that have burners of this type have the ability for the entire top to lift up making it easier to get underneath the burners and lessening the risk of injury.

Incident Investigation to be completed

April 12, 2018

Staff was bending down putting on their shoes when they felt a sharp pain in their wrist.

Recommendations: Select and wear shoes that are not difficult to get on. Use a safe ergonomic position to put shoes on and if necessary for position or balance sit during the process. A shoe horn is a helpful tool that may guide feet into shoes so less pulling is required.

Additional Recommendations: None

Incident Investigation to be completed

Grande Prairie- (May 8, 2018 Meeting)

No Incidents to Report

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

Calgary: (May 24, 2018 Meeting Minutes)

April 20, 2018

Client and staff arrived at a movie theatre and found it was closed. Staff suggested walking to a nearby restaurant to wait and eat lunch until the theatre opened. After 5 minutes of walking the client stopped and started stomping their feet, staff stopped and waited. After a few minutes staff showed the client their arm to support them while walking. The client then grabbed onto staff's neck and began pinching the staff. Staff stepped away and the client grabbed their arm and began scratching staff. Staff gave the client space however the client continued to escalate. Staff tried to redirect by asking if they would like to sit down at a children's play place. However the client grabbed the staff's arm again and started scratching. Staff gave space to allow client to calm down and the client was picked up by guardians. Staff informed that there was no injury.

Recommendations: Review with RPAC for support. Ensure staff is aware of business hours of different activities and have preferred activities available if there is a change in routine. Ensure staff is aware of client's needs and triggers (i.e. change in routine, over stimulating environments.) Review with staff PBI. Client now has a loaner wheelchair that will be used when out in the community.

Additional Recommendations: None

Near Miss completed.

April 30, 2018

While a client was getting ready for bed, staff removed a pair of drinking glasses in the client's room and put them in the dishwasher. The client took the glasses back to the bedroom. Staff explained that the glasses were dirty and should be in the dishwasher. The client immediately escalated towards the staff, threatening to get staff in trouble and raising their voice. Staff engaged in L stance and kept a safe distance as the client tried to corner staff and hit them. Staff went to use the house phone to contact ECAT; the client disconnected both phones. The client then went to their bedroom to cool down.

Recommendations: Remind staff to not engage in power struggles with client. Try to have the client become more involved in cleaning their room; develop a cleaning schedule. Wait to call ECAT as calling during an escalation can agitate

a client more and jeopardize staff safety (i.e. disconnecting the phone).

Additional Recommendations: Review incident with RPAC, review client positive approaches or other behavioral information (if present) with the staff.

Near Miss completed.

Edmonton: (May 2, 2018 Meeting Minutes)

None to Report

Grande Prairie: (May 8, 2018 Meeting Minutes)

None to Report

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations):

None to Report

3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):

None to Report

3.4 Certificate Of Recognition (COR) Audit The committee reviewed implementation of assigned portions of the ICE 2017 – 2018 COR 1

COR Action Plan	Actions:	Follow up / timelines:
<p>Element 1-2</p> <p>1-2 Identify a cross regional H&S sub-committee to:</p> <p>Revise/develop Health and Safety Committee Terms of reference including psychological injury and illness prevention as well as physical health and safety.</p>	<p>Sub committee members reviewed current Terms of Reference and gave suggestions for updates. (See Sub-Committee minutes)</p> <p>Looked at “Assessment and Control of Psychological Hazards in the Workplace” from OHS website. Made suggestions regarding how to focus on prevention of psychological injury in the workplace in the terms of reference. (See Sub-Committee minutes)</p>	<p>Sharon will plan another subcommittee meeting prior to the next health and safety meeting in order to discuss the Terms of Reference further.</p> <p>Sub-Committee minutes sent to Edmonton for further discussion</p>
<p>Element 2-3</p> <p>Identify a short term committee involving representatives for Non Residential programs in each region.</p> <p>Establish formal Non-Residential hazard assessment and control procedures that involve front line staff directly.</p>	<p>Employees that work in primarily non-residential programs met to discuss the best way to implement a more formal site specific Hazard Assessment and Control Document for each program. Discussed current practice of reviewing the file – reviewing hazard section from comment section of c-views. Also, noted that the non-residential orientation form has much of this information already.</p>	<p>Continue to meet with these staff to get further insight.</p>
<p>Element 3</p> <p>3-1 Addition of 5 information sections specifying Safe Work Practices to the index section of the ICE Master Hazard Assessment and Control document (HACD).</p> <p>3-2</p> <p>Development of Terms of Reference for regional ICE Health and Safety Committees</p>	<p>3-1 The committee discussed the top 5 recommendations for the information sections in the ICE HACD. These were sent into the committee chair for review.</p> <p>3-2 The committee discussed the Terms of Reference and talked about how the South Region will be able to fulfill the requirements of Bill 30 (See Subcommittee Minutes for further information)</p>	<p>The committee members will ask other employees about additional information sections that would be beneficial to add to the HACD and bring any feedback to the next meeting.</p>

3.5 Review of Master Hazard Assessment and Control Document

As noted above the Committee put forward their top 5 suggestions to be included in Appendix A of the Hazard Assessment and Control Document. Also discussed and reviewed the Non-Residential Section of the HACD

Other Regions Review & and Recommendations and Regional Response to Recommendations:

Calgary: (May 24, 2018 Meeting Minutes)

Reviewed Pages 6 – 13n No additional recommendations

Driving with Clients: no additional recommendations

Use of Public Transit: recommend adding under biological – exposure to bed bugs/lice (with a lower probability). Also recommend to add use hand sanitizer

Edmonton: (May 2, 2018 meeting minutes)

Review of COR Action Plan Item: 3-1 Addition of 5 information sections specifying Safe Work Practices to the Appendix A section of the Master Assessment and Control Document. The group reviewed information/ ideas collected from the South and Calgary Health and Safety Committees.

Grande Prairie: (April 3, 2018 Meeting Minutes)

Reviewed COR Action Plan and began implementation of the plan

3.6 Policy Review – Policy 3.5.9 – Hazard Assessment and Control Document

OTHER BUSINESS – Suggestions for ICE Page Articles – Safety During Thunderstorms

NEXT MEETING – August 8th at 9:00 am.