D E C E M B E R

ICE PAGE

SOUTH 2015

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TIME SHEET HAND-IN:

December 16th, 2015
For all shifts worked between December 1st and December 15th, 2015

December 31st, 2015
For all shifts worked between December 16th and December 31st, 2015

RPAC Meeting
December 2nd, 2015 @ 1:30 pm

Management Meeting
December 11th, 2015 @ 9:00 am

Health and Safety Meeting
December 1st, 2015 @ 9:00 am

ECAT

Lethbridge

403-634-8805

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

Making it Happen!

Supporting Social Inclusion

Jonathon Kline is a friendly, helpful young man. He also happens to have an incredible talent for art, particularly clay sculptures. Jon creates a variety of small sculptures with great detail and can complete one in a short period of time. In his home Jon has a huge collection of sculptures on display.

Jon began taking classes for clay art through a local art studio in Lethbridge called CASA. While taking the course he found that he really enjoyed helping his classmates with their projects. Recently when Jon did not get into the clay classes he wanted to enroll in he was disappointed. Knowing Jon's skills and how much he had enjoyed helping others in the previous class, Jon's ICE staff Jamie approached the class coordinator about Jon assisting in the class instead of attending as a student.

CASA embraced the idea and were happy to have Jon come aboard to help out with their clay making course. He would however have to sign up as a volunteer worker and complete the proper forms to do so. Jon's staff Jamie helped him to fill out the forms and to quickly acquire a Police Record Check so Jon could start his volunteer work at the studio.
Jon has now been involved in a few classes as a volunteer assistant providing help, direction and suggestions to students in the classes. Not only does Jon work one on one with the students but he helps with prep work before and between the classes. Jon enjoys sharing his talents and enthusiasm for art and hopes to spark that same interest in those he assists. After each class Jon and Jamie review how the class went. Jamie encourages Jon by pointing out the positives of the day and helps him to see ways he could improve.

Jamie has also been assisting Jon to share his talents with a broader audience. They

Clay Artist, Jon Kline (Above Left) and ICE Support Staff, Jamie Derbyshire (Right)

began working on a website Jon could use to share his completed works for others to enjoy, comment on and even purchase a sculpture if they desire. Jon knew very little about setting up a website or how to get started on one. Jamie showed him the steps he would need to do in order to set it up. He then helped Jon to photograph each art piece before working on the format they would use on the site. Jamie then taught Jon how to access his messages and how to determine the number of people visiting his page.

Since signing up as a volunteer Jon has helped CASA with a variety of classes for children and individuals with special needs through the summer and into the fall. He hopes to continue to assist in future classes

at CASA and is building a good relationship with the coordinator. Jon enjoys the friendships he has made through helping with these classes and being able to give back to his community in doing so. His confidence in his talent is growing. He hopes to inspire and encourage others to pursue their passions as he has.

Interested in visiting Jon's site? Here's the address: www.jkcreations.da.bz/

Staff Spotlight

Jamie has been working with Jon since June of 2014. He enjoys seeing the positive differences Jon has made in his life and he is proud he has been able to support them. Jamie appreciates the strong rapport and level of trust that he and Jon have built. They work through Jon's challenges together and Jamie enjoys seeing Jon's reaction when they are able to come up with a solution. He knows that Jon sincerely appreciates the assistance he provides.

Thank you Jamie for your excellent client support!

ICE offices will be closed

Friday, December 25th & Monday, December 28th, 2015

&

Friday, January 1st, 2016

Please direct all calls to the Employee Client Assistance Team for these days.

Client Success Story

Leisha

Grande Prairie ICE is proud to introduce you to Leisha. She is a young woman that became part of the ICE family in September of 2013. Leisha is currently living in an ICE support home that she moved to a year ago; she enjoys the atmosphere there very much.

Leisha has shown immense growth in all aspects of her life this past year. Through her determination and consistent work ethics Leisha has maintained her employment at Subway Restaurant for six years and recently increased her number of work days per week from four to five. With the encouragement of her ICE staff, Leisha has also increased her physical activity levels. She now enjoys regularly going to the Eastlink walking track.

Leisha travelled to Edmonton this year with her ICE support home operator, Kristine, for her birthday. This trip was one of Leisha's goals and we are so happy that ICE was able to support her with it. In Edmonton they spent a day in West Edmonton Mall.

In her time off work one of Leisha's favorite things to do is to go to the movies. On Tuesday nights Leisha and her staff often attend the Cineplex "cheap night". She also enjoys singing and listening to music, playing video games and is an avid reader. Her preferred music is rock, but she has interests in all the artists and finds it hard to choose a favorite. We wish Leisha the best in her upcoming adventures and know she will continue to succeed.

New ICE Initiative for Client Safety

On November 16th, 2015, ICE Managers from across the province gathered in Edmonton to attend a training session on Care Occupancy Fire Safety Assessments. This session was facilitated by John Percy of the Educational Program Innovations Center in Ontario. Mr Percy has extensive experience as both a Public Education and a Fire Prevention Officer. He is currently the Public Education Officer, City of Waterloo, ON Fire Rescue.

This management training session was the first step in a new initiative ICE is launching towards enhancing current company systems for ICE client Life Safety. What is Life Safety? The *Life Safety Code*, is a standard widely adopted in the United States. It is administered, published and copyright by the National Fire Protection Association (NFPA). The standards are not a legal code but do provide a recognized standard for minimizing danger to life from the effects of fire including heat, smoke and toxic gases. The NFPA code provides assessment tools for evaluating client support requirements based on risk factors including: Risk of Resistance, Impaired Mobility, Impaired Consciousness, Need for Extra Help, Response to Instructions and Waking Response to Alarm systems.

In the next few months our agency will be moving forward to formally review the occupational safety risks for each ICE residential client using the NFPA assessment tool. From this assessment process more specific and standardized information will be available to assist the company and family partners for planning life safety supports.

TRAINING

Pre Employment Training
December 1st and 2nd, 2015
9:00 am - 4:00 pm

Effective Communication
December 11th, 2015
1:30 pm - 3:30 pm

Food Safety for Clients
December 16th, 2015
10 am - 12 noon

Hurt at Work?

Employees and Support Home Operators are reminded of their responsibility 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.*

Policy Review

ICE employees are reminded of the importance of maintaining consistent and quality supports for ICE clients throughout the holiday season.

3.4.11 VACATION

An employee will accrue vacation pay at a rate of 4 %, after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta and after 10 years of employment at a rate of 8%.

All casual employees may request a pay out of vacation pay **no more than two times per calendar year** but not within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will only be processed through payroll. The request form is to be submitted **two weeks** prior to the date requested for approval. Supervisors will not approve a request to pay out vacation pay unless the form for a request is submitted within these time lines.

All Casual Employees who have signed terms of employment and work a fix schedule may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. The employee must complete the vacation request form.

All full time employees must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off**.

Vacation will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.

The employer has the final approval of the time when the annual vacation is to be taken. No vacation will be approved over Christmas or Easter for those employees providing direct client care.

Updated October 2015

Monthly Incentive

Award Winner

Gladys Soosay

Gladys received a thank you card from her Team Leader for going above and beyond to assist a client to attend a special event.

She won Christmas Decor items.

$100 Employee 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!

Employment Opportunities

Pincher Creek Area - Female client needs help finding employment and support with independent living skills. 11 hours per week, schedule can be flexible.

Please Join Us!

The 2015 ICE Christmas Open House and Employee Awards Celebration will be held:

Thursday, December 10th,
2 to 4 pm
at the Westminster Hall
411 16th Street North

Health and Safety Minutes South Health and Safety Meeting - November 2nd, 2015

3.0 STANDING ITEMS

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

Calgary- No Internal Incidents for review.

Edmonton - **Sept 13, 2015**
A Support Home Operator (SHO) was stopped in their vehicle at a yield sign waiting to turn right. A vehicle following struck the SHO"s vehicle from behind.
Incident Investigation Completed
Recommendations: The SHO was not at fault in this incident. The other driver was responsible and may have been distracted or impatient. One concern related to the ICE SHO was that the incident was not immediately reported to an ICE supervisor. All ICE SHO's and employees are required to report such incidents within 24 hours. Manager to review reporting requirements with the SHO.
Additional Recommendations: None

Grande Prairie:
September 9, 2015-Staff was working a weekend shift. Stepping out of the shower they slipped on the bath mat. Staff attempted to break his fall by grabbing the towel bar and ripped it out of the wall. Staff also hit his head when he fell.
Recommendations: Bath mat to be replaced with a non-slip version. Suggested that staff shower at home not at the residence.
Internal Incident Investigation Completed.
Additional Recommendations: None

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

Calgary
No Near Miss Incidents for review

Edmonton
Sept 18, 2015
Client desired more personal funds than she had available and became upset with staff when, despite her demands, they could not provide them. Client threw a phone at the staff and threatened to harm herself with a plastic knife. 911 was called.
Follow up with the client's psychiatrist and RPAC has been initiated. Plastic knives have been locked up with other sharps at the residence.
Near Miss Investigation to be completed.
Recommendations: Explore alternate external control systems for client finances (to staff managing daily funds) for this client in order to avoid power struggles.
Additional Recommendations: None

Northwest - No Near Miss Incidents for review.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:
No Internal Incidents for 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
Review of informal information on COR Audit 2015 provided at SWOT. The committee talked about areas of strength and some of the auditor recommendations.

3.5 Review of Master Hazard Assessment and Control Document
A) Pages 43 – 46 Reviewed.
Seasonal Yard Work: no additions or changes recommended
Seasonal Events: recommend adding to safe work practices that residences use a timer on tree lights to ensure they are not left on at night or while away from the home for extended periods.
Snow Shoveling: no additions or changes recommended

B) Other regions review & and recommendations and regional response to the recommendations
Calgary
Review the Office Specific HACD Meetings/Communication – recommended adding additional location of First Aid kit in the CSC office.

Edmonton
General Section, Pages 68-69 Travel on wet or slippery surfaces was discussed. One suggested addition to physical hazards is to add "possible concussion" to the document. No other changes were recommended.

North West
Office Related Work:
Meetings/Communication-No additions
Driving-No additions
Office Cleaning-No additions
Contact with Visitors, Contractors or intruders/strangers at office-no additions

3.6 Policy Review – 3.5.1 and 3.5.2

4.0 OTHER BUSINESS
ICE Page Health & Safety Article Suggestion: Tips on snow shoveling safely this winter

NEXT MEETING – December 1st at 9:00 am

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