December 2 0 1 8

ICE PAGE

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

- **December 17th 2018 – For all shifts worked between December 1st & December 15th.**
- **December 31st, 2018 – For all shifts worked between December 16th & December 31st.**

UPCOMING:

- **HEALTH AND SAFETY MEETING , December 11th, 2018 at 9:00 AM**

(*Note new H&S Mtg. schedule)

- **RPAC MEETING December 5th, 2018 at 1:30 PM**
- **UNIT MEETING December 12th, 2018 at 3:00 pm**

Making it Happen!- Supporting Social Inclusion

Raymand is a new client with ICE in Lethbridge. He started services with the agency in May of 2018. Although he is a relatively young man, Raymand lives in an assisted living facility due to his health concerns. His ICE staff visit him at the facility to support him with his regular routines and to assist him with community access. Since May, Raymand has become involved with many additional local activities.

Upon starting services with ICE, Raymand identified that he really wanted to increase his physical health. He had been visiting a physiotherapist but had struggled to complete the assigned exercises so he had not achieved much physical

RAYMAND

improvement. Raymand's ICE staff started working with him every day to complete the recommended physio exercises. Staff motivated Raymand by showing him the improvements he was making over time as he worked consistently. That encouragement and support really made a difference in how Raymand felt about his exercise routines and his health.

Once Raymand started to feel better physically it made it easier for him to participate in additional activities of interest to him. Prior to ICE involvement he didn't typically participate in any of the many recreational activities offered at the assisted living facility where he lives. Now they are a regular part of his week. Raymand also keeps busy out in the community where ICE staff support him to go swimming, attend movies and to enjoy walks in the park.

We're very happy to have Raymand as part of ICE in the South Region. His willingness to put in consistent work to achieve better health is an inspiration to us all.

Gladys Soosay

Employee Spotlight

Gladys has been an employee with ICE since 2011. She has been a residential Team Leader and is a highly valued employee. Gladys works with Raymand on weekday mornings. Her calm demeanor and her sense of humor while working with her clients really helps her to motivate them. She has a special knack for supporting people to achieve their goals.

POLICY REVIEW

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. The agency will provide vacation accrual at a rate of 8% for employees who have worked for more than 10 years.

All casual employees may request a pay out of vacation pay twice per year. Payouts will only occur on May 31 and/or Nov 15. No request will be considered within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will be processed through payroll by submitting a request form two weeks prior to the date requested. Supervisors will not approve a request unless the documentation is submitted within these time lines.

All casual employees who have signed terms of employment and work a fixed 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.**

October 2018

ICE HAS A TD GROUP RSP PLAN!

Refer to **Policy 3.4.18 FUTUREBUILDER RSP**

If you are eligible, ICE will match your

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.
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

Joint Health and Safety Committees at ICE

Members of ICE Health and Safety Committees help:

- ICE respond to the health and safety concerns of employees,
- Assist to develop health and safety policies and safe work procedures,
- Develop and promote education and training programs (i.e. Promoting Safety),
- Participate in worksite inspections and investigations,
- Investigate worker reports of dangerous work and refusal to work.
- With health and safety orientations for new employees.

In the South region front line staff at ICE will be electing 4 worker H&S representatives.

Leslie Whitnack

Leslie has been an employee with ICE since 2015 and a member of the ICE Health and Safety (H&S) Committee since January 2016. She works in a non-residential program currently. Leslie has very regular attendance at H&S meetings and enjoys that members are provided opportunities to learn from all of the ICE regions. She feels that the Hazard Assessment and Control Documents are a fantastic way for employees to learn about potential hazards in the work place.

Christine Robertson

Christine is interested in being a part of the Health and Safety committee because she feels that supporting safety at work is an integral part of what we are striving to do in this field. She says that being a part of positive changes to making a safer workplace is something she values. Christine helped with updating our site specific HACD documents for the residential homes and she says she learned a lot from this experience.

MEET YOUR SOUTH REGION HEALTH & SAFETY COMMITTEE CANDIDATES

Ali Freng

Ali has been with ICE for over 10 years. She has worked in both residential and non-residential programs over that time. She is working Non-Res now and is proactive in communicating hazards to her supervisors. She has been a member of the ICE H&S committee since January of this year and she always has great insights to share. Ali says that she appreciates that ICE puts the safety of employees as a top priority. She would love to be able to continue to learn about H&S as a member of the South H&S Committee for 2019.

Barb Whitney

Barb has been with ICE and a member of the Health and Safety Committee since 2014. She rarely misses a meeting. She has worked in both residential and non-residential programs and is currently working in several non-residential programs. Barb enjoys being a part of the committee because she is able to learn from other regions. She is impressed with the amount of resources available to employees and wants to share her knowledge of these with all employees at the agency. She would like to remain a part of the committee for 2019.

Audrey Mertz

Audrey works with ICE in residential and non-residential programs . She hasn't been on the committee at ICE before so she would be a brand new member. However, Audrey was the Chair of the health and safety committee when she worked at a large grocery store chain. She says she's excited to continue to learn about health and safety and she's impressed with the amount of support around this area she sees with ICE. She says she feels that when staff feel safe in their jobs it makes a big difference to how well they are able to do them.

Health & Safety Committee Meeting Minutes South October 10th, 2018

(Note—newsletter copy of minutes edited for space).

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

Calgary: (September 20, 2018 Meeting Minutes)
No Incident Investigations to Report

Edmonton: (September 5, 2018 Meeting Minutes)

Aug 3, 2018
An employee accompanied a client to the store. The client was upset that they could not purchase two of their desired items. When staff and the client returned to the staff's car, the staff prompted the client to be careful opening the car door as another vehicle was parked close to it. The client was frustrated and swung the door wide scratching the paint on both vehicles.
Incident Investigation completed.
Recommendations: Review of client transportation requirements with team as per policy 2.4.5 Use of Staff Vehicles in the section on transporting clients with behavioral issues. Staff are not to drive agitated clients. Transportation planning for this client is required. When transporting clients, it is a good idea to park away from other vehicles when possible.
Additional Recommendations: None

August 7, 2018
An employee was following another employee taking out the garbage from a program with both hands full. The door closed after the first staff and struck them on the leg causing injury.
Incident Investigation to be Completed
Recommendations: Take care (head up, looking where you are going), don't rush. Reduce the amount being carried (make two trips) and ask for help. Use the door stopper. Review of safety practices for this chore at the next team meeting.
Additional Recommendations: None

August 8, 2018
A client was asking for cigarettes. Staff encouraged the client to wait until the next day for more cigarettes. The client got upset and grabbed a wooden spoon in the kitchen and struck the staff on the hand. The spoon broke on his arm. The client then pushed the staff and the staff pressed the lifeline. The client then ran out of the home. Police responded.
Incident Investigation to be completed.
Recommendations: Do not enter into power struggles with clients. Consider an "auto dispenser" to encourage reduction of cigarette consumption for health without staff being involved.

August 22, 2018
An employee went bicycle riding with a client from their program. The employee used an old bicycle belonging to another client. As they approached their destination they applied the handbrakes on the bicycle to stop. The hand brakes did not stop the bike in time and the employee struck a cement parking block and fell off the bike injuring themselves.
Incident Investigation Completed
Recommendations: Equipment used by employees must be maintained in safe working order and be of appropriate size, functioning to the skills of the staff who will use them. Staff to complete a "Pre-task" safety assessment before completing occasional/high risk tasks or activities. If staff skills and experience are not a match for the task they should not proceed but report concerns to their supervisor. Pre-task considerations in this case would include: experience riding a bicycle, familiarity with the equipment on site (men's bike, handbrakes etc.), condition and size of equipment, bicycle and road safety knowledge etc. Remove equipment that is not in working order and review safety practices with the team.
Additional Recommendations: None

Grande Prairie- (September 6, 2018 Meeting)
No Incidents to Report

B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 Near Miss Incidents
Calgary: (September 20, 2018 Meeting Minutes
No Near Miss Incidents to Report

Edmonton: (September 5, 2018 Meeting Minutes)
August 2, 2018
A meeting was held for a staff member in the meeting room by reception at the Edmonton office. The employee involved in the meeting became agitated. The staff had brought a male companion with them to the office and that individual was seated in reception during the meeting. When ICE staff ended the meeting the companion approached one of the two managers involved in a physically intimidating manner and was verbally abusive raising his voice. The staff and her companion were asked to leave the premises and the lifeline button at the front reception desk was pressed to call 911 for the police. The visitors were informed of this. Additional ICE staff who had heard/witnessed the threatening manner of the visitors attended the scene to provide support and they also encouraged the visitors to leave peacefully. The persons did eventually leave the office.
After the incident a manual deadbolt lock was installed on the inside of the front door.
Near Miss Investigation completed.
Recommendations: Review and revision of office emergency responses/ safety procedures for workplace violence, once this is completed, office staff will be offered additional training. Signage to be posted in reception regarding zero tolerance for workplace violence on site. Training for supervisors/ managers in strategies effective for avoiding workplace violence (i.e. advance planning for situations of potential conflict)
Additional Recommendations: If possible, meetings of a sensitive nature could be done by telephone.

Grande Prairie (September 6, 2018 Meeting Minutes)
No Near Miss Incidents 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 Investiga-

tions (Incidents, Recommendations):

October 2, 2018

Staff at a residential program said they smelled something odd in the home and then the furnace quit working. They left the home and called ATCO to come have a look at the furnace. ATCO came to the home and determined it was a burned-out control panel. Staff did not return to the home until the issue had been fixed and ATCO confirmed it was safe to be in the home. The furnace had been inspected a few weeks previous to the incident as part of the regular yearly inspection and there were no deficiencies noted.

Near Miss Investigation Complete

Recommendations: Staff responded in an appropriate way by leaving and waiting for professionals to assess the situation before returning to the home.

3.4 Review of COR Audit and Action Items

The committee reviewed implementation of assigned portions of the ICE 2017 – 2018 COR 1-year Action plan:

Element 1-2

1-2 Identify a cross regional H&S sub-committee to:

- Revise/develop Health and Safety Committee Terms of reference including psychological injury and illness prevention as well as physical health and safety.
- Determine key H&S legislation links for inclusion on the ICE website,
- Develop and distribute a set of instructions for sharing links to applicable legislation and resources in the ICE newsletter, PET, and other training sessions.
- Terms of Reference are complete – however we are waiting for confirmation on a few points of legislation before they are finalized

The legislation links have been given to staff and are available at residential homes and in the office.

Once they are approved they will be presented to the South H&S committee and will become a part of the committee membership package. Follow up will be ongoing to ensure staff have access to this information.

Element 2-3

Identify a short-term committee involving representatives for Non-Residential programs in each region.

- Establish formal Non-Residential hazard assessment and control procedures that involve front line staff directly. Revise procedures to include documentation and signatures that non-residential staff in contracted positions have received a copy of the site-specific Hazard Assessment and Control Document pertaining to their assigned clients/ duties. (Relief staff orientations provided by phone bookings will continue to be documented in the C-Views system).
- The new field level assessment form is still awaiting approval but it will be available soon for staff use.
- There will need to be some training with non-res staff to ensure they understand the intended use of the field level assessment form. This will occur when the form is approved for use.

Element 3

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).

3-2 Development of Terms of Reference for regional ICE Health and Safety Committees including membership requirements including member designates representing front line staff from both residential and non-residential programs.

The site-specific sections of most of the residential programs are complete. The information will be presented at the next staff meetings and the information in Appendix A will be highlighted for front line staff at that time.

3-2 Terms of Reference are in process at the present time. All staff working in residential and non-residential programs will be made aware of the resources available in the Health and Safety Binder

We are still working on finding one more employee working in a residential program to be a part of the health and safety committee going forward.

3.5 Review of Master Hazard Assessment and Control Document

Talked with staff that are helping to finish the site-specific HACD's for the homes. We discussed ways to ensure this information is shared with all staff working in the programs. The staff working on the documents felt they had learned a lot and wanted to find ways to share this information with all staff. It is currently required for new staff to review the site-specific documents at orientation, however it was felt that staff were often overwhelmed with an overload of information at that time. They felt a shortened version highlighting key points should be provided at orientation but then additionally a more in-depth review of the information might be beneficial when staff have worked at a site for a little longer. Also, discussed the process for adding a hazard when something is noticed at a home.

3.6 Policy Review – The group reviewed Policy 3.5.4 – Working Alone

4.0 OTHER BUSINESS – Suggestions for ICE Page Articles – Winter Health Tips

NEXT MEETING – December 11th, 2018

*** Please Note the H&S Meeting schedule is switching to the second Tuesday of each month

ICE OFFICES WILL BE CLOSED
Tuesday December 25th, 2018,
Wednesday, December 26th, 2018 for Christmas
&
Tuesday January 1st, 2019 for New Year's Day.

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

Winter driving can be risky. If driving is part of your job, follow these tips to ensure that you are well prepared.

Tip 1: Get your vehicle ready for winter
Winter weather is hard on your vehicle and its engine. Prepare for winter in the fall, by getting a complete check-up of your battery, lights, brakes, tires and windshield wipers. Fill up on winter washer fluid in the -40°C temperature range and carry an extra jug in your vehicle.

Tip 2: Install 4 matching winter tires

Winter tires have been designed for use in snow. They carry a pictograph on the side-wall of a peaked mountain with a snowflake and meet high standards for winter traction performance.

Tip 3: Watch the weather
It's a good idea to visit www.weatheroffice.gc.ca for local weather reports, before you leave home. Environment Canada issues warnings when it expects blizzards, heavy snow, freezing rain or drizzle, cold snaps and winds. Watch for black ice at temperatures between +4°C and -4°C, where the road surface ahead looks black and shiny. It is often found on shaded areas of the road, bridges and overpasses long after the sun has come out.

Tip 3: Prepare for Driving

- **The safest strategy is to avoid driving in bad weather conditions.** If driving clients, look for alternatives such as taking DATS or other public transportation. If you must drive and/or drive clients, check weather and travel conditions before heading out. Give yourself extra time for travel and, if weather is bad, wait for conditions to improve. Always tell someone where you are going, the route you plan to take and when you expect to arrive. Fill out the community access section of the staff communication log. If you don't arrive on time, and people are worried about your safety, they will know where to search for you. If driving becomes too risky, turn back or look for a safe place to stop until it is safe to drive. Make sure you have enough fuel. Try to keep the fuel tank at least half-full.
- **Be alert, well rested and sober behind the wheel and always wear your seat belt.**
- **See and be seen.** Remove all snow from your vehicle's hood, roof, windows and lights. Clear all windows of frost and fog. If visibility becomes poor, find a place to safely pull off the road as soon as you can. If you can't exit, pull off the road as far as you can. Get out from the passenger side, to reduce the risk of being hit by other drivers. If visibility is poor, put on your emergency flashers.
- **Stay on main roads and drive carefully:** Match your speed to the road and weather conditions. Avoid passing another vehicle when weather and road conditions are bad.
- **Wear warm clothes** that do not restrict movement and ensure that the clients that you are driving are also dressed for the weather conditions.
- **Be prepared to make a call.** If possible, take a fully charged cell phone with you. These are very useful in an emergency or if you need help. *911 is often a free call. But don't talk and drive. Let someone with you make the call, or pull over to a safe spot to place a call.

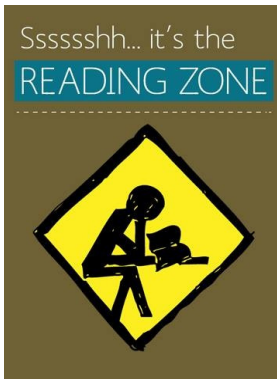
Keep the following items inside your vehicle: road maps, ice scraper and brush, flashlight, first aid kit, and blanket.

Tip 4: Avoid Collisions
The danger of skidding is greatest when you are taken by surprise. Since not all vehicles respond in the same way to icy, slippery roads, learn how to handle your vehicle in all types of weather. Read the owner's manual to learn about your vehicle's braking system and tire traction. You may also consider taking a winter driving course. A good way to avoid skidding is to drive appropriately for road and weather conditions: **SLOW DOWN**. Allow extra travel time and be very careful when you brake, change lanes, make turns and take curves.
Proper braking is important to safe winter driving. Since it takes longer to stop on a slippery road, you should leave more distance than normal between you and your vehicle in front of you and pay attention to the road – as far ahead as you can.

Tip 5: Stay Calm
Stay calm if you get trapped in a storm or snow bank. Don't do any heavy lifting, shoveling or pushing in the bitter cold - it can kill. **Do** make sure the tailpipe is not blocked by snow, to keep carbon monoxide from getting into your vehicle. Then, if your vehicle is not at risk of being hit by other drivers, stay inside so you have shelter. Going out into a storm puts you at risk of getting lost, or suffering from the cold.

PLEASE JOIN US AT OUR CHRISTMAS OPEN HOUSE

December 7th, 2018
2:00 pm – 4:00 pm
Westminster Hall
411 16th Ave North,
Lethbridge



There's a New Policy Manual in town.

All ICE staff must read the new Policy Manual and sign a staff participation form by January 31, 2019
Please contact your coordinator to make arrangements to come to the office to read the manual.

ICE THANK YOU CARD INCENTIVE WINNER

Kristen Millband

Kristen received a card from her supervisor for her positive attitude and willingness to provide supports to many different clients.
She won a tea kettle and tea.

TRAINING

PET (Pre-Employment Training)
December 11th, 12th & 13th , 2018
9 am - 4 pm
As described on the ICE website

CPI (Crisis Prevention Intervention)
1 day refresher
December 19th,
9:00 am—5:00 pm
As described on the ICE website

Promoting Safety
December 18th,
1:00 pm—4:00 pm
As described on the ICE website

Mission Possible Awareness Session for Winter Driving and Distracted Driving
December 18th 2018 1pm—4:00 pm.
AND
January 8th, 2019 @ 9:30 am

Note: Staff must be able to attend both sessions to complete the course.

PBI
(Proactive Behaviour Intervention & Positive Behavior Supports)
December 14th 2018
9 am - 4 pm
As described on the ICE website