

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

- **February 15th, 2019-**
For all shifts worked between February 1st and February 28th.
- **February 28th, 2019-**
For all shifts worked between February 16th and February 28th.

UPCOMING:

- **HEALTH AND SAFETY MEETING**
- February 12th 2019 at 9:00AM
- **RPAC MEETING-**
February 6th, 2019 at 1:30PM
- **UNIT MEETING -**
February 14th, 2019 at 3:00PM

MADISON

Madison started services with ICE in July, 2018. Madison lives at home with her family in the community of Airdrie; she is an avid sports fan, enjoys completing puzzles and building Lego at home.

Upon starting services with ICE, Madison and her family identified that she would like support staff to help her obtain a volunteer and/ or paid position in her community and to build friendships with others.

Madison now volunteers at the Food Bank and Soap for Hope once per week. She and the ICE support staff are working on her goal of staying focused during her tasks as this can be challenging for her at times. She is also working on adding additional volunteer hours in other areas.

Madison is a very social person and is open to trying new activities and meeting new people. With the support of her ICE staff she enjoys attending social events and participating in crafts/ games. Her interest in these has given her the opportunity to build new friendships.

Madison also likes activities that allow her some quiet time; these activities include completing puzzles, looking at magazines, and working on her math skills with the assistance of her ICE support staff.

We're very happy to have Madison as part of ICE. She has a great sense of humour and is a very kind and caring individual.



Employee Spotlight



Sharon has been a valued employee with ICE since 2013. She is always eager to learn and assist ICE clients, especially in times of need and transition. Sharon assists Madison in working on her goals as she wants Madison to be successful in everything she does.

Madison and Sharon make a great team. Sharon, thanks for all your hard work and dedication.

ICE OFFICES WILL BE CLOSED MONDAY FEBRUARY 18TH, 2019 FOR THE FAMILY DAY CIVIC HOLIDAY



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

Policy Review

**(Selected sections of ICE policies 2.3.15 and 3.3.4 are reproduced here, please refer to the Policy manual for the complete policies).*

2.3.15 OVERALL FACILITY WATER TEMPERATURE MONITORING AND SAFE PRACTICES

Failure by the employee to perform water temperature monitoring and documentation as per the policies outlined below will warrant disciplinary action.

A. Thermometers

Each residential home operated by I.C.E. will have two thermometers and an extra set of batteries. Support home operators are responsible for purchasing their own thermometer to monitor water temperatures. Specifications for thermometer type are provided by the program supervisor.

B. Plumbing Hardware – Installation

Installation of plumbing hardware (e.g. pressure balance valve, thermostatic valve) is mandatory in residential and support homes. The extent of the modifications varies between the two program types. Installation sites may include at the hot water tank to control overall facility hot water, all potential bath/shower sites, kitchen sink taps and in apartment complexes at the bathroom taps as access to the hot water tank for the facility is not possible. See below for program specifics.

C. Safe Water Temperatures:

Overall facility: overall facility acceptable water temperature (at the hot water tank) is not to exceed **49** degrees Celsius. If the overall facility water temperature is less than 45 degrees or greater than 49, water tanks are to be adjusted. Follow up will be required to achieve the acceptable water temperature. This temperature is measured at the kitchen plumbing fixture and the procedure is outlined below.

D. Corrective Action

If the recorded temperature exceeds the standards cited above then follow the procedure listed below to lower the reading.

Turn down the hot water tank if accessible, re-take the temperature after a period of 2 hours and report the reading to your supervisor. Your supervisor will instruct you as to whether a plumber needs to be contacted or household routines altered. When temperatures exceed the acceptable values by 5 degrees or more a GI will need to be completed and policies followed for this process.

Updated October 2018

3.3.4 MANDATORY EMPLOYEE / SUPPORT HOME OPERATOR TRAINING

4. Water temperature monitoring for bath/shower and of the overall home training is mandatory for all field employees. Prior to employment, all employees must attend either an in-service (PET) or one to one training with their supervisor. All employees must pass the in-service written exam and be shadowed before being able to provide bath/shower assists. The shadow is to be administered annually there after in accordance to a general date for the agency which is February. Note that support home operators and their respite receive this training, must be shadowed, sign participation forms and be re-shadowed annually as above. **Refer to Policy 2.3.14—Bath/Shower Safe Water Temperature Monitoring and 2.3.15 Overall Facility Water Temperature Monitoring And Safe Practices**

Annual Bath / Shower

Assist Shadows

As per policy, February is the month for all ICE staff to complete their annual water temp shadows.

Please arrange this with your immediate supervisor.

Supervisors are to complete a training participation form for each employee and submit to the office Personnel department.

Please refer to Policy 2.3.14 Bath/Shower Safe Water Temperature Monitoring and Policy 3.3.4 Mandatory Employee / Support Home Operator Training)

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



Tips for Staying Healthy and Happy this Winter

It's that time of year again. Although the winter season begins with a bit of holiday cheer, many people, including you and the clients you support, may feel a little “off” as the cold weather drags on. Often, our bodies are just responding to the darker and colder days.

We are governed by circadian rhythms, our body’s natural clock that helps regulate important functions including sleep/wake cycles and mood. These rhythms can be thrown off by the winter season. The sky gets brighter later in the morning and darker earlier in the evening; yet, our hectic schedules require us to keep going as if nothing has changed. This shift, along with other factors – including genetics and body chemistry – may affect your and your client’s mental health.

Exercise

With a lack of sunshine to keep you energized, it's tempting to want to spend your evenings hibernating under the covers instead of being active. But remember, exercise is known to increase your levels of serotonin and endorphins, leading to a happier mood. If you can, instead of avoiding the cold, embrace the cold weather and get out in sunlight. Take a walk outside when weather conditions allow for it or at least keep active while staying indoors. Join a gym class, walk on a treadmill while watching TV, or try out a new lively game on Wii.

Socialize

Building and maintaining social networks is an important way to keep a positive outlook. When you're feeling down, it's natural to want to isolate yourself from others. But spending time with family, friends, and other people is a sure way to lighten your mood. To meet new people, try taking a class or volunteering. If you can't bear the thought of leaving your cozy home, then organize and invite your friends over for regular game nights or TV nights. Remember, it’s also important to assist your clients in building these same social networks.

Take vitamin D

In the summer, you normally get the vitamin D you require from the sun. However, you may not be getting a sufficient amount of vitamin D during the winter because of decreased exposure to sunlight. Many studies have suggested

a link between vitamin D deficiency and poor mood. Although more research is needed to confirm that this vitamin can lift your mood, supplementing with vitamin D during the winter months will give you many of the other benefits you may be missing. These include enhanced calcium absorption and proper bone health. Ensure you consult with a doctor before you/your clients start on any vitamin regimen.

Keep a regular sleep schedule

Research has shown that lack of sleep may actually lead to anxiety, mood disorders, and depression. To keep a regular sleep-wake cycle, make sure you go to sleep and wake up at the same time every day, even on weekends. Keep your bedroom quiet and dark and create a ritual to help you relax, like reading a book or listening to music. It’s equally important to encourage clients also to stay on a regular schedule and have activities planned for them during the day.

Eat well

When you're feeling down, it's natural to want to turn to comfort foods that are loaded with fats and sugars. But constant consumption of these carbs-containing comfort foods can cause weight gain. Stick to healthier foods that will keep your energy levels up, such as fruits and vegetables, whole grains, and foods packed with protein. This will keep you healthy while giving you the energy you need to stay active and social until a brighter season comes along.

Light therapy

If you can’t ever seem to catch the sunlight or you think you may need more help, ask your doctor about light therapy. Light therapy involves sitting in front of a light box or wearing a special visor for about 30 minutes each day. Light therapy is evolving as an effective depression treatment.

If following these tips does not help lift your/your client’s mood, make sure you consult with doctor or arrange a doctor’s appointment for your client. A doctor’s appointment should also be made if you/your client are experiencing feelings of hopelessness and helplessness, lose interest in things that you normally find enjoyable, have difficulty concentrating, have trouble sleeping, or experiencing any significant changes in weight. If you notice these symptoms tend to occur in winter months, you may suffer from seasonal affective disorder (SAD) and may benefit from medical treatment.

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.

Health and Safety Meeting Minutes
January 17th, 2019

(Minutes have been condensed for publication)

3.1 Review of Regional Health and Safety Meeting Minutes
Additional Recommendations: None

Edmonton: (Dec 5, 2018 Meeting Minutes)

November 14, 2018

Client and staff were out in the community when client expressed that he wanted to stop at a local liquor store to purchase a bottle of whiskey. Staff attempted to redirect the client as recommended by the client's psychiatrist. Once in the store staff again attempted to redirect the client. The client turned around towards the staff and spit in his face. As staff was recovering, the client then left the store and returned home with no further aggression. Incident follow up included: staff advised of their rights and advised to seek medical attention; continued monitoring of the use of alcohol and improved communication between staff and client regarding stressors or anxiety felt by the client; ensuring client is engaged in community access and awareness of client's wanting to use/purchase substances to help alleviate stressors/hallucinations and how to report actions of concern and development and update of the client's Risk Assessment and Positive Approaches.

Internal Incident Investigation Completed.

Recommendations: No further recommendations from the committee.

November 23, 2018

Staff was sitting when the next staff arrived for shift change. In rushing to get up to answer the door, the staff twisted their right foot. Recommendations from the incident report include staff to be mindful when getting up and not to rush in the future.

Internal Incident Investigation to be completed.

Recommendations: Review health and safety responsibilities (Policy 3.5.2) with staff, including the staff's responsibility to work safely.

November 28, 2018

The client was intoxicated and was becoming aggressive with staff because he wanted his (PRN) medication and authorization hadn't been given. The client grabbed the staff's finger and twisted it. The client let go of the staff's finger and took the staff's metal coffee cup and threw it against the wall. Later the staff noticed a steak knife sitting on the dresser in the client's room. The client was asked about it and stated that people better start paying attention to him or he may harm staff. When the client went to the washroom, staff confiscated the knife. Later the client wanted to "play fight" with the staff. Staff attempted a safe distance but the client grabbed staff's wrists. Staff were able to get out of the hold using PBI techniques. The client grabbed the coffee pot and smashed it to the floor. **Incident follow up:** The psychiatrist and addictions counsellor were updated; staff were retrained on the client's Planned Procedure and it was reviewed that in an event like this (violence, threat of violence, weapons) they are to immediately contact 911; a Room Search proto-

col was developed; a Lifeline communication system was installed in the apartment; the client's Risk Assessment and Hazard and Control Documents were updated regarding the newly identified threats.

Internal Incident Investigation Completed.

Recommendations: Consider using instant coffee or a Keurig style coffee dispenser and unbreakable cups and dishes in the program. Continue to consult with RPAC, the psychiatrist and the client's addictions counsellor for strategies to reduce the client's substance abuse. Ensure all staff working with this client receive training on the revised Risk Assessment and hazard and control measures (Room Search Protocol, use of Lifeline system); call ECAT for additional staffing support when the client is intoxicated and showing signs of agitation.

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

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

Calgary: (Dec 19, 2018 Meeting Minutes)

September 18, 2018

Client was getting ready to leave their home to purchase a cell-phone. Staff attempted to explain to client that they did not have the money to purchase a phone. The client left the apartment anyway and staff followed. Staff attempted to redirect client to the home as they were heading to a Telus power station rather than a store. Client became agitated and swung their fist at staff. Staff moved away before client could make impact. Client continued to the station.

Near Miss Investigation Completed.

Recommendations: Client has ongoing appointment with mental health nurse to discuss strategies on how to cope with stressors. Client has been referred to CATALYST team to discuss behavior management. A Functional Assessment has been submitted for review to qualified persons. Ongoing discussions of PBI techniques at team meetings. Staff to notify the ICE office that they are unable to leave shift time as they are working with agitated client. Staff to avoid power struggle and allow client to experience natural consequences.

September 21, 2018

Client was negatively commenting on staff's mannerisms. Client swung their shoes in attempt to hit staff, however staff was able to safely initiate safe distance. While client called the office, staff stepped outside the apartment door to provide additional safe distance.

Near Miss Incident Investigation Completed.

Recommendations: Client has ongoing appointment with mental health nurse to discuss strategies on how to cope with stressors. Client has been referred to CATALYST team to discuss behavior management. A Functional Assessment has been submitted for review to Qualified persons. Ongoing discussions of PBI techniques at team meetings.

November 26, 2018

In the evening, the upstairs smoke/carbon monoxide detector began to beep intermittently even though batteries were recently replaced November 8, 2018. Staff checked the house for any signs of smoke and none was noted. Staff attempted to change the bat-

teries, however the detector kept beeping. Staff called the office where they were advised to call ATCO. ATCO inspected the home and there were no concerns.

Near Miss Incident Investigation completed.

Recommendations: Batteries were changed. Buy higher quality batteries and maintain consistency in purchase of brand.

Edmonton: (Dec 5, 2018 Meeting Minutes)
November 9, 2018

Staff turned the light switch on to get into the laundry room and noticed that the light bulb had burnt out and that there was a “bad odor”. Staff changed the light bulb to a new one and the following day staff noticed that it was burnt out again. Staff did not change the light bulb again but notified their supervisor or a possible electrical concern. Building maintenance was contacted and it was documented in the Hazard Log in the staff communication book to not touch the switch until the landlord had followed up with the issue.

Near Miss Incident Investigation to be completed.

Recommendations: No further recommendations.

Grande Prairie (December 6th, 2018 Meeting Minutes)
No Incidents to Report

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

None to Report

3.3 Evaluation of current Near Miss Incident Investigations:

January 2, 2019

A client came into the office very upset about a staffing change. The client went into the coordinators office and began yelling and swearing. The client got into the coordinators personal space and tried to push them. The coordinator was able to use PBI techniques to gain more personal space and get the client out of their office and into the main reception area where others in the office were able to assist to calm the client.

Near Miss Investigation to be Completed

Recommendations: Staff in the office to review the office orientation, and be aware of the emergency plans and evacuation routes.

3.4 Review of COR Audit and Action Items

Reviewed the COR program and audit procedures. Reviewed the 2017 Conclusion and talked about Element 1, Element and Element 3 overall strengths and weaknesses of the agency. Talked about the internal COR audit that will be occurring in the fall of 2019 and the change to some of the requirements due to Bill 30.

3.5 Review of Master Hazard Assessment and Control Document

The group reviewed pages 34 –39 in the Master Hazard Assessment and Control Document
Use of a Barbeque – No Additional Recommendations

Shopping – Recommend adding a point about taking clients with behavioral issues shopping (i.e. see Site Specific High Behaviour HACD for more information on going shopping with clients in specific programs)

Dishwashing Manual (Hand Washing Dishes) – No additional recommendations.

3.6 Policy Review – The committee reviewed Policy 3.5.12 Fire Safety

4.0 Other Business

- **4.1 Health and Safety Committee (HSC)** – all members present read the Terms of Reference document and reviewed the duties of the Health and Safety Committee.
- **4.2 HSC Training** - discussed required HSC training. The information was given to the committee member so they can complete the Canadian Centre for Occupational Health and Safety (CCOHS) HSC training. Discussed timelines for the training to be done. As new members will now have to be elected it was decided that the end of February would be the deadline to have the on-line training complete.
- **4.3 Next Emergency Drill to be completed: Winter Storm Drill** (January through April 2019)
- **4.4 Fire Safety – Health and Safety Memo** – All residential staff should review the health and safety memo from January 4th regarding fire safety.
- **4.5 Health and Safety Committee Poster** – talked about a Health and Safety Committee Poster that will be developed and that it was to be posted to bulletin boards/ binders at each program and at the Lethbridge Office. A group photo will be taken at the next meeting so that HSC members will be easily identifiable.
- **4.6 ICE Page Article Suggestion:** Ideas for increasing workplace safety: Good workplace housekeeping

NEXT MEETING DATE – February 12th at 9:00 am

ICE THANK YOU CARD INCENTIVE WINNER



Audrey Mertz received a Thank You Card from her Supervisor for maintaining exceptional communication with the office. Audrey won a Storage Cart.
Great Job!

Training

PET (Pre-Employment Training)

(Due to a New Trainer the next PET will be held in mid March.)

Trauma Informed Care

February 5th, 2019

9:00AM-12 Noon

Harm Reduction

February 5th, 2019

1:PM –4PM

Complex Needs Training

February 7th, 2019

9:00AM-12 Noon

Anxiety and Depression Training

February 11th, 2019

1:00 PM—4PM

FASD Training

February 12th, 2019

9:00AM—Noon

Courses as described on the ICE Website

Want to Make a Difference? Learn new skills?

2 CANDIDATES FOR WORKER REPRESENTATION ON THE SOUTH ICE HEALTH AND SAFETY COMMITTEE ARE NEEDED

If I decide to let my name stand for election as a worker HSC representative what are the requirements?

- Immediately submit your name for candidacy on the HSC by contacting the ICE office.
- Monthly attendance at scheduled Health and Safety meetings (Approximately 2- 2.5 hours paid),
- A firm commitment to participate on the committee for a minimum 1 year term.
- Completion of 16 hours of paid Health and Safety Training.
- Willing to participate in incident investigations, training development projects, site inspections. (All time spent on assigned Health and Safety activities will be paid time.)

ELECTION OF THE REQUIRED WORKER HSC REPRESENTATIVES WILL BE COMPLETED BY FEBRUARY 8th, 2019.

WORKERS MAY VOTE AT RECEPTION AT THE ICE OFFICE OR EMAIL THEIR CHOICE OF REPRESENTATIVE TO sbrown@icenterprises.com.

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.

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

The OHS site provides access to a wide range of information bulletins and on-line training options

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