

# 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.

### **INSIDE THIS ISSUE:**

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### **TIME SHEET HAND-IN**

• **February 15<sup>th</sup> 2020**

For all shifts worked between February 1 and February 15.

• **February 29<sup>th</sup> 2020**

For all shifts worked between February 16 and February 29.

### **UPCOMING:**

**HEALTH AND SAFETY MEETING**

February 4, 2020 9:00am

**RPAC MEETING**

February 5, 2020 1:30pm

**UNIT MEETING**

February 14, 2020 2:30pm

## **JORDAN**

**Jordan** started services with ICE Calgary in October 2009. In November 2018, Jordan started his day program with ICE and Jordan has been thriving! Jordan is an extremely friendly gentleman who enjoys attending sport events in the community. He has several unique collections of items signed by hockey and football players. Jordan is very social but sometimes struggles to try new things. With the help of his staff, Jordan is enjoying meeting with his friends at the Village Square where he swims and uses the public library.

Jordan started volunteering at Village Square in January 2019 where he cleans gym equipment in the gym. Two weeks later, Jordan received a Certificate from the city of Calgary for his dedication. He takes pride in helping others and has been enjoying his position.

Parents and staff have noticed that Jordan's confidence and security have increased since starting his day program with ICE. With assistance from his staff and Jordan's dedication, he has been able to maintain his volunteering position. To stay motivated, Jordan's staff has been encouraging and praising him. This helps him to stay focus on his volunteering tasks. Jordan continues to be involved in bowling with other individuals on Thursdays, practicing floor hockey and swimming regularly with his staff's support. Last summer, Jordan volunteered at Global Fest which is an annual culture celebration in Calgary as a greeter and received a lot of praise from his supervisors. Jordan is planning to go back there this coming summer.



### **Employee Spotlight**

**Nova Lee** has been an employee with ICE since November 2018. Nova Lee is an outstanding staff who received the Award of Excellence during the ICE Calgary Open House. Jordan and his parents are very grateful for all of Nova's work. Jordan's mother gave a speech during ICE Calgary Christmas party thanking Nova Lee for assisting Jordan achieving his goals.



### **FAMILY DAY FEBRUARY 17th, 2020**



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

## 2.4.5 THE USE OF STAFF VEHICLES

*\*(Selected sections of ICE policy 2.4.5 are reproduced here, please refer to the Policy manual for the complete policies).*

### **The following is to apply:**

1. Employees are discouraged from using their personal vehicles in their work duties. This may be allowed under the following circumstances:
  - employees must have a valid driver's license;
  - employees must have a minimum of two million dollars automobile liability insurance. A copy of the actual current insurance is on the employee's file
  - the vehicle must be in good mechanical condition;
  - the vehicle must be driven safely, obeying all laws;
  - seat belts and other restraint devices must be used by all occupants of the vehicle;
  - the client will ride in the back seat, passenger side. This is not a client/guardian choice. If a client's circumstance is such that riding in the back seat poses a hazard to their health/well-being, an "Agreement To Transport A Client In The Front Seat Of A Staff Driven Vehicle" form must be completed and approved by the appropriate Manager. This form must be reviewed annually.
  - infants or children less than 40 lbs. are not to be transported by employees.
2. A client will never be left alone in a vehicle for any reason.
3. Road and weather conditions should be considered prior to any outing keeping in mind client and employee safety and security. The employee is not to drive if the weather is unacceptable.
4. Employees using their vehicles must have an approved First Aid kit in their vehicles at all times.
5. Employees are not to drive client friends/family members.

### **Transporting Clients with Behavioral Issues:**

1. An employee should not take a client in their vehicle if at any time the employee deems it would be unsafe for the client or themselves. It is imperative a review be conducted prior to any further transportation in private vehicles. Protocols can be developed to ensure safe transportation for both client(s) and employee. This may mean limiting a client to public transportation with or without an escort. Taking public transportation, walking, or staying home are options with many clients, as appropriate.
2. If any of the following conditions apply, permission must be obtained from the Community Support Coordinator/Community Team Coordinator. If the trip is to continue, extra precautions will be taken as instructed:
  - The client has any history of aggression while riding in a vehicle;
  - The client is not familiar with riding in a vehicle or can become easily agitated;
  - The client has been showing signs of escalation or aggression in the 3 hours previous to the planned trip;
  - The client is not agreeable to the planned trip.
3. In all cases, the following will occur:
  - The employee will be aware of the client's potential behaviors and how to deal with them;
  - The client must sit in the back seat, passenger side;
  - Any loose objects (ex. snowbrushes, tools, clothes) will be stored out of reach of the client;
  - The client will have their seat belt fastened at all times.
4. If a client shows any signs of aggression or escalation while in a moving vehicle:
  - The employee will pull off the road as soon as it is safe to do so;
  - The employee will attempt to de-escalate the client and/or obtain assistance as appropriate by using available assistance, calling 911 or the I.C.E. office or ECAT if after hours.

## **Creating Excellence Together** **Standards 3 and 15: Relationships**

Standard 3, Quality of Life and Standard 15, Quality of Service, speak about “Relationships.” Quality of Service Standard 15 is about how staff support the client or individual with his or her relationships. The standard has 6 indicators as part of level 1 with questions to explore with each indicator. In addition, there are two level 2 indicators.

### **Level 1 Indicators**

**Staff support the individual to visit with his friends or family members as appropriate.**

How do you support the individual to spend time with friends of family, if they choose? For example, we may implement activities involving friends.

**Staff support the individual to meet new people and support and facilitate the development of positive relationships with family and friends.**

Who does the individual have relationships with and in what ways do you feel that these relationships are positive and healthy? How do you help the individual with barriers that might limit their ability to make and keep friends? For example, booking DATS or accompanying them to meet with his friends.

**Staff support the individual to deal with harmful relationships or the consequences of a relationship that involves risk.**

What supports has the individual been able to access in the areas of dignity, risk and choice with regards to their relationships?

Can you provide an example of how you supported an individual to deal with a harmful relationship? For example, you may talk to the individual regarding healthy relationships.

**Staff support the individual to cultivate natural supports.**

How do you as staff help the individual to develop friendship outside of just you as paid supports or her network of friends or family. For example, helping the individual to make connections with neighbours or going to activities of interest (art classes) in his or her community.

**Staff support the individual to access generic services that give opportunities to develop friendships with like-minded people.**

What are some activities or place the individual attends that are not sponsored by the service provider? For ex-

ample, attending Special Olympics or sports events, clubs, or hobbies.

How is the individual supported to explore and access generic services in the community? For example, shopping for groceries or clothing.

### **Level 2 indicators:**

**Staff Support the individual to develop safe close or intimate relationships.**

How are you able to support the individual to maintain close or intimate relationships in a safe manner? For example, offering clients to attend a Health Relationships Course offered at the ICE office or discussing boundary issues with the individual.

**Staff are trained in creating opportunities for the individual to establish connections in the community.**

What training do you receive around creating opportunities for the individual to establish natural supports or to be socially included in the community? As part of Employment Training, all staff receive Social Inclusion Training, which discusses the ideas of social inclusion and natural supports and how to go about providing supports in these areas to individuals we support.

## **ICE THANK YOU CARD**



**Michalla Janzen** has won the Thank You Card Incentive draw! She won a set of **Storage Containers**. Thank you for your dedication and hard work!

## Training

### PET (Pre-Employment Training)

February 10th-12th, 2020  
9:00am-4:00pm

### PBS/PBI (Proactive Behavioral Intervention)

February 13th, 2020  
9:00am-4:00pm

### Client Specific Courses

February 20th, 2020  
February 27th, 2020  
11:00am-5:00pm

### Transgender 101 and Providing Services to First Nations Clients

February 4th, 2020  
9:00am-12:00pm

### Autism / Pervasive Developmental Delay Training

February 26th, 2020  
1:00pm-4:00pm

### Epilepsy and Trauma Informed Care

February 18th, 2020  
9:00am-12:00pm

### Complex Needs Training

February 18th, 2020  
1:00pm-4:00pm

### Depression and Anxiety Training

February 24th, 2020  
9:00am-12:00pm

### ADHD / ODD / FASD Training

February 24th, 2020  
February 26th, 2020  
9:00am-12:00pm



## 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

Contact your local TD branch or book an appointment online to see a financial advisor to discuss your savings needs and any other financial objectives.

⇒ To find a TD branch close to you:

<https://www.td.com/ca/en/personal-banking/branch-locator/>

⇒ To book an appointment online:

<https://www.td.com/ca/en/personal-banking/products/saving-investing/>

## 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 Committee Meeting Minutes**  
**January 7, 2020**

*(Minutes edited for publication)*

3.0 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Incident Investigations for Injury, Health and Property Damage

**Calgary – December 12, Meeting Minutes:**  
**November 12 and November 18, 2019**

During both incidents staff were attempting to assist the client with personal care. In one instance the client hit staff's hand, in the other the client threw sunglasses toward the staff. Staff in both cases provided the client with reassurance and gave them space. Follow-up: RPAC consultation, staff to provide client with something to keep their hands busy during personal care and staff to continue to give space when the client is agitated.

**Incident Investigation in Progress**

**November 27, 2019**

Staff and client were pulling out of a space in a parking lot when another car hit the staff's rear bumper. The weather conditions were slippery, cold and snowy. Staff stated that community member was speeding. No injuries were sustained. Follow-up: Staff was not at fault however; it could be recommended to reschedule activities during bad weather days.

**Incident Investigation in Progress**

**November 27, 2019**

Client went AWOL from the home. Staff lost sight of the client and began searching for them. While walking they slipped and hit their head on a light pole. Staff contacted ECAT to report the incident and went to a clinic shortly after.

**Incident Investigation in Progress**

**Recommendations:** Staff to use ice grips for better traction when walking.

**Edmonton – December 4, 2019- Meeting Minutes**

**November 3 and November 5, 2019**

A support home operator (SHO) asked a client to change their incontinence briefs as they were leaking. The client requested a snack- which was given. The client then began to hit themselves and SHO directed them to stop. The client then hit the SHO. The November 5 incident occurred at the doctor's office when the client pushed the SHO out of the way. Follow up included, discussing with the SHO to maintain a safe distance when the client is upset. Family physician increased client's anti-psychotic medication and continued consultation with RPAC/ Behavioral Consultant.

**Incident Investigation in Progress**

**Recommendations:** PBI / CPI retraining for the SHO

**November 7, 2019**

When Edmonton office staff got up out of their chair, their foot caught on a mouse cord and they fell on their knee. The client's work station had recently moved. Follow up included providing first aid for the injury.

**Incident Investigation Complete**

**Recommendations:** All employees' workstations in the area inspected and cleared of hazards. Ensure new ergonomic checklists completed for all staff when they move desks.

**November 21 and November 26, 2019**

Staff slipped and fell down outside of the office in the parking lot of the Edmonton office. Parking lot conditions were icy. Follow up included: first aid applied and review "Walk like a Penguin" as per signage. Walkway re-shoveled and safety salt reapplied.

**Incident Investigation in Progress**

**Recommendations:** A pair of ice cleats to be purchased and available for use by staff. Call property management when parking lot conditions are icy.

**November 21, 2019**

Staff was reaching into their bag to get a thermometer to measure water temperature. The lanyard became tangled and staff stabbed themselves in the hand with the thermometer. Staff advised to handle sharp objects with care.

**Incident Investigation in Progress**

**November 30, 2019**

Client threw their stereo across the room and started to bang on the dining room table. They started to scream and use profanity stating that people were stealing their stuff. The SHO ensured they kept a safe distance during the incident. Follow up included: A psychiatrist visit was booked, continue to monitor the client and consult with RPAC as required.

**Incident Investigation in Progress**

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

**Calgary – December 12, Meeting Minutes:**

**November 6, 2019**

The building fire alarm sounded when the client was having a bath. The client refused to exit the bath. Staff contacted ECAT and both staff and ECAT supervisor attempted to encourage the client to leave the bath. Fire crews arrived and confirmed it was necessary to evacuate. Client continued to refuse to exit the tub. Staff informed the fire fighters of the situation and was told the alarm was for carbon monoxide and it was suggested that staff leave and periodically re-enter to check on the client. Follow-up: EPIC assessment revised. CSC completed a social story for client to enhance their fire safety awareness. CRM contacted the Calgary Fire Department to discuss the incident and ways to support the client and fire crew in future incidents. The Calgary Fire Department advised to call 911 in future to provide information on evacuation refusals or difficulties (even if emergency crews

are already there). Additional fire drills to be completed when the client is engaged in preferred activities.

### **Incident Investigation in Progress**

#### **Edmonton – December 4, 2019 Meeting Minutes:** **November 30, 2019**

Staff was in the kitchen with the client who was trying to use the microwave to heat up their food. The client had not pushed the start button and was upset when the food was not hot. The client blamed staff for the error and then pushed them.

#### **Incident Investigation in Process**

**Recommendations:** Staff to pay attention to what the client is doing and retake PBI. Staff to maintain a safe distance at all times.

#### **Northwest – December 3, 2019 Meeting Minutes:**

### **3.3 Evaluation of Current Near Miss Investigations**

#### **December 3, 2019**

Client was at court with staff. The client had been increasingly upset by the court proceedings but had seemed to calm down when they were done at the court house. Staff was going to drive the client home however; the client became upset again once in the vehicle. Staff let the client know that they would not be able to drive them home because they were not calm. Staff got out of the vehicle but client did not. Staff called the police to come and assist. Police came quickly, however the client hit their hand on the window and the dash of the staff's car while exiting.

#### **Near Miss Investigation in Process**

**Recommendations:** Staff to review PBI/CPI training. Review transportation options for the client, use of public transit suggested. Continued RPAC involvement for the client.

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

3.4 A) Inspections held as a result of health and safety concerns - include name of committee member(s) completing, program, issue, inspection type/.

3.4 B) Inspections completed - Include name of committee member(s) completing inspection, inspection type (E.g. EQA, RI, Office Inspection), # of inspections and # of workers involved for each inspection type

#### **December 2019:**

Monthly Safety Inspection Checklists completed: 1 – Karen W (1 other worker participated)

Random Inspections completed: 2- Dasha H

EQA's Completed: 1- Sharon B

### **3.5 COR Audit Review**

Continued review of the new COR audit tool. Discussion around areas to ensure are checked when doing EQA's or random inspections. These include making sure Health and Safety policies are up to date in the houses, making sure HACD information is current and that staff are signing for the sections they review at the team meetings.

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

Review section (and provide recommendation) for changes if needed)

**South Committee Reviewed Working with High Behaviors Section –** 3) Working with Clients with a Potential for Sexual Behaviors - No suggestions for changes to this section. 4) Working with Clients with a Potential to be AWOL – No suggestions for changes to this section.

#### **Policy review**

3.5.1 – General Health and Safety Policy – review of the policy talked about importance of signature on the document

### **4.0 Other Business**

4.1 Health and Safety Committee Training Updates

None done in December

Kellie M as the new member of the committee will take Work Place Inspection and Hazard Assessment training scheduled for February.

4.2 Inspections schedule – Committee members will be asked to attend the next EQA's when scheduled.

4.3 Idea Memo regarding emergency drills sent out January 8<sup>th</sup>, 2020. Emergency Procedures should be continued to be reviewed each month and reviewed in the health and safety section in team meeting minutes in 1010 programs. Client basement bedroom drills are due in January – A reminder that drills are required for clients sleeping in basement bedrooms. Please ensure that you are putting that you have observed the clients independently evacuating their basement bedroom windows in the notes section of the drill. Drills are due February 3, 2020.

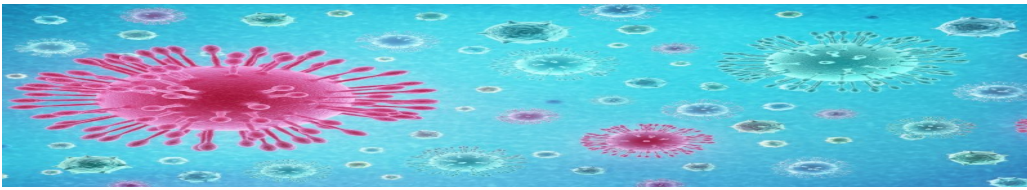
Business Continuity Plans – Changes have been received from all regions. Greg is completing final revisions and will send copy out to all regions for upcoming ICE Page Articles – Beating the Winter Blues – ways to stay positive during the cold and dark winter months.

**NEXT MEETING DATE: February 4<sup>th</sup>, 2020 at 9am**



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# **Infection Prevention and Control for Coronavirus**



## **What is Coronavirus?**

Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases, including Severe Acute Respiratory Syndrome (SARS). Novel coronavirus is a new strain that has not been previously identified in humans.

## **How did it originate?**

A pneumonia outbreak was identified in Wuhan, China on December 31, 2019. So far, there have been over 5900 confirmed cases in China and the disease has killed 132 people. It has begun to spread to other countries.

## **Has Coronavirus spread to Canada?**

Three confirmed cases have been announced in Canada as of the ICE newsletter publication date. No cases have been confirmed to date in Alberta.

## **What are the symptoms?**

- Common signs of infection include respiratory symptoms include:
- Fever,
- Cough,
- Shortness of breath/breathing difficulties.
- In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

## **How can I prevent myself and my clients from getting the disease?**

- Frequently clean hands by using alcohol-based hand rub or soap and water and teach your clients to do the same.
- Practice “good respiratory etiquette” to help prevent the spread of disease. Use a tissue or raise your arm to your face to cough or sneeze into your sleeve. Once you use the tissue to cover a cough or sneeze, throw the tissue right away. Stay home when you are sick.
- Use Personal Protective Equipment (PPE) and Standard Precautions
- Avoid travel to regions where Coronavirus is known to occur, such as China.

If you do come from an area which is experiencing Coronavirus and are experiencing symptoms such as fever or cough you need to contact Health Link (Phone # is 811). Alberta for advice prior to visiting your doctor and share with them your previous travel history. Follow Health Link and your physician’s direction.

Notify your ICE supervisor or ECAT after hours to report it and follow their direction.

If you are travelling, avoid close contact with people suffering from a fever or cough and avoid touching your eyes, nose and mouth.

Follow food safety guidelines, including to properly cook meat and ensure that you handle raw meat, milk, or animal organs with care to avoid cross-contamination with uncooked foods.

Ensure that if you are in an emergency room or medical clinic with a client, that you are regularly using hand sanitizer/ washing hands and encourage the client to do the same. Also, avoid sitting close to someone with signs of respiratory illness where possible.

Stay updated on Public Health Announcements related to Coronavirus. ICE will also provide updates as further information is released.