

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

- **January 15th 2020**- For all shifts worked between January 1st and January 15th.
- **January 31st 2020**- For all shifts worked between January 16th and January 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING**- January 7th, 2020 at 9:00AM
- **RPAC MEETING**- January 8th, 2020 at 1:30PM
- **UNIT MEETING**- January 15th, 2020 at 2:30PM

Michael

Michael is an extremely friendly young man, who has a good work ethic and a great personality. He has been able to use this to his advantage in gaining employment at Goodwill, where he works as an administrative assistant 3 days per week. Michael’s managers at Goodwill call him, “The face of the company” as he is usually the first person that people visiting the offices see. Michael enjoys his job and believes the best part of his job is helping people who need assistance.



Michael has been with ICE for 2 years and, with help from his staff Hassan, he has worked hard of his goals. When Michael first started with ICE, he had just moved out of his parent’s house and was working on being more independent. Michael worked hard at learning how to keep his home tidy, while also learning to be more confident in the kitchen with direction and support from staff.

When talking to Michael, he will tell you that his favorite meal to cook is chicken, spinach, and feta gnocchi, a very fancy treat!

In addition to an increase in cooking Michael has also shown an interest in trying to be more physically active. With support from Hassan, this summer Michael was able to join a Special Olympics golf team. Michael has enjoyed the friendships he has made, as well as the physical activity he gets walking 18-holes. On top of golf, Michael enjoys going to recreation centers where he runs the track, works out, and goes swimming.

Employee Spotlight



Hassan has been with ICE for 2 years and those individuals he supports speak very highly of him and are grateful for how much he cares for them. When asking Hassan what he likes about working with ICE, he says that he really enjoys helping people and enjoys seeing the progress that they make in their lives.

ICE OFFICES WILL BE CLOSED NEW YEARS DAY, WEDNESDAY JANUARY 1ST, 2020



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

2.2.3 INFORMED CONSENT AND DOCUMENTATION REQUIREMENTS

(Selected sections of ICE policy 2.2.3 are reproduced here, please refer to the Policy manual for the complete policies).

1. Clients and/or their guardians have an absolute right to informed consent.
2. Informed consent is a free choice to participate in or to avail themselves of services offered by Independent Counselling Enterprises. In order to make this choice, clients and/or guardians must be informed of the full implications of the service including benefits, risks, costs and other pertinent information.
3. Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign a partial delegation of medical consent form and consent to administer medications that are also kept on the client's file. All documents are to be renewed annually.
4. Non-Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign consent to administer medications should medication delivery occur during service delivery. This form will be kept on the client's file. All documents are to be renewed annually.
5. Where release of health information is required the client / guardian must sign the agency Health Information Release Consent (HIA).
6. Clients and/or guardians can withdraw consent at any time. This decision must always be respected by Independent Counselling Enterprises employees. Should consent be withdrawn, employees are to notify their supervisor immediately and document the details of the situation in a contact note.

Training

PET (Pre-Employment Training)

January 7-9, 2020
9:00am - 4:00pm

PBI (Proactive Behavioural Interventions)

January 10, 2020
9:00am - 4:00pm

Client Specific Courses

January 3 & January 10, 2020
Between 11:00am - 5:00pm

Trauma Informed Care

January 6, 2020
9:00am - 12:00pm

FASD / Substance Abuse

January 6, 2020
1:00pm - 4:00pm

Depression / Anxiety

January 14, 2020
9:00am - 12:00pm



ICE THANK YOU CARD INCENTIVE WINNER



Willy M received a Thank You card from his supervisor for ensuring the home was ready for the EQA. Willy received a blanket/mug set.

Your efforts are appreciated!

Referral Incentive Recipients

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!

- Mohan P.



- Evans O.

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.



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/>

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>

Health and Safety Meeting Minutes

December 3, 2019

(Minutes edited for publication)

3.0 Standing Items

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

Calgary – November 7, 2019 Meeting Minutes:

September 11, 2019

The client became upset from a discussion. Staff began driving the client home while attempting to redirect the client. The client verbally escalated and then hit the staff on the arm as they arrived back at the client's home. Follow-up: Client front seat agreement reviewed by CRM. RPAC consultation. Staff no longer works for ICE

Incident Investigation in Progress.

October 7, 2019

Staff closed the garage door at a client's home, staff's ring got caught in the door and their finger was crushed. Staff received a large, deep cut on their finger. Follow-up: Staff to utilize the side door of the garage rather than the garage door.

Incident Investigation in Progress

Recommendations: It is recommended for staff to review the condo building regulations for disposing of garbage

October 9, 2019

Staff and client were at the client's volunteer program. While unpacking some boxes for donation, one of the corners of the box made a small cut on staff's hand

Incident Investigation in Progress

Recommendations: It is recommended for staff to wear gloves (i.e. hi-flex gloves) while assisting the client with their volunteer position

October 21, 2019

Staff and client went into a craft room at a community location. When staff closed the cupboard door, picture frames that had been placed on top of the cupboard fell onto their face. Staff received a cut on their lip. Follow-up: CSC contacted building management and was informed that the building was under construction/renovations. Building management has put up danger signs throughout the building.

Incident Investigation in Progress

Recommendations: It is also recommended that staff scan their environment before participating in activities.

October 23, 2019

There was plastic packaging under the staff's desk. Staff stood up and slipped on the plastic causing them to fall back. They managed to prevent the fall however they felt pain in their knee later. Follow-up: Health and Safety representative inspected the incident site and removed plastic packaging from underneath the desk. A mass email was sent out as reminder to place recycling in designated recycling bins.

Incident Investigation Complete

Edmonton – November 6, 2019- Meeting Minutes

October 8, 2019

A client was agitated after going to a dance at the ACT Centre. The client refused to get into the car with staff. TC went to the Centre to meet them and the client appeared calm so staff proceeded to drive the client home. When they reached home the client punched the staff in the head. Follow-up: The TC spoke to the guardian, who stated the client may have been upset because there were individuals from the client's previous residence at the dance. It was decided to find a different time to go to the Center when those individuals would not be there.

Incident Investigation Incomplete

Recommendations: Staff should not transport clients in their vehicles when they are agitated.

October 15, 2019

After a client came back to the residence from being AWOL, there was concern about the client's wellbeing. A room search was conducted and the manager found a steak knife. The item was removed from the room. Follow-up included; increasing staffing ratio for safety, staff retraining on AWOL protocol and Risk Assessment. Service review to be complete.

Incident Investigation Incomplete

October 25, 2019

A client had been AWOL and had obtained alcohol. They became intoxicated and verbally and physically aggressive; including using racial slurs and breaking into the medication cabinet to obtain cigarettes. When they ran out of lighter fluid, they used the stove element to light their cigarette. Follow up included: Continue to redirect the client from drinking alcohol and follow their alcohol consumption agreement. Ensure extra lighter fluid is available rather than having to use the stove element

Incident Investigation Incomplete

Recommendations: Client to take cultural sensitivity training

October 26, 2019

The manager entered a residence and noticed that two burner elements were turned on. An empty pot was on one burner and it was beginning to scorch. The manager immediately turned the burners off. Follow-up included: increased staffing ratio and implementing high risk supervision. Staff reminded about fire safety practices. Psychiatrist to be updated and a service review for the client.

Incident Investigation Incomplete

October 31, 2019

Staff was trying to get a binder out of the filing cabinet and their wrists bent back when they went to grab it. Follow-up included not filling the filing cabinet drawer so full with binders.

Recommendations: Staff to review file cabinet safety memo (June 2019) and paperwork section of HACD (P. 109-109).

Northwest – November 12, 2019 Meeting Minutes

September 6, 2019

Staff prompted the client to get ready for an appointment but they choose to return to bed. Staff prompted again and the

client proceeded to get ready. Upon arriving at the doctor's office, staff reached into the back seat to retrieve a backpack. Client (who was seated in the back seat) struck the staff in the face and pulled their hair. Follow-up: Staff reminded to sit where they can see the client and not to reach in front of the client in a confined space.

Incident Investigation Complete

September 26, 2019

When a client came out of their room staff noticed that their shirt had vomit on it. Staff told the client to change their shirt before eating and attempted to remove the client's shirt. Client became agitated and pulled staff's hair and slapped the staff. Follow-up: Staff reminded to give the client time to process directions and not to enter their personal space. Staff retrained in PBI/PBS and the clients PRP.

Incident Investigation Complete

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

Calgary – November 7, 2019 Meeting Minutes:

October 17, 2019

When staff was leaving their shift, they observed that their vehicles right rear window had been shattered. 30 minutes previous staff had noted a contractor company using a heavy-duty snow blower to clear the parking lot. Staff believes this equipment is likely the cause of the damage. Follow-up: Management contacted building landlord to get contact information for the contractor company to resolve the property damage.

Incident Investigation in Process

October 23, 2019

Staff and client were in a train shelter when they observed a possibly intoxicated community member approach them. The community member began banging on the glass of the shelter and yelled profanities. The community member got on the train with staff and client.

Incident Investigation in Process

Recommendations: It is recommended that staff get onto a separate train from the intoxicated person and to press the help button if necessary.

Edmonton – November 6, 2019 Meeting Minutes:

October 16, 17 and 24, 2019

On each date a client was upset and spit towards staff as well as using racial slurs and profanity. October 16, staff directed the client to drink less water and questioned their wanting to go to the bank. October 22, the staff asked the client to pick up their laundry from the floor. Follow up included: Review of clients' RPAC documents. Client to take Cultural Sensitivity Training

Incident Investigation in Process

Northwest – November 12, 2019 Meeting Minutes:

October 22, 2019

A client was filling a washing machine with water to do laundry when staff suggested they start the washer. Client came upstairs and threw a pot of soup that was on the stove. The client then retreated to their room, attempting to strike the staff

on their way. Staff was reminded to follow the clients PRP for Compulsion and Aggression. Staff scheduled to retake PBI/PBS.

Near Miss Investigation in Process

3.2 Evaluation of Current Internal Incident Investigations

No Internal Investigations Reported during this time period

3.3 Evaluation of Current Near Miss Investigations

No Near Miss Investigations reported during this time period.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns: No inspections held in November as a result of concerns brought forward.

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

November 2019:

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

Random Inspections completed: 3

EQA's Completed: 1

3.5 COR Audit Review

Continued to go over the COR audit report. Reviewed the questions in the Observation Report. Talked about the new audit tool and the differences in questions that have been made since the last external COR audit. Also discussed the internal audit done this fall this will tell us areas to focus on for the 2020 audit.

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

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

South Committee Reviewed Working with High Behaviors Section – 1) Working with Clients – Potential for Verbal Aggression/ Harassment/ Bullying. No suggestions for changes to this section. 2) Potential Exposure to Verbal Aggression and/or Property Destruction – No suggestions for changes to this section.

3.7 Policy review: 3.5.11 Emergency Procedures – discussion of Emergency Procedures for Loss of Utilities

4.0 Other Business

4.1 Health and Safety Committee Training Updates

None done in November

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

4.3 Ideas for upcoming ICE Page Articles – Best way to avoid slips, trips and falls in the winter

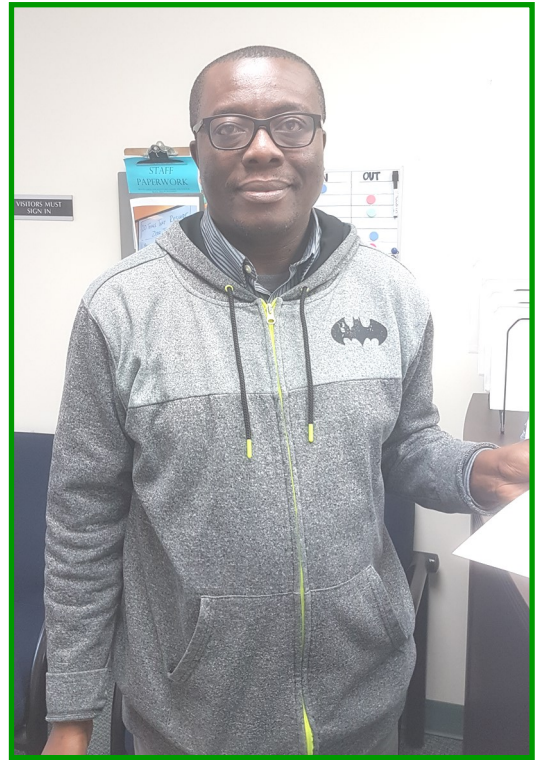
NEXT MEETING DATE: January 7th, 2020 at 9am

2019 Annual Christmas Open House

Independent Counselling Enterprises hosted its annual Christmas Open House and Employee Award Celebration on December 12th, 2019. It was a day to celebrate the past year and to honour ICE Employees.



**Community Connector Award
Shaylen Hildebrand**



**Employee of the Year Award
Emmanuel Amokwandoh**



**Health and Safety Award
Audace Niyonkuru**

President's Annual Open House Address

This annual awards ceremony event provides an opportunity to reflect and acknowledge the accomplishments of the people we serve, direct service staff, administration, supervisors, and management. This awards ceremony is primarily recognizing direct service staff who made a significant positive impact on the people they support and the agency.

The management team at ICE also work hard every day to have a direct positive impact on service and employees.

I witness the work of our management team every day. They are a dedicated group who I greatly respect and appreciate.

A significant focus over the course of the past year is ICE's ongoing commitment to our Health and Safety program.

ICE remains involved in the voluntary Certificate of Recognition program (COR). This is not a legislated requirement but agencies such as ICE are committed to provide the resources towards positive Health and safety outcomes.

COR requires extensive Health and Safety systems along with significant oversight from the employer. COR requires companies to create a culture of Health and Safety in the workplace. This is a challenging but worthy process. An internal COR audit was recently completed. The results are not yet available but will be shared. I anticipate another very successful result. ICE has accomplished results over 96% for the past 15 years.

I urge everyone to maintain their knowledge and practice of our Health and Safety policies and as required in the OHS legislation. We will continue to provide training and information to all of our staff.

Everyone's goal is that all employees are safe in their work places, report hazards, address hazards, communicate to each other and supervisors so we are all able to safely end our shift and go home.

Our success is possible through maintaining positive relationships with experts to guide us in the right direction. Those people include:

Disability Services PDD division

Governments of the NWT and Nunavut

Alberta Health Service - Public Health

Inspections Group

Guardians / families / advocates

People receiving service

In closing, congratulations to our 2019 award recipients.

On behalf of ICE, I wish all of you a safe and peaceful holiday season.

Genevieve Fausak



CREATING EXCELLENCE TOGETHER (CET)

Creating Excellence Together Standards are made up of two levels of achievement available for community disability service providers to support and guide their organizations in quality improvement in the provision of services to individuals. These levels flow from a primary level of service outcomes and performance Accreditation Level I, to an advanced level of performance achievement, Accreditation Level II.

Accreditation Level I achievement provides the service providers outcomes of how they measure against the Level one standards and indicators for ***Quality of Life, Quality of Service and Organizational Framework*** in the quality service they provide.

Accreditation Level II achievement contains additional indicators and information a service provider needs to allow it to move forward in its service performance. To achieve Accreditation Level II, it is expected that all Accreditation Level I indicators will be met and a significant in depth review of the ***Organizational Framework*** will be conducted.

Accomplishing Accreditation Level II achievement in organizational and service excellence is a major undertaking and reflects a service provider's drive to be the best that it can be.

ICE will be participating in a C.E.T survey June, 2020 and will be participating in the advance level of performance achievement, Accreditation Level II.