

ICE PAGE

SOUTH REGION

2013

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TIME SHEET HAND-IN:

July 15th, 2013

For all shifts worked between July 1st and July 15th, 2013

July 31st, 2013

For all shifts worked between July 16th and July 31st, 2013

Health and Safety Meeting

July 15th, 2013 @ 10:30 am
Lethbridge

Management Meeting

July 30th, 2013 @ 10:30 am
Nanton

RPAC Meeting

July 30th, 2013 @ 11:30 am
Nanton



**After Hours
Supervisor**

Lethbridge is

403-634-8805

Nanton is

403-625-9513

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

Employee Spotlight

Maria

Maria was born and raised in the Philippines where she originally studied Agriculture Technology. She and her husband have been married for 26 years and have twin boys. In 1990 Maria moved to Canada with her family to enhance their opportunities. The family first settled in Toronto where they remained until 2007 and then Maria and her husband moved west to Grande Prairie. She started working with ICE in March of 2008. Maria started working with ICE covering weekend overnight shifts. She has since extended her hours with her client to include an



afternoon shift each week. Maria has also become active in supporting a variety of other ICE individuals in their community activities.

While she was living in Toronto Maria took a Health Care Aide course. This course later led her into applying to work with individuals with disabilities.

Maria is an excellent support provider as her love of her clients and her job shine through. Maria's clients really enjoy the interactions they share with her.

Maria is planning to move back to Toronto in another year or so to be closer to her sons. She will be greatly missed when she leaves, but until that time comes; our clients will continue to enjoy the benefit of her supports. Thank you, Maria, for your dedication and flexibility!!!

Client Success Story

Maggie

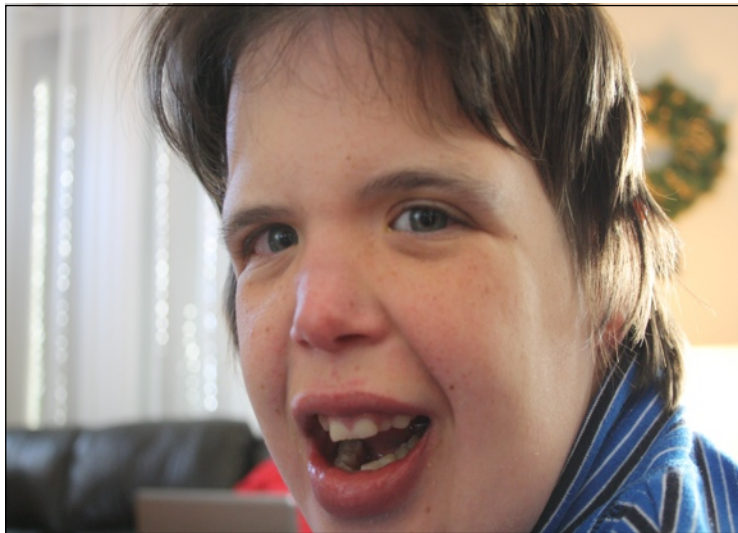
Maggie has been with ICE since 2001. She first lived on a farm near Blackie, AB with a Support Home Operator (S.H.O.) for 10 years. Two years ago she moved into Calgary and is now living with a new Support Home Operator near the famous equestrian riding/jumping site, Spruce Meadows. This is a great location for an avid horse fan. Maggie is a member of the Opening Gaits Riding program and she is quite an accomplished rider.

The new home is a hit with Maggie. She enjoys her roommates, the very friendly household dog and a fabulous new bedroom. Maggie has a wonderful sense of humor and she loves to play practical jokes on

everyone. The home is filled with laughter every day. Maggie likes to keep busy and helping around the home is a goal that she is working on. She and her housemates have created a fun way to make daily chores an easy thing to do. Maggie also enjoys helping her support home operator to babysit her granddaughter.

Maggie and the granddaughter have tremendous fun playing games and dressing-up. Other goals for Maggie include enhancing her communication skills and maintaining a healthy diet. She works on these with daily

support from her SHO. Maggie has increased her communication abilities significantly in the last 9 months; and she is looking and feeling wonderful. She has enjoyed purchasing a new wardrobe to fit her new figure and lifestyle. Maggie's mother is very excited for Maggie and her new successes.



ICE offices will be closed

**Monday, July 1st, 2013 for
Canada Day**



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

Independent Counselling Enterprises

**Current Job Opportunities
July 2013**

Nanton, Claresholm

*P/T days Claresholm for
male*

*Relief/casual shifts
available in Nanton &
Claresholm areas*

Lethbridge

*Various hours available
evenings & weekends
Awake overnights on
weekends*

Relief for Lethbridge

**Please note: Status of programs does change, so please
check with your coordinator, if you or someone you
know may be interested.**

If any staff is available and willing to post ads in your local
community, please contact the office at 866-646-1199.

HAZARD ALERT - SCALDING

The potential for an extremely hazardous situation has recently been identified.

THE CIRCUMSTANCE - When a water heater at a residential program malfunctions it leaves a residence temporarily without hot water. If under such circumstances a resident requires personal hygiene care, staff at the home will seek alternate solutions to meet the personal care needs of their client.



THE HAZARD – Some staff/ clients might consider boiling water on the stove or in a kettle and then carrying it to the bath in the home to provide personal care.

THIS PRACTICE IS DANGEROUS AND NEVER TO BE USED AT ICE.

Boiling water poured into a bath tub would present a clear hazard for scalding a client. Attempting to carry boiling water through a residence presents a clear danger of scalding staff and possibly others.

ICE is informing all staff of expectations for such circumstances.

AVOIDING THE HAZARD

1. **Advance preparation** - residences that have clients requiring personal care for toileting hygiene should ensure the residence's 72 Hour Emergency Supply Kit is equipped with an adequate supply of Wet Wipes. In the event of a power outage or when water/ hot water is unavailable, these wipes will then be available for client support.
2. **Check the water heater.** - If a repair service is required notify the landlord or a professional to complete the repairs. Have the repairs completed as soon as possible.
3. **Call a supervisor or ECAT for further direction.**

Thank You Incentive Winner!



Fazla Chowdbury



Fazla received 3 thank you cards (2 from the coordinator and one from the team leader) for taking shifts on short notice. He was also complimented for being accommodating at the house.

Fazla won a camping chair and cooler.

ICE has a TD Group RSP plan!

Refer to Policy 3.4.18 ICE FUTUREBUILDER RSP.



If you are eligible, ICE will match your contributions!

To sign up, please contact Linna Roem at 780-453-9664



SEVERE WEATHER

After the last month in Alberta no one should doubt that severe weather needs to be taken very seriously. Whether it is a Flood, Tornado, Thunderstorm or just extreme heat everyone needs to know what to do for extreme weather.

Pay Attention to Daily Weather forecasts and “Keep Your Eyes on the Skies.”

Weather advisories provide critical information throughout the year. ICE staff need to pay attention to weather reports and adjust daily routines for clients and staff accordingly.

Environment Canada - Public Alerting Program

Environment Canada issues public alert bulletins through the media (television/ radio) as well as through the Weatheradio service and Weatheroffice website. The type of alert used depends on the severity and timing of the event:

- **Special Weather Statements** are the least urgent, but are used to let people know that conditions are unusual and could cause concern.
- **Watches** alert you about weather conditions that are favorable for a storm or severe weather, which could cause safety concerns. If staff hear of a weather Watch in their area, they need to take care and plan for client/ staff safety. Staff should continue to monitor the public alert system and follow recommendations for safety as provided as Watches may quickly progress to become Warnings.

- **Warnings** are provided as certainty increases about the path and strength of a storm system. A Warning is an urgent message that severe weather is either occurring or will occur. Staff need to stay on top of such situations and take the appropriate action as advised.

Floods

Floods may occur from an overflowing creek or river. Flash floods are often the result of heavy rainfall concentrated over one area (as recently occurred in many parts of Alberta).

- If there is time: unplug electrical devices, shut off electricity and the outside gas valve, remove prized possessions from lower levels.
- Stay on the highest level of the home,
- Never attempt to walk or drive through flood waters, TURN AROUND.
- Follow instructions issued by the local authorities i.e. vacate if told to do so. Take your emergency kit with you (including medications and changes of clothes for clients.)
- Stay away from high water, storm drains, ditches, ravines or culverts. Move to higher ground.



Extreme Heat

Extreme temperatures put people at risk of dehydration, heat stroke, heat exhaustion and sun burns. A long term effect of sunburn may be an increased likelihood of various types of skin cancer.

- Avoid sunburn by moderating sun exposure and using protection from the sun’s ultraviolet rays (UV A and UVB). Wear a wide brimmed hat, sunglasses (eyes need



protection too), and sunscreen (SPF 15 or higher);

- Wear lightweight, light coloured, loose fitting clothing;
- Drink more water (cool, not cold), regardless of your activity level. Carry water or other non-carbonated fluids with you on community outings. Avoid caffeinated drinks as caffeine is a diuretic that increases water loss via urine.
- Avoid the sun and strenuous activities during the hottest part of the day, between noon and 3 pm;
- Take rests in the shade when outside;
- Keep homes cool by closing the curtains and windows when it is hotter outside and run fans inside;
- Take a cool shower or bath to cool off.

Thunderstorms

Lightening – What you need to know

- NO PLACE outside is safe when thunderstorms are in an area!!
- If you hear thunder, then lightning is close enough to strike you (even if it looks pleasant and sunny where you are).
- When you hear thunder, immediately move to safe shelter; a substantial building with electricity or plumbing or an enclosed metal-topped vehicle with windows up. Watch out for downed power lines that may be touching your vehicle as you could receive a shock if you step outside.
- Stay in safe shelter at least 30 minutes after you hear the last sound of the thunder.

Indoor Lightning Safety

- Stay off corded phones, computers and other electrical equipment that puts you in contact with electricity. Use battery operated appliances only. Cordless phones are safe.
- Avoid plumbing, including sinks, baths and faucets.
- Stay away from windows and doors and stay off porches and balconies.
- Do not lie on concrete floors, and do not lean against concrete walls.

Last Resort Outdoor Lightning Risk Reduction

Tips

If you are caught outside with no safe shelter anywhere nearby the following actions may reduce your risk:

- Immediately get off elevated areas such as hills, mountain ridges or peaks.
- Never lie flat on the ground, crouch down and bend forward placing your hands on your knees.
- Never shelter under an isolated tree. In a forest seek shelter in a low-lying area under a thick growth of small trees or bushes.
- Never use a cliff or rocky overhang for shelter.
- Immediately get out and away from ponds, lakes and other bodies of water as lightning can strike the water and travel a substantial distance from its point of contact.

- Stay away from objects that conduct electricity (barbed wire/metal fences, power-lines, tractors, bicycles, motorcycles, lawnmowers). Do not hold objects such as golf clubs, umbrellas, or fishing rods.

Tornadoes

Monitor local weather updates and remember that even though the weather may be calm at the time a Severe Thunderstorm or Tornado Watch or Warning is issued for your area, conditions can rapidly deteriorate and become life threatening. Postpone activities planned for outdoors. Always heed warnings. Watch the skies for strong rotation of clouds, hail, a greenish hue to the sky, quick darkness in a sunny



day. You may hear a loud continuous roar.

- Get to a safe place. Fully enclosed buildings with wiring and plumbing provide the best protection. Do not stay in a mobile home if a tornado warning has been issued. Go to a sturdy building or get out and lie in a ditch or culvert.
- Take shelter in the basement or a small interior room with no windows or exterior walls.
- Get under a heavy table or desk, avoid the corners of the room,
- Use your arms, pillow or a mattress to protect your head.

Information Resource: USA government, National Weather Service

<http://www.lightningsafety.noaa.gov/tips.htm>

US Department of Commerce, A Preparedness Guide, Thunderstorms, Tornadoes, Lightning... Nature's Most Violent Storms

<http://www.nokep.org/disasterguides/tornadoguide.pdf>

POLICY REVIEW

NOTE: Recently there have been some concerns with late reporting of injury incidents by employees. Please remember that Alberta legislation and ICE policy requires immediate reporting of all such incidents.

3.5.5 EMPLOYEE WORK RELATED INJURY, ILLNESS, AND NEAR MISSES

(Only a portion of the full policy is covered here, please refer to your policy manual for complete information.)

Refer also to Policy 2.7.3 **Critical Incidents**

All employees have W.C.B. coverage.

A. RESPONSIBILITIES

The employee is responsible for:

Reporting and recording all workplace incidents to their supervisor or the ECAT supervisor (if after hours) **immediately** regardless of the severity. The initial documentation will be in the form of an agency critical incident report (**refer to Policy 2.7.3 Critical Incidents**) and **must be completed within 24 hrs of the incident.**

Providing standardized documentation from the agency to the physician (this documentation is presented at PET, a copy is in the PET manual and is available at the main office) if medical attention is required which stipulates the agency's support of and availability of modified duties. Note a physician's report is required in order to substantiate a WCB injury claim i.e. you must attend a physician's appointment.

Informing the employer that the sustained injury required the employee to seek medical attention or to have time off their regular work schedule that is validated by a physician's report within **24**

hrs of the incident or when the employee becomes aware that there is an injury sustained that will affect work performance. (See below for clarification of reportable versus non reportable incident) Reporting to the employer if medical attention is required later in the future and is related to a previous work place injury/incident.

Completing the WCB worker's report of injury, as appropriate and ensuring it is submitted to WCB, should the employee be seeking compensation from WCB for wages or benefits. Should the employee be completing this documentation at the main office I.C.E. management will assist in submitting the claim for the employee. Otherwise the employee must submit directly to WCB.

This report will be available at the main office, from the WCB website **HYPERLINK "<http://www.wcb.ab.ca>" www.wcb.ab.ca** or will be mailed to the employee. It is imperative the employee use the **24hr** time frame to inform the employer directly of the injury for debriefing, to assist the employer document on the WCB employer's report and if the employee is unable to return to work to reassign his shifts.

Cooperating in order to achieve an early and safe return to work. This does involve effective communication with WCB, the employee's physician and the employer to determine the employee's physical ability to work.

Accepting and abiding by the return to work plan, which may include modified duties that are suitable to the physical abilities of the employee.

Maintaining weekly communication with the employee's direct supervisor to effectively manage the return to work plan.

Ensuring supporting documentation of the claim i.e. WCB worker and employer reports, critical incident and any WCB correspondence sent to the employee is kept in accordance with the agency's policies and procedures.



TRAINING

PET	CPI
July 17th & 18th, 2010 9:30 am - 4:30 pm As described on the ICE website.	July 24th in Lethbridge 9:30 am - 3:30 pm You must RSVP in advance



Incident Investigation

Did you know?

- General and Critical Incidents are documented and follow up is completed as per ICE Policy 2.7.3.
- In addition to GI's and CI's, Supervisors/Managers further investigate and complete additional written Incident Investigations on agency incidents involving employee injury, property damage and near miss occurrences. This process requires that the supervisor/manager have special training in Incident Investigation.
- The purpose of all ICE incident investigation processes is to find and address the causes of these near miss events and injury/property damage

incidents in order to prevent them from happening again.

- Incident Investigation training provides supervisors/ managers with training to consider direct causes, indirect causes and root causes. (See insert)
- Follow up is completed by the company to eliminate, mitigate and control the causes of incidents (i.e. equipment is purchased, policies and procedures are developed, training courses are offered).
- Injury and Near Miss Incidents are reviewed by the Chief Operating Officer and President of ICE as well as by Health and Safety Committees in each region.
- Incident reviews by the Health and Safety committees are shared in the Health and Safety Meeting Minutes printed in the ICE Page and posted on the ICE Web site. This ensures that all employees are kept up to date and informed about hazards and controls within ICE.

Prevention of future incidents of injury or damage requires close examination of incident causes. ICE supervisors receive training to identify:



Direct Causes: these are events that immediately preceded the incident. If it were not for this the incident/ injury would not have happened. Example: Worker carrying groceries into a home trips over the garden hose in front of the house and falls. The direct cause of the incident was the garden hose across the walkway.

Indirect Causes: these allow the direct cause to exist. When we ask why about the example above we may identify indirect causes such as the following:

- Another worker or a client failed to put away yard care equipment.
- The worker may have been carrying so many groceries that they could not see adequately to identify hazards in front of them.

Root Causes: These factors, if corrected, will prevent similar incidents from happening again. Root causes usually fall into the following categories:

Inadequate Program – effective and safe procedures have not been established for the work tasks (i.e. yard work, grocery shopping).

Inadequate Standards – are the policies/ procedures adequate to manage the hazards workers will be exposed to.

Inadequate Compliance to Standards – Lack of training, policy not followed etc.

Health and Safety Minutes Meeting - June 12, 2013

3.0 STANDING ITEMS

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

Calgary – (May 21, 2013)

No Injuries

Grande Prairie (May 9, 2013)-

No Injuries

Edmonton-(May 2, 2013)-

March 19, 2013

Staff was completing some repairs on a damaged sidewalk step at a residential program. Staff stood on a second portion of the concrete step. The step gave way and they fell through it into a hole underneath injuring their leg.

Recommendations:

When part of a site has been identified as a hazard, staff must take extra care to review the immediate area for additional potential hazards to avoid putting themselves or others at risk. Follow up with the landlord is required to ensure that this property is repaired to minimum housing standards.

Incident Investigation report is required to be completed.

Additional Recommendation:

Employ a professional to complete the repairs.

April 1, 2013

Staff was going downstairs in a residential program and slipped on the steps. The toes on one foot bent underneath causing them injury.

Recommendations:

Take care and attention on stairs. Wear proper footwear and hold onto the railing.

Incident Investigation report is required to be completed.

Additional Recommendations:

Are the steps slippery like linoleum? Purchase non slip surface coating.

April 21, 2013

Staff was in their vehicle in the community and was stopped behind other vehicles at a red light. When the light turned green the traffic started to move forward. Suddenly the car in front of the staff's vehicle came to an abrupt stop. The employee's vehicle ran into the back of the other person's car.

Recommendations:

Do not follow other drivers too closely or make assumptions about the actions other drivers will take. (Inexperienced drivers in standard vehicles can stall them at lights or stop signs.) Pay careful attention and drive defensively. Avoid rushing as proceeding at a safe and orderly rate is safer and more effective in the long run. (Staff had just taken Mission Possible course for Distracted Driving.)

Incident Investigation report completed.

Additional Recommendation:

Take public transportation

April 23, 2013

Staff noticed a water stain on the ceiling of a client's room (lower level of a home with a washroom on the level above). A plumber was called to inspect for plumbing leaks. No leaks were found, a bath or toilet overflow may have caused the problem.

Incident Investigation report completed.

Recommendations:

Monitor running water at all times. Report immediately any incidents by CI or GI that may result in damage.

Further team training is recommended regarding expectations for monitoring pouring baths and reporting incidents.

Incident Investigation report completed.

Additional Recommendation:

Proper Shoes

April 23, 2013

Staff was going down the basement stairs to the office in a residential program when they "miss-stepped" and staff fell down several steps and struck their head. The Coordinator has followed up to enhance lighting in this area.

Recommendations:

Staff is reminded to always use the hand rail and to take due care and attention when traveling up and down stairs. Carrying items should be managed so that at least one hand is free to grip the hand rail (i.e. by use of an appropriate laundry bag, grocery bag, knapsack etc.) Reduce the number of trips required up and down stairs by careful planning.

Incident Investigation report is to be completed.

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

Calgary – (May 21, 2013)-

No near misses

Grande Prairie-(May 9, 2013)-

No Near Miss Investigations

Edmonton –(May 2, 2013)-

March 10, 2013

Staff were monitoring while a client was cooking a meal in the oven at their residence. The insulation strip around the oven door, which was a bit loose, caught fire. Staff immediately assisted the client to turn off the oven and put out the flame. The landlord was notified of the oven hazard and stove repairs were implemented. Warning signage was posted not to use the oven until repairs were completed.

Recommendations:

Inspect the insulation around the oven as part of the stove inspection during monthly safety inspections. Ensure that all areas are in safe working condition.

Continue to monitor the client while they are cooking and assisting them with safety and cooking skills.

Additional Recommendations:

Monthly inspection only lists cleaning and not working or good working condition.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations):

June 11, 2013-

Staff went to get dish out of cupboard and a casserole dish fell on her head.

Recommendations:

Place items to lower location, Make sure nothing is on top of each other, Use a stool to reach items, have client retrieve items.

Injury Investigation Completed

3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):

May 21, 2013-

Computer monitor in main office started to flash and there was a smoke smell when turned on.

Recommendations:

Replaced monitor

Near Miss Investigation completed

3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations)

Reviewed pages 25 & 26

3.5 Review of Master Hazard Assessment and Control Document

Other regions review & and recommendations and regional response to recommendations. :

Calgary (May 21, 2013)–

Blood and Bodily fluid exposure/clean-up – Add

Training- influenza awareness,

Add Equipment- use of PPE

Client Lift transfer mechanical and manual- no additions

Client repositioning- no additions

Wheelchair use- no additions

Assist with client mobility- no additions

Assisting persons who use/have matches, lighters,

candles- Add Equipment- use of flameless candles

Client support with seizures- Add training- outside

epilepsy organizations accessed for additional training on seizures

Contact with visitors, contractors or strangers at office or residence- Add resources- home invasion in Health and Safety Binder

Northwest (May 9, 2013)-

Grande Prairie:

Reviewed pages 23-26, Shopping, Housekeeping – no additions.

Storing and using household cleaners – add headache, nausea, and dizziness under chemical hazards and to clean in a ventilated area.

Changing a light bulb – no additions.

Edmonton (May 2, 2013) –

Reviewed General Section - Travel on wet/slippery surfaces (ice or snow).

Recommendations for additions to safe practices:

- For residential programs to keep a set of shoe ice-grips on hand for shared use by staff for safety during winter outings / shoveling activities.
- Apply non-slip surface coating or use rubber matting to control slip hazards in programs where garage floors are smooth.
- Place matting inside garage/entry doors to keep snow/ water off floor surfaces.
- Provide staff with information on safe practices for exiting their vehicles during winter i.e. when getting into or exiting the vehicle and hold onto the car door frame and pivot.

South-

Reviewed Pages 22-24

Shopping (Grocery, household) Add to controls: online purchases & delivery, Clients responsible for lifting/ carrying groceries if possible, have grocery store staff lift heavy items, staff to carry epi-pen if have allergies, sanitary wipes

Housekeeping (General cleaning, making beds, laundry, mopping, sweeping, washing dishes, loading & unloading dishwasher, vacuum)-Committee felt that hazards needed to be separated and rated individually.

Under Biological hazards: insect/pest & animal hazards are listed on HACD already separately.

3.6 - Policy Review –

Review of policy 3.5.7 Visitors/Contractors

4.0 OTHER BUSINESS

4.1- i.e. ICE Page Health & Safety Article suggestions-summer protection (sunscreen, insect bites, water)

4.2 Reviewed ICE page Preventing Strains

4.3 Resources: Safety when Commuting (Walking, Riding the bus & your car) from H&S Binder regarding

4.4 Training: CPI July 24

5.0 NEXT MEETING – July 15th @ 10:30am in Lethbridge

