

ICE PAGE

SOUTH

2015

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RPAC Meeting

July 8th, 2015 @ 1:00 pm

Management Meeting

July 10th, 2015 @ 9:00 am

Health and Safety Meeting

July 14th, 2015 @ 9:00 am

ECAT
Lethbridge

403-634-8805

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

TIME SHEET HAND-IN:

July 15th, 2015

For all shifts worked between July 1st and July 15th, 2015

July 31st, 2015

For all shifts worked between July 16th and July 31st, 2015



Support Home Operator Spotlight

Linda

Linda is a Support Home Operator with ICE in Edmonton. She is a reliable and positive person who supports one client in her home. Linda makes sure that this gentleman enjoys many opportunities to be socially involved in the community according to his interests which include Special Olympics bowling and riding horses at the Whitemud Equine Centre. With a strong belief in furthering education, Linda

also encourages this person's ongoing learning via creative and fun skill building activities such as writing cards/messages to his family outside the city. Linda says what she enjoys

most about being a Support Home Operator is making a positive difference in her client's life; as a result she notices positive changes in her life too.



Linda is not new to the role of caregiver. In addition to being a parent, foster parent, and caregiver to both her parents, Linda has also worked as a nurses' aide, a day home operator and a respite worker. She has a Bachelor of Arts in Professional Communication and enjoys writing for both print and online publications. Her favourite topic is kindness and Linda writes a regular blog called Kindness Matters

(www.lindajwilkinson.com).

In her spare time, Linda enjoys scrapbooking, spending time with her family and doing volunteer work in the community.

TRAINING

Pre Employment Training (PET)
To Be Announced

Crisis Prevention Intervention Training
July 9th and 10th, 2015
9:30 am - 4:00 pm

Applied Suicide Intervention Skills Training (ASIST)

(Authorization from a supervisor is required for attendance at the ASIST course)

July 21st and 22nd, 2015
8:30 am - 4:30 pm both days

As described on the ICE website



ICE offices will be closed
Wednesday

Canada
Day *July 1*

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

Client Success Story

Okello

Okello is a 20 year old gentleman who moved to Calgary 15 years ago from Sudan, Africa. He moved here with his aunt, uncle, older brother and sister. Okello had to leave his mother and three other siblings behind. He has not seen his family for over 15 years. Okello later moved with a foster family when he was 10 years old. Okello is very appreciative of what his foster parents did for him. Okello shares that not only did they show love to him but they also taught him how to receive love. He remembers having bedtime stories read to him each night.

Okello received supports from ICE while residing with his foster family. During this time he



continued to strive for independence and recently made the decision to live on his own. Okello's mother had one wish for him, it was to get a better education and future. Her wish came true as Okello graduated from St Francis High School in 2013 and now works as a cook at Joey Tomatoes restaurant. Okello's goals last year were to live independently, receive his driver's license and purchase a car. He successfully met all three goals.

Okello continues to have regular contact with his foster family. He enjoys reading and his favorite author is John C Maxwell who is a pastor, author and motivational speaker. Okello would like to become a motivational speaker as well. Hopefully he will be able to achieve this dream in the coming years with support from ICE. We congratulate Okello for meeting his goals and wish him all the best.

Spring and Summer Weather Hazards

Severe spring and summer weather in Alberta ranges from hail and heat waves, to thunderstorms and tornadoes. It is by knowing what to expect and how to prepare for it, that we can protect ourselves and our property from these weather hazards.

Pay Attention to daily weather forecasts and Environment Canada's Public Weather Alerts

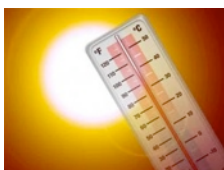
Listen to weather reports and adjust daily routines for clients and staff accordingly. Environment Canada issues public alert bulletins through the media (television/ radio) as well as through the Weatheradio service and Weatheroffice website.

The type of alert used depends on the severity and timing of the event:

- **Special Weather Statements** are less 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.

Heat and Humidity Safety

- Avoid working or exercising intensely if it is very hot or humid outside, and head for cooler



conditions if your body becomes overheated.

- If working outdoors is an absolute necessity, drink plenty of liquids and take frequent rest breaks. Be sure to maintain salt levels in your body and avoid high-protein foods. Watch for signs of serious medical conditions, such as heat exhaustion and heat stroke.
- If being active outdoors is an absolute necessity, drink plenty of liquids and take frequent rest breaks. In hot, humid conditions, there is a considerable risk of heat stroke and sun burn.

Ultraviolet Rays - Ultraviolet (UV) rays are the sun's rays that can cause sunburn. Long-term exposure to UV rays is associated with skin aging, eye cataracts, weakening of the immune system, and skin cancer.

- The amount of UV that you receive depends on both the strength of the sun's rays (measured by the UV index) and the amount of time you spend in the sun. The higher the UV Index number, (the UV Index is a 0 - 11+ scale) the stronger the sun's rays, and the greater the need to take sun safety precautions.

Sun protection tips:

Reducing your time in the sun (particularly between 11:00 a.m. and 4:00 p.m., from April to September), and seek shade when outdoors.

Cover up by wearing a broad-rimmed hat, a shirt with long sleeves, and wrap-around sunglasses.

Use "broad spectrum" sunscreen (with both UVA and UVB protection) with a sun protection factor (SPF) of 15 or higher.

Storm Safety

ICE requires residential programs to have storm readiness plans and supplies in place. It is also important for staff working within community based programs to plan for severe weather. Take the opportunity now to choose the best shelter in your regular daily environments. Choose a meeting place to gather after storms to ensure that everyone is safe and accounted for. When a Weather Warning is issued, stay calm and follow your plan.

High Winds

Strong winds, and especially gusty winds, can cause

property damage or turn any loose item into a dangerous projectile, and create unsafe traveling conditions that affect your ability to safely steer your car.

When there is a threat of high winds in combination with a storm as in the case of a severe thunderstorm or tornado, your first priority is to take shelter.

- Close all windows and doors, and secure loose outdoor objects or move them inside.
- Go to the basement or to a small interior room in the centre of the house, such as a closet, bathroom or hallway, on the lowest floor of the building. If this is not an option, take cover under a stairway or sturdy table and use a cushion or mattress to protect your head.
- Stay away from all windows, doors and exterior walls, in particular those facing the storm, and avoid buildings with large, unsupported roofs such as arenas, supermarkets, and barns.
- If you are boating or swimming, head for land immediately.
- Do not travel.
- If you are in your car, open the windows slightly and park off the road with your brakes set, away from tall objects and power lines. Do not leave your car if there are downed lines nearby. In the event of a tornado, abandon your vehicle and move at a right angle to the storm's path. If this is not possible, find a low-lying area, such as a ditch, and lie flat. Hang onto a small tree or shrub if you can.



Lightning Safety

Lightning is an electrical discharge caused by a build up of static electricity



between thunderclouds, or between thunderclouds and the ground. It can deliver as much as 100 million volts of electricity and strike a target up to 16 kilometers away, making it an extremely dangerous form of severe weather. Each year lightning kills approximately 10 Canadians and injures approximately 100 to 150 others.



Thunder is the noise created when air suddenly expands from the heat of a lightning discharge. By counting the seconds between a flash of lightning and a thunder clap, you can tell approximately how close the lightning is to you: each second will represent about 300 meters.

Tornados

A tornado is a violently rotating column of air extending between a cloud base and the surface (when over water, it is called a waterspout). Most tornadoes develop in the late afternoon and early evening but may occur outside of this timeframe, including overnight.

How to keep safe:

- The first and most important thing to remember is that if you can hear thunder, you are within striking distance of lightning. Take shelter immediately. If you cannot find a sturdy, fully enclosed building with wiring and plumbing, get into a metal-roofed vehicle. Stay inside for 30 minutes after the last rumble of thunder.
- Once indoors, stay away from electrical appliances and equipment, doors, windows, balconies, fireplaces, and anything else that will conduct electricity, such as sinks,

tubs and showers. Avoid using a telephone that is connected to a landline.

- If you are in your car during lightning, do not park under tall objects that could topple, and do not get out if there are downed power lines nearby.
- If you are caught outside, don't stand near tall objects or anything made of metal, and avoid open water. Take shelter in a low lying area.
- If caught on the water in a small boat with no cabin during thunder and lightning, quickly get to shore.



Floods

During heavy rains, avoid roadway underpasses, drainage ditches, low lying areas and water collection areas. They can unexpectedly flood or overflow. **DO NOT TRY TO DRIVE ACROSS A FLOODED ROAD.** You can't tell the condition of the road under the water.

Stay away from power lines or electrical wires during floods.

Know potential risks for flooding in your area and plan an escape route to higher ground but keep in mind the threat from lightning which is greater on high ground.

Monitor the provincial government flood forecasts and warnings.

Source -Spring and Summer weather Hazards - Weather and Meteorology - Environment Canada

Monthly Incentive Award Winner



Jamie Derbyshire

Jamie received a Thank You card from the Coordinator for working an extra shift in order to accommodate an ICE client being able to do something they really wanted to do.

Thank you for your dedication!
 Jamie won a Picnic Cooler

Employee Referral Incentive Program

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!

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

Health and Safety Minutes South Health and Safety Meeting - June 9th, 2015

3.0 STANDING ITEMS

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

Internal Incidents

Calgary

No Current Internal Incidents

Edmonton

April 1, 2015 – Staff returned from grocery shopping on a snowy day and parked their car in the attached garage of the residence. They proceeded to collect groceries from the trunk of their vehicle. Staff picked up grocery bags in both hands but then slipped and fell landing on their left arm. The staff required medical care for the injury.

Recommendations:

Garage floor surfaces can be smooth and hazardous especially with wet footwear. Seek approval from the landlord to apply “non-slip” spray to the floor surface or purchase mats for the traffic path areas of the garage.

Carry one grocery bag at a time to allow one hand free to stabilize balance as necessary. Request assistance from others or make additional trips.

Wear good winter footwear with grips. Consider use of wheeled basket to bring groceries from the garage to the house. Incident Investigation to be completed.

Additional Recommendations: None

April 5th, 2015 – At 7:30 am staff was attempting to transfer a client from their bed to the client’s wheelchair using a mechanical lift. When the staff bent down to position the client on the sling, they heard a slight crack in their back and started to experience back pain.

Recommendations:

Refresh staff training on proper body mechanics, lift and transfer procedures and shadow staff to ensure their competency to complete transfer tasks safely (This refresher and shadowing procedure is required annually for all ICE staff completing such duties)

Whenever possible complete client repositioning and transfers while there are two staff present (i.e. at staff change of shift).

Incident Investigation to be completed.

Additional Recommendations: None

April 21st, 2015 – Staff prepared food in a blender for a client on a pureed diet. Afterward staff attempted to clean the

blender attachment by hand and cut themselves on the sharp blades of the device. Medical attention was required.

Recommendations:

Develop safe procedures for staff to clean the blender appliance. Train staff on this equipment and cleaning procedures during orientation to client dietary supports.

Incident investigation to be completed

Additional Recommendations: Part of the safe procedures could include staff wearing rubber gloves while cleaning the blender attachment. Also using a bottle brush so that unprotected skin does not come in contact with the blades.

Grande Prairie:

No Internal Incidents

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

Calgary

April 24th, 2015 – Staff and client were walking across the street on a cross walk. Client stumbled over staff’s foot and staff reached out to stabilize client from falling. Client grabbed staff’s hand which then caused staff to also stumble and fall onto the client causing no injury.

Recommendations: Allow enough time to get to the bus stop to avoid client rushing. Staff not to attempt to catch client when they are falling.

Near Miss Investigation Completed

Additional Recommendations: None

Edmonton

April 1, 2015

Staff was providing verbal instructions while assisting a client with showering routines. The client became agitated and slapped the staff in the face. Staff was not injured and gave distance. The client attempted a second time to slap at staff. Distance was maintained. The other staff on shift was requested to provide support to the client to avoid further agitation. Positive approaches for communication and personal care are in place for this client.

Recommendations: Staff to review PBI training. Staff training/ retraining to follow the client’s Positive Approaches carefully so that the client does not become overwhelmed /agitated with too many directions at too quick a pace. Incident Investigation has been completed.

Additional Recommendations: Review of clients established positive approaches to see if they are still working well.

April 10, 2015

Staff was assigned to provide supports to a client. The client was reported by his Support Home Operator to be in a poor mood. At the client’s work experience site (grocery store) the staff was assisting the client to face and organize goods on the shelves. The client became agitated and struck the staff on the arm with a box of plastic wrap. The staff was not injured.

Recommendations: Employee to review PBI training. The client may have been agitated by finding out his previous worker would not be returning. Support team/ RPAC to identify and implement positive strategies for assisting this client to cope with changes in staffing, routines etc.

Incident Investigation to be completed.

Additional Recommendations: None

Northwest

No current near miss incidents

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

No Internal Incidents

3.3 Evaluation of current Near Miss Incident Investigations:

No Current Near Miss Incidents to report

3.4 Review of COR Audit and Action Items

Review of pages 77 – 81 (7.7, 7.8, 7.9, 7.10)

3.5 Review of Master Hazard Assessment and Control Document

Review of pages 26 - 30

Dishwashing – recommend specifying the type of glove recommended for staff to use when hand washing dishes (i.e. rubber gloves)

Bed Making – No recommendations

Washing/Mopping Floors – Biological Hazards recommend increasing hazard probability to a 2 (currently at 1). A biological injury could occur from this activity and has been known to happen.

B) Other regions review & and recommendations and regional response to the recommendations

Calgary

Reviewed Office Related Work section Page 6-9

Contact with visitors, contractors or intruders/strangers at office, Use of Telephones (landlines) – both no additions

Paperwork – Writing – add use of comfort grips for pens/pencils

Computer Use – add take frequent breaks

Edmonton

Edmonton health and safety committee reviewed the potential revisions for the H.A.C.D Pages 64- 66 were discussed “Exposure to Allergens, Exposure to Smoking”

Smoking Safety controls were discussed including purchase and use of safe receptacles for cigarette disposal. These

receptacles have recently been purchased for many residences in the Edmonton region.

Northwest

General HACD Pages 36-39
 Storing and using household cleaners – no additions
 Changing light bulbs – no additions
 Use of ladder – no additions
 Use of floor mats – no additions
 Seasonal Yard work: Recommendations

Add ear protection to it. Separate lawn mowing/snow blowing into a separate category from the rest of yard work.

3.6 Policy Review – 3.5.11 Fire Emergency Procedures

4.0 OTHER BUSINESS

ICE Page Health & Safety Article
 Suggestion: Excessive Heat

NEXT MEETING – July 14th at 9 am

Policy Review

2.4.1 GUIDELINES FOR PLANNING

ACTIVITIES

1. Independent Counselling Enterprises activities are planned to be effective as well as safe in their operation.
2. General guidelines apply in planning activities: involve the client in planning activities;
 - consider the client’s abilities and interests in relation to the activity;
 - consider the client’s likely level of safety and well being while participating in the activity;
 - determine the relationship of the activity to the client’s cultural and religious heritage;
 - ensure the activity fits in with other scheduled activities and daily routines;
 - ensure activities are age-appropriate;
 - plan the activity in incremental steps (i.e.: putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition;
 - address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities;
 - arrange an appropriate meeting place. Have phone numbers and other information available ahead of time;
 - all group activities require supervisor review and approval before they take place;
 - in the event of an emergency (i.e. accident or injury) employees are to ensure they have all emergency contact names/phone-numbers including their supervisor and ECAT/911 to call for immediate assistance (**see Policy 2.7.3 Critical And General Reporting Incidents and Policy 3.3.6 ECAT Supervision**)
3. Aquatic activities must include the following precautions:
 - the presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
 - in circumstances where I.C.E. clients have access to private pool facilities through their residence a pool safety protocol (**refer to Master Forms Binder: Orientation Manual Section B and Residential Monitoring Manual Section F**) will be developed, reviewed, and signed off by the client, guardian, and

- I.C.E. staff, a copy of the protocol will be filed in the client green file;
- use of a safety floatation jacket by all participants in a raft, boat or canoe;
 - constant and direct supervision of clients during all activities around water.
4. Overnight trips are not to be planned for any client unless the employee receives approval from their supervisor. The following apply:
 - Approval must be given by the Manager in consultation with the Chief Operating Officer only after a written proposal has been submitted outlining the nature of the trip, the duration of the trip, expenses to be incurred (including employee monetary compensation with an agreement signed by the employee), location of nearest medical/emergency facilities and staffing during the time away.
 - Proposals are to be submitted a minimum of one week prior to the planned trip.
 - It is not expected nor is it this agency's policy that employees take clients on holidays. Often trips are contingent on employees volunteering time unless clients can access programs where supervision is included in the holiday.
 - Any time away must not be a financial hardship for the client and their personal budget must be able to support the holiday.
 - If funding is being requested from an outside source (i.e. Office of the Public Trustee) sufficient time must be provided in order to meet their documentation processes as per OPT Policy.
 - Guardians must be aware of and support the holiday and sign all necessary permission forms prior to the excursion.
 - If the travel is out of country I.C.E. requires further supporting documentation including having a copy of the client’s valid passport and of their proof of travel insurance.
 - Employees must have access to reliable communication such as a telephone or cell phone and contact the office once per day for an update.
 - If the location of the holiday is isolated two employees must be present at all times.
 - A first aid kit must be carried.

Updated October 2012