

J U L Y 2 0 1 7

ICE PAGE

SOUTH

ECAT

Employee & Client Assistance Team
403-634-8805

After office hours
Phones do not accept text messages— staff need to call ECAT.

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TIME SHEET HAND-IN

- **July 17th, 2017**— For all shifts worked between July 1st and July 15th
- **July 31st, 2017**—For all shifts worked between July 16th and July 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING**
– July 12th 2017 at 9:00AM
- **RPAC MEETING**—
July 5th, 2017 at 1:30PM

Making it Happen!- Supporting Social Inclusion

Charles is a friendly young man of aboriginal descent. He has lived in a support home through ICE since 2008 and has community access. Charles' independence is important to him and he places a high priority on having the freedom to spend time with his friends and family. Charles travels to visit his family a couple times each year accompanied by his support home operator.

Charles has made it a goal to live a healthier lifestyle with support from his staff Charles has been attending AA meetings and working hard to keep himself safe.

Charles' heritage is also very important to him and he enjoys spending time surrounded by others with a similar background. Charles enjoys attending the Lac

Ste Anne pilgrimage each year with his support home operator. He says he feels close to his ancestors and stronger during these visits. Charles feels a sense of belonging when he attends aboriginal events. Charles and his staff have attended a native drumming and dance group where they spent time connecting to Charles' past.



ICE offices will be closed
Monday, July 3rd, 2017
for Canada Day
Please direct all calls to
the
Employee Client
Assistance Team for
this day.

A Great Summer Suggestion!

Summer is a great time for clients to get outside and enjoy activities, festivals and fun. Recently one of our staff submitted a very helpful health and safety suggestion. During the summer whenever the ICE clients from her residence head out with staff for the day they carry their own backpack containing a variety of useful health and safety items.

What's inside this backpack?

A bottle of water (to help stay hydrated in the heat), a hat, light weight long sleeve shirt and pants to account for weather changes and prevent sunburn and bug bites, a lightweight jacket (in case of sudden storms), sunscreen, insect repellent, a cold pack, a personal first aid kit, hand sanitizer, disposable wipes, tissues, sunglasses, a non-perishable snack or two (i.e. granola bars). Additional items may be added as necessary or as desired i.e. medications, lunches etc.

BE WEATHER READY!

The time to prepare is before severe weather hits.

WEATHER SAFETY

No matter what the weather hazard, safety depends on the following key items:

1. **Know the hazards** – Be aware of the hazards that you might face during a weather event. In Alberta potential weather events include lightening, thunderstorms, floods, forest fires, tornados.
 2. **Know when to expect Dangerous Weather** – ICE staff are expected to monitor weather forecasts and information from Environment Canada on a daily basis. This information should be considered when planning daily and weekly events.
 3. **Pay Attention** - Be aware of all watches, warnings and advisories affecting your local area.
- Have a Plan to Stay Safe** – Think about your safety plan (in the community and at residential programs) and be ready to act to stay safe. Know where there is a safe place nearby.

KNOW THE DIFFERENCE BETWEEN A WATCH AND A WARNING.

WARNINGS – Means the designated weather event (i.e. severe thunderstorm, tornado) is expected! Seek Shelter immediately.

WATCHES – Means the designated weather event is possible. Be prepared and continue to closely monitor weather advisories.

- See more information on weather safety in the ICE Health and Safety Binder.
- Free Weather Alert applications are available for cell phones which are useful for safety while staff and clients are out in the community.

Celebrate Canada 150!
July 1, 2017



Policy Review– 2.3.17 ADVANCED CARE / END OF LIFE PLANNING

I.C.E. is committed to providing medical care as directed by the individual and/or guardian. This includes providing advance care planning for persons who may be medically fragile in the manner they request.

RATIONALE: It is the responsibility of I.C.E. employees to ensure that individuals are receiving the medical attention they need and want. At the direction of the individuals and/or guardians, consultations with medical professionals and/or legal professionals in regards to advance care planning is imperative to ensure that I.C.E. is providing high quality, ethical care.

PROCEDURES

1. Employees of I.C.E. ensure that the individual's medical concerns and needs are understood by the professional community. As appropriate, staff accompanies the individual to appointments and advocate on their behalf as requested and/or required.
2. Relevant conversations with appropriate personnel (individual, guardian, families, staff, medical professionals, legal professionals) occur whereby options of advance care planning are discussed.
3. Medical decisions are made with information given regarding all options of care and corresponding potential and consequences, and are then documented on Goals of Care Designation Order (GCD Order) from Alberta Health Services and signed by the physician individual and/or guardian as appropriate.
4. This information is kept on the individual's file (office and home), with a copy given to the individual and guardian as appropriate. I.C.E. staff will be made aware of specific instructions as well as have access to the form. I.C.E. staff complete all required documentation including a Contact Note. The GCD Order will be attached to this Medical Report for future reference and orientation of new staff.
5. Legal and/or financial matters may also be discussed at this time with appropriate designations for substitute decision makers or power of attorney. If the individual chooses, a living will may be drawn up, as would an actual will if they so desired.
6. In the event of a client experiencing a medical emergency, I.C.E. employees must call 911 and perform First Aid / CPR until the Emergency Response team arrives at the location in accordance with I.C.E. policy. **Refer to Policy 2.3.11 Emergency Medical Situations.** This action must be performed even when there is a D.N.R. on file. Should a D.N.R. be available, the document will be provided to the Emergency Response Team.

June 2017

ICE SOUTH INCENTIVES



Iso Ogumbor was thanked by their supervisor for doing a very thorough orientation with a new staff. Iso won a Badminton Set. Great work!

Training

PET (Pre-Employment Training)

July 4th– July 6th, 2017

9:00AM-4:00PM

Management Meeting

July 10, 2017

9:00AM

PBI (Proactive Behaviour Intervention)

July 7th, 2017

9:00AM-4:00PM

Workplace Inspections Training

July 10th, 2017

1:00PM-4:00PM

ASIST Tune Up (Calgary)

July 13th, 2017

1:00PM-4:00PM

Promoting Safety

July 19th, 2017

9:00AM-11:30AM

1:00PM-3:00PM

\$100.00 ICE Referral Incentive

EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100

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!

**INDEPENDENT COUNSELLING ENTERPRISES
Health and Safety Committee Meeting Minutes
South– June 14**

STANDING ITEMS

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)

Edmonton: May 2nd Meeting Minutes

April 13th, 2017

Staff was writing a contact note for a client at the program. The client asked to see what the staff wrote in the book. The staff said they needed to ask the supervisor first and the client became upset and body checked the staff. Manager/supervisor were notified of the incident

Recommendations: Clients have a right to access their personal log books. If staff are concerned with client agitation around staff completing log book entries or other ICE documents, it is recommended to write these when the client is not immediately present. Confer with RPAC for positive strategies for supporting this client.

Incident investigation completed.

Additional Recommendations: Staff could have an update on training, both client specific and general – should include a review of PBI.

April 23rd, 2017

Client wanted money from the staff to buy something from the store. Staff called the Team Leader and left a message stating the client's request. Staff recommended to client to wait until the Team Leader called back. The client broke into the filing cabinet and took money from the petty cash box.

Recommendations: Support arrangements for client personal funds should be clearly arranged to avoid such conflicts arising with staff. Involve the trustee if there is one. Consult with RPAC regarding client behavioral strategies.
Incident investigation completed.

Calgary: May 11th Meeting Minutes

No Internal Incidents to Report

Grande Prairie / Northwest: May 11th, 2017 Meeting Minutes

No Internal Incidents to Report

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

Edmonton: May 2, 2017 Meeting Minutes

April 18th, 2017

Staff was doing an informal inspection of the program. During such time the staff noticed that the client's chair was damaged. Staff posted a sign on the chair stating that it was broken. The chair was moved to an area away from access by the client/staff until it could be disposed of. The chair will be replaced. Because the client is "rough" on furnishings the manager of the program recommended additional regular checks of equipment/furniture in the program to ensure furniture remains strong, stable and safe.

Recommendations: No further recommendations.

Near Miss Investigation completed.

Calgary: May 11th, Meeting Minutes

April 4, 2017

Staff was cooking rice in the microwave as per the suggested time on the package. Staff left the rice while it was cooking in the microwave. While sitting at the kitchen table, smoke alarm went off and microwave was pouring out smoke. The back door was opened; rice was safely removed from microwave and placed outside, windows and doors opened to remove smoke.

Recommendations: When cooking foods do not leave it unsupervised, use a lower setting on the microwave and/or cook with less time and check, if not done put in for more time.

Near Miss Completed.

Additional Recommendations: None

April 6, 2017

Client wanted to go to store to buy cat litter and wanted to do so by crossing a busy highway. Staff tried redirecting client but client was adamant. Staff and client crossed busy highway when they thought it was safe to do so.

Recommendations: Remind staff to refuse unsafe work and contact office for future concerns, incident reviewed with RPAC.

Near Miss Completed.

April 12, 2017

While driving to program with client, staff drove over a pothole causing her to have 2 flat tires. Both staff and client were fine; client was picked up as staff needed to have her tires repaired.

Recommendations: Avoid construction area and be mindful of potholes while driving, take public transit when possible, attend Mission Possible training.

Near Miss Completed.

Additional Recommendations: None

Grande Prairie / Northwest : May 11, 2017 Meeting Minutes

No Near Miss Incidents to Report

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

No Incident Investigations to Report

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

No Near Miss Investigations to Report

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

5.1 – 5.2 – 5.3 – 5.4

3.5 Review of Master Hazard Assessment and Control Document

Reviewed General Section Pages 92 - 96

3.6 Policy Review

3.5.4 – Working Alone

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions – Pest Control – watching for mice and other pests in our homes.

NEXT MEETING – July 12, 2017 @ 1:30pm