

JULY 2019

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

- **July 15th 2019**- For all shifts worked between July 1st and July 15th.
- **July 31st 2019**-For all shifts worked between July 16th and July 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING**- July 9th 2019 at 9:00AM
- **RPAC MEETING**- July 3rd 2019 at 1:30PM
- **UNIT MEETING**- July 9th, 2019 at 3:00PM



Amanda

Amanda is active in the Grande Prairie community and has been living in a support home with ICE since 2008. Amanda was born in Grande Prairie and raised by her mother and uncle. She enjoys spending time with her Mom in Rainbow Lake. Amanda has a brother who lives in another support home in Grande Prairie with ICE, and they visit on a regular basis.

Amanda is very shy, and likes to keep to herself. This lifestyle has worked well with her as she has a

close group of friends that help support and encourage her to reach her goals. Amanda loves to go shopping, walking, and spending time in the garden. She also likes to draw and spends a lot of her spare time improving her new found skill.

Amanda was volunteering at Goodwill when they hired her as an employee in October 2010. During her time with Goodwill she worked very hard and received a 5 year service award. In April 2016 Amanda decided to pursue further employment. With the assistance of her support staff, working on her reading and writing paid off and Amanda got a cleaning job at the Alberta College of Massage Therapy.

In the beginning staff assisted Amanda with completing each item on her checklist. Over time Amanda and her staff have worked on building her cleaning skills and independence in her paid employment. Amanda even covered her coworker's sick leave as he was unable to work for two months. She is requiring less prompts and is completing the majority of the tasks on her own now. Amanda tracks her hours and submits monthly invoices to ACMT for payment. She has shown tremendous initiative in making this job her own.

ICE has watched Amanda grow into a beautiful and empowered young woman and is so proud of the wonderful work she does. Keep up the good work Amanda; we are excited to see where you will go from here.

Employee Spotlight



Joy has been an employee with ICE since November 2016. She enjoys working with a broad range of clients and sharing her skills with each of them. Joy began working with Amanda a few months ago and encourages her to be as independent as possible. She shows tremendous patience with all of her clients and guides them to be involved members of their community from assisting with employment to attending medical appointments.

Thank you Joy for all that you do!!

ICE OFFICES WILL BE CLOSED MONDAY, JULY 1st FOR CANADA DAY



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

Policy Update

3.2.3 PERFORMANCE EVALUATIONS

1. All employees will be formally evaluated before the completion of their probationary period and annually thereafter or as required. Refer to the Master Forms Binder – Personnel Section re forms.
2. The evaluation process is intended to be a collaborative effort between the employer and the employee. Both are encouraged to have open, frank discussions about performance, expectations and to set goals for the employee together.
3. As part of the annual evaluation process the employee and their supervisor will review training requirements, achievements, personal information and documentation to ensure accuracy and that policies are met.
4. It is to be noted that employees working within the CR Unit must be re-shadowed for medication administration during the evaluation process.
5. Additionally, as part of the evaluation process, employees (field and non-field) will review a specific package of policies (Key Policies), the employee will be required to sign confirmation of their review / understanding of said policies on a Training Participation form. This practice will be effective July 1, 2019,
6. Bath/shower assists will be completed for all employees according to an agency specified date.
7. Employee evaluations will be documented on the Evaluation Form. Employees are encouraged (but not required) to sign the form and they are provided a copy of the goal section. The evaluation will be kept on the employee's personnel file. Attached to this form will be a list of the employee's training for the time period of the review from C-Views training tracking system.
8. If requested a copy of the performance evaluation will be provided to the employee at the time of the review.
9. If an employee works in more than 1 program / position their performance evaluations will be a collaborative effort if more than 1 supervisor is involved in their supervision.
10. An employee's annual evaluation date will be determined once the employee commences work. Once the employee completes their first shift either personnel or their supervisor will set the month for all future annual evaluations in the employee's C-Views file. This will not change during the person's employment with this agency. Should the employee change positions and be assigned a different supervisor, the annual evaluation will require both supervisors to be involved in the evaluation. The current supervisor will initiate the evaluation process; the previous supervisor must provide input / feedback based on their involvement with the employee.

June 2019

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/>

Referral Incentive

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!



Training

PET (Pre-Employment Training)

July 15-17 2019
9am - 4pm

PBI (Proactive Behaviour Interventions)

July 18, 2019
9am - 4pm

Documentation & Time Sheet Training

July 2 & July 10, 2019
10am - 1pm, 1pm - 5pm

Client Specific Courses: Seizure, Anxiety & Depression, ADHD, FASD, Diabetes, Trauma Informed Care

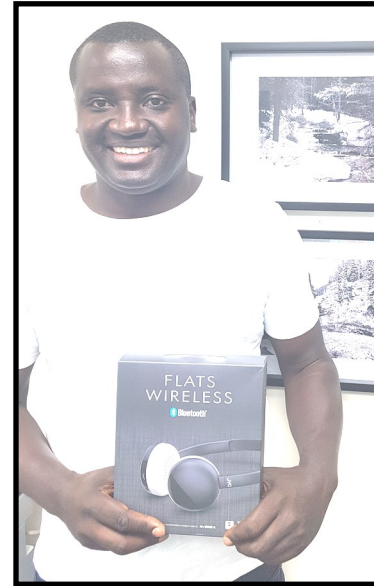
Every Friday in July
Between 11am - 5pm
(Your coordinator will let you know what courses you need)

Goals & Outcomes Training

July 5 & July 19, 2019
10am - 12pm, 1pm - 4pm



ICE THANK YOU CARD INCENTIVE WINNER



Audace N received a Thank You card from his supervisor for his willingness to help with health and safety related tasks such as making sure smoke detectors are working properly. Audace won head phones.

Your efforts are appreciated!

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>

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

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/resources.html>

Health and Safety Meeting Minutes

June 4 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 – May 9, Meeting Minutes:

April 15, 2019

A staff and a client were at the gym using the Stair Master. Staff misplaced their foot on the edge of the stair and fell backwards landing on their back and right hand.

Incident Investigation Complete.

Recommendations: Management asked staff to avoid utilizing gym equipment in the future as the client is able to complete these activities on their own with their trainer.

Edmonton – May 1, 2019 Meeting Minutes

April 8, 2019

A Support Home Operator contacted ECAT regarding a verbal threat by a client. The SHO indicated they were not home but they were concerned for their safety. Permission was given for a psychotropic PRN to be given but the SHO did not feel safe to give it to the client. The client had left a number of messages with the manager during the day expressing their concerns but the manager was out of the office and did not receive them. Follow up was completed, including the client was relocated with his family and will not return to that Support Home. The manager will also learn how to check messages from off site.

Incident Investigation In Progress

Recommendations: Client to have continued RPAC involvement

April 8, 2019

While assisting a client into bed a staff lifted the client's legs onto the bed and then the staff felt a sharp pain in their legs.

Incident Investigation to be Completed

Recommendations: Staff to use the Hoyer lift available in the program to assist the client into the bed. Staff to receive re-training on lifts and transfers

April 25, 2019

An employee was going down 4 stairs to the garage when she missed a step falling down and hurting her back. Although there is a handrail the staff was not using it.

Incident Investigation to be Completed

Recommendations: Staff to complete promoting safety training. Staff to be reminded to take their time and not to rush when completing tasks. Staff to be reminded to always use the handrail when going up or down stairs.

Northwest – May 7, 2019 Meeting Minutes

No Incidents to Report.

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

Calgary – May 9, 2019 Meeting Minutes:

No Incidents to Report

Edmonton – May 1, 2019 Meeting Minutes:

April 28, 2019

A client's father phoned and notified the Support Home Operator that the client had threatened to harm himself with a knife. Emergency services were not called, rather the Support Home Operator went into the client's room and the client gave the SHO the knife voluntarily. Follow up included the Police and Crisis Team were notified and an appointment was made with the psychiatrist.

Recommendations: Review Policy 2.5.2 Unanticipated Situations or Behaviors of Concern, which states "Employees will call 911 for police support when there are weapons involved and/or there is imminent risk of physical assault/danger towards self, others in the community or the client"

Additional Recommendations: No additional recommendations were made by the committee

Northwest – May 7, 2019 Meeting Minutes:

No Incidents to Report

3.2 Evaluation of Current Internal Incident Investigations

May 20, 2019

A client was upset and said they were feeling that they wanted to harm themselves. The client said they wanted to get into the staff room where the sharps and other potentially dangerous items were located. The client grabbed the keys from around the staff's neck and tried to unlock the staff room door with the keys. The keys were on a lanyard that broke away easily so there was no injury to the staff. The client was unable to gain access to the room.

Recommendations: Staff to keep keys in their pocket, not around their neck on a lanyard. Staff to review PBI/CPI techniques. Staff to review RPAC documents for the client including Suicide Prevention Protocol. Client to continue to see psychiatrist, mental health therapist and continue with CAST involvement.

May 27, 2019

A client was upset as they didn't like what the Support

Home Operator was cooking for supper. The client became more upset when they spoke with their guardian a short time later. The client was in their room yelling loudly and throwing things. The client came out and hit the wall with their fist which put a hole in the wall.

Recommendations: Review incident with RPAC and update RPAC tracking record. Review CPI/PBI skills with SHO. Review RPAC documents with SHO.

Incident Investigation in Progress

3.3 Evaluation of Current Near Miss Investigations

May 24, 2019

A client was upset that staff was unable to drive them to make a purchase. Staff explained they could walk as it was not a far distance. The client attempted to get others to drive; including the other staff in the home and the supervisor of the program. When this was also not successful the client became upset and tried to push the door into the staff. The client went into the bedroom and began yelling and throwing things. The client threatened to kick the door in and hurt the staff. Staff called the police for assistance.

Recommendations: Staff to review PBI/CPI techniques. Staff to give more space when the client is upset and ensure they have a safe route to an exit. Continued RPAC and CAST involvement for the client. Review of RPAC documents with staff in the program.

Incident Investigation in Progress

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 (E.g. RI) and # workers involved: No inspections were done in May as a result of health and safety 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

May 2019:

Monthly Safety Inspection Checklists completed: 2 – Karen W and Sara D, 3 other workers participated

Random Inspections completed: 3 Dasha, 3 other workers participated

EQA's Completed: 0 in May

3.5 COR Audit Review

Continued to go over the COR audit report. Reviewed Element's 3 and 4 and talked about what the auditor felt were ICE's strengths and things we can work on for the next audit in the fall of 2019. Also spoke about changes that have been made to the audit tool since our last 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 pages 74 – 80 which includes Use of Gloves, Personal Care of a Client, Client Lift/Transfer and Assisting Persons who use/have matches, lighters etc. No changes to the controls or ratings for these hazards was put forward by the committee.

3.7 Policy review –

3.5.10 Hazard Assessment and Control Document

4.0 Other Business

4.1 Health and Safety Committee Training Updates

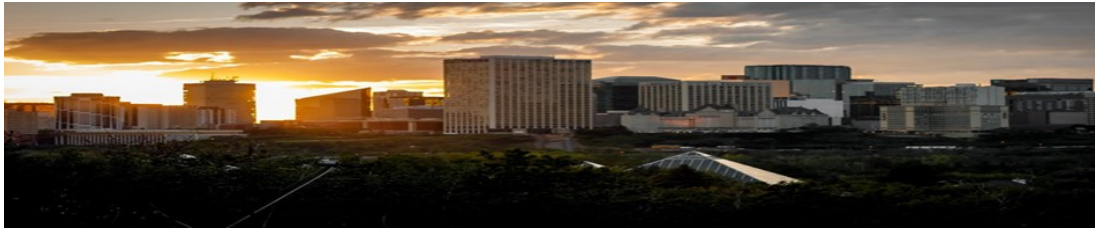
- As a new committee member Dasha has now taken the on line training from CCSA.
- Dasha may be taking the training to become a COR auditor – we are looking into scheduling this this fall.

4.2 Inspections schedule – 3 EQA's will be done in residential programs in June. Committee members will be present at all of them and these have been scheduled with the committee members present.

4.3 Ideas for upcoming ICE Page Articles – Fatigue and worker safety

NEXT MEETING DATE: July 4, 2019 at 9am





Air Quality Health Index

The Air Quality Health Index or "AQHI" is a scale designed to help you understand what the air quality around you means to your health as well as the health of the individuals you support.

It is a health protection tool that is designed to help you make decisions to protect your health by limiting short-term exposure to air pollution and adjusting your activity levels during increased levels of air pollution. It also provides advice on how you can improve the quality of the air you breathe.

This index pays particular attention to people who are sensitive to air pollution and provides them with advice on how to protect their health during air quality levels associated with low, moderate, high and very high health risks.

The AQHI communicates four primary things;

1. It measures the air quality in relation to your health on a scale from 1 to 10. The higher the number, the greater the health risk associated with the air quality. When the amount of air pollution is very high, the number will be reported as 10+.
2. A category that describes the level of health risk associated with the index reading (e.g. Low, Moderate, High, or Very High Health Risk).
3. Health messages customized to each category for both the general population and the 'at risk' population.
4. Current hourly AQHI readings and maximum forecast values for today, tonight and tomorrow.

The AQHI is designed to give you this information along with some suggestions on how you might adjust your activity levels depending on your individual health risk from air pollution.

How is the AQHI calculated?

The AQHI is calculated based on the relative risks of a combination of common air pollutants that is known to harm human health. These pollutants are Ozone, Particulate Matter and Nitrogen Dioxide.

What is the scale for the AQHI?

The AQHI is measured on a scale ranging from 1-10+. The AQHI index values are grouped into health risk categories as shown below. These categories help you to easily and quickly identify your level of risk.



- 1-3 Low health risk
- 4-6 Moderate health risk
- 7-10 High health risk
- 10 + Very high health risk

How can I find out about the air quality in my community?

To find your local AQHI, listen to or watch local weather forecasts or check on the Alberta Environment Website:

www.environment.alberta.ca/apps/aghi/aghi.aspx

Wildfire Smoke and Air Quality

Why is wildfire smoke bad for my health?

Wildfire smoke is a mixture of gases and fine particles from burning trees and other plant material. Gases released by wildfires, such as carbon monoxide, are mainly a risk to people like firefighters who work near smoldering areas. Fine particles, which are in smoke, can irritate your eyes and your respiratory system and worsen chronic heart and lung diseases.

The amount and length of smoke exposure, as well as a person's age and overall health, play a role in determining if you will experience smoke-related health problems.

Why is everyone talking about particulate matter?

Particulate matter in wildfire smoke poses the biggest risk to your health. The potential effects vary based on the type of plants burning, atmospheric conditions and, most importantly, the size of the particulates. Particulates can irritate the eyes, nose and throat. Fine particles can be inhaled in the deepest part of the lungs, and may cause coughing or may worsen existing heart and lung diseases.

Who is most likely to have health effects from wildfire smoke exposure?

- People with existing respiratory conditions such as lung cancer, asthma or chronic obstructive pulmonary disease (COPD), including chronic bronchitis and emphysema;
- People with existing heart conditions including angina, previous heart attack, congestive heart failure or irregular heart beat
- People over 65 years of age;
- Pregnant women;
- Smokers, especially those who have smoked for several years

What should I do if I am having a health problem from smoke?

If you have a medical emergency from smoke, such as chest pain or severe difficulties breathing, you should call 911 if available, or get help to go to the hospital emergency room immediately.

How can I protect myself/the individuals I support from the harmful effects of smoke exposure?

- Stay indoors whenever possible with the doors and windows closed;
- Use high-efficiency (HEPA) filters, if available;
- Avoid vacuuming, which can stir up air;
- When driving in a vehicle, keep windows closed and if you have air conditioning, set to re-circulate
- Drink plenty of water to help reduce symptoms of scratchy throat and coughing.