

ICE PAGE

SOUTH

2016

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Health and Safety Meeting

June 7th, 2016 @ 9:00 am

RPAC Meeting

June 1st, 2016 @ 1:30 pm

Management Meeting

June 10th, 2016 @ 9:30 am

TIME SHEET HAND-IN:

June 15th, 2016

For all shifts worked between June 1st and June 15th, 2016

June 30th, 2016

For all shifts worked between June 16th and June 30th, 2016



ECAT

Employee & Client Assistance Team

Lethbridge

403-634-8805

after office hours

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

Making it Happen!

Supporting Social Inclusion

Amanda is a kind and independent woman who enjoys being an active member of her community. Because Amanda loves dogs and was interested in volunteer work, her ICE Support Home Operator, Lynn encouraged Amanda to explore helping at the Grande Prairie SPCA. Lynn then helped Amanda to get set up for an orientation to volunteer at the animal shelter. At the SPCA Amanda regularly walks dogs and visits with other animals such as cats. Amanda is a caring person and she has been providing this attention to the animals at the SPCA for two years now.

Amanda has a job at Goodwill but recently expressed interest in obtaining another job to increase her income and hours of work per week. Due to Amanda's commitment to her current job and her volunteer position she was looking for

employment that would fit well into her schedule.

When a custodial employment opportunity arose at the local campus of Alberta College of Massage Therapy



(ACMT), ICE staff discussed the option with Amanda. Krystal, Amanda's ICE support worker was there ready to enthusiastically support her in the new job role so Amanda decided to take the job.

Amanda began her new position in April, 2016. Dawn at ACMT says of Amanda's role, "We are very grateful to be able to support local services and are very happy with the work she is doing. Amanda is doing fantastic work and is keeping staff, students and clients in a hygienic and safe environment."

Krystal is presently supporting Amanda on a weekly basis on the new work site as Amanda continues to develop her independent work skills. Krystal says that Amanda is showing growth and confidence in her abilities. With just a bit of support she is now completing her required duties in an efficient and thorough manner. Amanda takes pride in the work she does at her new job position.

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Making it Happen cont.

Amanda also participates in sessions at the Grande Prairie Lions Learning Centre on Thursday mornings. There a group of adult learners and their support workers meet to work on skills for math and reading etc. The last Thursday of every month this group goes to the Eastlink Recreation Centre and walk the track and enjoy activities on the court downstairs using balls, badminton and other equipment. Amanda really enjoys learning and socializing as part of this group.



Staff Spotlight: Krystal Tomchuk

Krystal has continuously demonstrated flexibility and a willingness to support ICE clients with respect and enthusiasm. Thank you Krystal for your strong work ethic and willingness to always go the extra mile for our clients!

Photo:

Krystal Tomchuk (left) with Amanda at her worksite at ACMT.

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

\$100 Employee 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!

ICE offices will be closed Friday, July 1st, 2016 for the Canada Day Holiday.



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

Incentive Award Winner!

May 2016

Dhan Khadka

Dhan received a Thank you card from his supervisor for being proactive and willing to seek out new opportunities for his client. Dan won a towel set.



Policy Review

3.6.3 EMPLOYEE APPEAL PROCEDURE

Any employee with an appeal will follow this procedure:

1. A verbal discussion should be initiated with the appropriate supervisor within 24 hours of the events leading to the appeal. The supervisor will attempt to resolve the appeal to the satisfaction of all parties. Informal documentation is required to be entered into C-Views at this stage.
2. If the supervisor and the employee cannot reach resolution, they can meet with the appropriate Manager for a further meeting. This meeting will take place no later than 72 hours after the original meeting with the supervisor. Minutes of the meeting will be documented.
3. Should the appeal require further mediation due to extraordinary circumstances, the Manager or the employee may request an additional meeting with the Alberta Manager of Operations. This meeting should take place no later than 72 hours after the Alberta Manager of Operation receives the request. The President is to be notified of the meeting and of the outcome. If a final resolution is required the President will make the decision. The President's decision is final and all parties are bound by this decision.

4. Should the situation warrant (e.g. harassment, abuse) the employee has the option to bypass his / her immediate supervisor and be heard by upper management.
5. The employee may request to be supported by a co-worker or by mutual agreement a neutral third party will be sought at any step in this process.
6. Employees who have been terminated **do not** have the right to the Appeal Procedure.

Updated April 2016

TRAINING

Pre Employment Training (PET)

June 8th, 9th & 10th
9:00 am - 4:00 pm

Complex Needs - Client Specific Training

June 19th, 2016
9:00 am - 4:00 pm

Promoting Safety

June 19th, 2016
9:00 am - 12:00 noon



Health and Safety Minutes South - Health and Safety Meeting - May 3rd, 2016

3.0 STANDING ITEMS

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

Calgary

March 24, 2016

Client was upset due to damaged smoking receptacle earlier in the day. This lead client to being anxious and agitated throughout the day. Evening staff went to administer medications to client sitting on the bed. Client hit staff across the chest when asked to take meds. A few seconds later client threw water from a glass towards staff, water hit the wall.

Recommendations: Staff to ensure that smoking receptacle was repaired and lock installed. Staff informed that medications are to be administered at kitchen table. Staff to review Positive Approaches. Better communication at shift change. Incident Investigation Completed.

Edmonton

March 13th, 2016

Client escalation occurred when the client realized she was missing her wallet and thought the staff had it. Client cornered staff and hit them. The police were called. Two employees were injured.

Internal Incident Investigation Completed.

Recommendations: If a client is agitated and aggressive exit the apartment / home.

Do not go into an office or other closed room as you may be cornered. Assume active PBI / CPI postures at first signs of agitation i.e. on your feet, facing the client, ready to access an exit. RPAC is involved with this client for further supports.

March 14th, 2016

A staff came 15 minutes early to their shift and was talking on their personal cell phone at the program. This situation agitated the client and they started to escalate. A power struggle with the staff and client took place. The client then feigned remorse and asked staff for a hug. Once close to the staff the client scratched and bit the staff. 911 was called. The program manager was able to talk to and calm the client.

Internal Incident Investigation to be completed.

Recommendations: Arrive on time for shifts but not too early especially if clients are sensitive to transition times. If early, staff can spend time outside of the program

to avoid a client escalation. Avoid power struggles with the client when they are agitated. Maintain appropriate personal boundaries at all times especially with high behaviour clients.

March 17th, 2016

Staff coming on shift found burn marks on the siding of the house. When the staff asked the client about the burns the client admitted to doing the damage with a lighter. The client had exited the house in anger earlier when he was redirected over extra food. The staff on shift had not followed and monitored the client as they believed the client was just cooling off their temper outside. Staff was unaware the client had brought home a lighter from their day program.

Internal Incident Investigation to be completed.

Recommendations: Monitor clients from a safe distance when they storm off angry. Many clients are impulsive and while angry have the potential to complete dangerous impulsive actions. Steps to be added to this client's Planned Procedure related to checking bags coming home from the day program for hazardous items.

Grande Prairie

No Internal Incidents to Review

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

Calgary

March 24, 2016

Unknown person got on the balcony and tried removing smoking receptacle. Item was found damaged the following day below the balcony.

Recommendations: Receptacle repaired and locked to the balcony. Staff to ensure that windows and patio door are locked at night. Sliding door bar lock was purchased for additional staff and client safety. Near Miss Investigation completed.

Edmonton

March 30th, 2016

Staff called to report there was a "spicy" smell causing some coughing and other respiratory discomfort Staff brought clients out to the balcony and put a towel on the bottom of the door. It was later determined that there was an altercation that took place in the building, not ICE involved, and pepper spray had been discharged in the hallway.

Recommendations: the spraying of the pepper spray could not have been avoided

because it was an outside source. Staff handled the situation well.

Northwest

No Near Miss Incidents to Report

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

No Internal Incidents to Review

3.3 Evaluation of Current Near Miss Incident Investigations:

No Near Miss Incidents to Review

3.4 Review of COR Audit and Action Items

Review of Section 1. Management Leadership and Organizational Commitment

3.5 Review of Master Hazard Assessment and Control Document

A) Reviewed Pages 13 -18. Cooking/Food Preparation: Suggestion to add recommendation that cooking not be left unattended.

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

Calgary

Committee reviewed master HACD general section pages 62-74 for items that should be in the section specific to non-residential work. This information will be sent to Edmonton upon completion.

Edmonton

Continued development of a separate HACD section for Non-Residential supports, pages 71-79 were reviewed.

North West

Reviewed the General HACD pages 18- 25

3.6 Policy Review – Reviewed Policy 3.5.5 Work Related Injury, Illness and Near Misses. Talked about having more information regarding what constitutes a near miss for employees.

4.0 OTHER BUSINESS

Ice Page Article Suggestion: Tips to avoid heat stroke and other heat related illnesses.

NEXT MEETING – June 7th at 9 am

**Summer
Time!**