

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

- **June 17th 2019**- For all shifts worked between June 1st and June 15th.
- **July 2nd 2019**-For all shifts worked between June 16th and June 30th

UPCOMING:

- **HEALTH AND SAFETY MEETING**- June 4th 2019 at 9:00 AM
- **RPAC MEETING**- June 5th 2019 at 1:30PM
- **UNIT MEETING**- June 14th, 2019 at 9:30 AM

Daniel

Daniel started services with Calgary ICE in April 2004. He lives in the Albert Park home with his peer roommate. Daniel is a very kind and caring man who enjoys bowling, going for walks, exercising and playing on his tablet. Daniel is an avid recycler and he loves to keep his home neat and tidy. He has several unique collections and a wonderful sense of humor. Daniel is also a true gentleman, always opening doors for others and being courteous.

Daniel struggles to try new things; however his long term staff was able to help motivate him to try exercising at a new place and soon he was working out at the Genesis Centre in north Calgary. Daniel found it to be great fun with lots of welcoming people. Shortly after starting, he felt so comfortable working out there Daniel felt he needed to do something more. He thought about his options and soon decided to apply to become a volunteer! Daniel was quickly accepted into their volunteer program and started volunteering in January 2016. Every Wednesday finds Daniel cleaning the equipment in the gym. Daniel takes great pride in his work and in himself for helping others; he has come to really enjoy his position. With the assistance of his staff and Daniel's dedication, he has been able to consistently maintain his role as volunteer. Daniel's staff provides Daniel with encouragement and praise which assists him to stay motivated and focused. Daniel also benefits from the social aspect of his job, meeting new people and developing friendships.

We are very happy to have Daniel as part of ICE!



Employee Spotlight



Richard Sabiteka

Richard has been an employee with ICE since March 2011. He has held a variety of different positions with several clients. He is now the Team Leader of our Albert Park home and is Daniel's key worker. Richard assists Daniel in achieving his goals and truly wants the very best for Daniel.

Thank you Richard for all of your hard work and dedication to your clients.

Policy Update

3.5.2 WORKER RIGHT TO REFUSE DANGEROUS WORK AND ASSIGNMENT OF HEALTH AND SAFETY RESPONSIBILITIES

(Sections of 3.5.2 are included here. Please refer to the Policy Manual for the complete policy.)

A. Workers have the following rights:

1. Right to know
2. Right to participate
3. Right to refuse dangerous work

A worker may refuse to work or to do particular work at a work site if the worker believes on reasonable grounds that there is a dangerous condition at the work site or that the work constitutes a danger to the worker's health and safety or to the health and safety of another worker or another person. Workers are required to protect themselves and others at or in the vicinity of the work site.

B. Refusal procedure:

1. The worker will promptly report the refusal and the reasons for the refusal to the supervisor or I.C.E. designate.
2. If possible, the supervisor or I.C.E. designate will remedy the issue immediately. If the supervisor/designate does not remedy the dangerous condition immediately, the supervisor/designate shall immediately inspect the dangerous condition in the presence of the worker, when it is reasonably practicable to do so and when the presence of the worker does not create a danger to the health and safety of that worker or of any other person, and one of the following persons, when it is reasonably practicable to do so and when the presence of that person does not create a danger to the health and safety of that person or of any other person:
 - a. a joint work site health and safety committee co-chair or a committee member who represents workers; or
 - b. if there is no committee or representative, or where no committee member or representative is available, another worker selected by the worker refusing to do the work.
3. The supervisor/designate shall take any action necessary to remedy any dangerous condition, or ensure that such action is taken.
4. Until the dangerous condition is remedied, the worker who reported it may continue to refuse to work or to do particular work to which the dangerous condition may relate.
5. When a worker has refused to work or to do particular work, the supervisor/designate shall not request or assign another worker to do the work until the supervisor/designate has determined that the work does not constitute a danger to the health and safety of any person or that a dangerous condition does not exist.
6. Where the supervisor/designate assigns another worker to do the work, the supervisor/designate shall advise that worker, in writing, of
 - a. the first worker's refusal,

- b. the reasons for the refusal,
- c. the reason why, in the opinion of the supervisor/designate, the work does not constitute a danger to the health and safety of any person or that a dangerous condition is not present, and
- d. that worker's right to refuse to do dangerous work.

7. On completing an inspection the supervisor/designate shall prepare a written report of the refusal to work, the inspection and action taken, if any.
8. The supervisor/designate shall give a copy of the report to the worker who refused work and the joint work site health and safety committee.
9. The supervisor/designate shall ensure that the report does not contain any personal information related to the worker who refused to work.
10. If no resolution can be reached the situation can be referred to an OHS office to resolve the matter.

Protection of Workers

Workers are protected from discriminatory action based on the refusal to perform dangerous work; this includes action or threat of:

1. Disciplinary action such as suspension or termination
2. Demotion
3. Transfer
4. Wage reduction
5. Change in hours

Updated May 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/>

ICE THANK YOU CARD INCENTIVE WINNER



Natalia Reyes received a Thank You card from her supervisor for your effort and excellent work with a complex needs client. Natalie received a cold drink dispenser and a set of glasses.

Your efforts for client care are appreciated!

Referral Incentive Recipient

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)

June 17 - 19
9am - 4pm

Client Specific Courses for working in programs:

Seizure Training, Anxiety and Depression, ADHD, FASD, Diabetes, Trauma Informed Care
Every Friday, 11am - 5pm

(Your coordinator will let you know what courses you need.) Contact Ali with the list and training will be scheduled.

PBI (Proactive Behavioural Intervention)

June 20
9am - 4pm

Client Internet Safety

June 11
1pm - 3pm

Hoarding

June 12
1pm - 3pm



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>

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/ohs-publications.html#laws>

<https://work.alberta.ca/occupational-health-safety/resources.html>

Health and Safety Meeting Minutes

May 1, 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 – April 11 Meeting Minutes:

March 6, 2019

Staff and a client were walking when client struck the staff with force on the side of the head unexpectedly. Later when eating lunch, the client again attempted to strike staff in the head however, staff managed to block the strike. Staff kept a safe distance and contacted the office.

Incident Investigation Complete.

Recommendations: Staff was retrained on policy 2.5.4. Staff was also reminded to not drive a client for 3 hours after an escalation occurs.

Additional Recommendations: No further recommendations by the committee

March 16, 2019

While in the washroom a client unexpectedly hit the staff on the side of the face. The client seemed unaware that the staff was attempting to assist them. When it was explained to the client they apologized for hitting the staff and said they did not know why they had done it.

Incident Investigation Completed.

Recommendations: Positive approaches to be revised with a new stressor and approaches for personal care. Reviewed strategies for personal care at the team meeting. Staff to narrate their actions step by step to the client to prevent confusion. Provide the client with items to occupy their hands while assisting with personal care.

Additional Recommendations: No further recommendations by the committee

March 28, 2019

An employee was using the water slide at the pool they got stuck half way down the slide. Staff laid down to gain speed and accelerated too quickly causing staff to lose control, thus causing injury.

Incident Investigation Completed.

Recommendations: Staff to avoid using waterslides in the future while at program with the client. Staff to support the client from the side of the pool as they are capable of using the waterslide independently.

Additional Recommendations: No further recommendations by the committee

Edmonton – April 3, 2019 Meeting Minutes

March 6, 2019

A client became fixated on purchasing alcohol and cannabis. Staff attempted to re-direct when it seemed the client wanted to consume both alcohol and cannabis at the same time. The client became angry and caused damage in the home. EMS and EPS were called - the client was taken to the hospital. Follow up included; the client was prescribed a PRN medication. The damages fixed and the home ensured to be safe before the client returned to work.

Incident Investigation Complete

Recommendations: Client to receive counselling.

Additional Recommendations: The committee suggested adding the client's family illness as a stressor to his positive approaches document if this has not already been done.

March 7, 2019

Client was awake much of the night agitated and yelling into the morning. The client then became aggressive towards the staff and punched the staff in the face. Staff was able to get the roommate away and give the client some space. Recommendations completed include: review Risk Assessment, Positive Approaches and High-Risk Supervision policy with all staff. Notify client's psychiatrist, critical incident debriefing with staff.

Incident Investigation to be Completed

Recommendations: If client is sleep deprived, consider cancelling day program and limiting interaction.

Additional Recommendations: No further recommendations by the committee

March 21, 2019

Staff was taking groceries out of the car and slipped, causing a cut to their face below their eye and lip. First aid was administered. CI Recommendations included putting safety salt on the sidewalk and "walking like a penguin"

Incident Investigation to be completed

Recommendations: Have ice grips available in the program and ensure staff are wearing them when on community outings.

Additional Recommendations: No further recommendations by the committee

Northwest – April 2, 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 – April 11, 2019 Meeting Minutes:

March 14, 2019

The fire alarm went off at 5:30am. Client and staff successfully and safely exited the building to the muster point. The fire department assessed the building and staff called ECAT. The fire department found a small leak in the boiler room of the apartment building. Client and staff were safe to go back into the building.

Near Miss Investigation Complete

Recommendations: The importance of regular unannounced fire/emergency drills was discussed at the monthly team meeting.

Additional Recommendations: No further recommendations by the committee

March 16, 2019

The building fire alarms went off and staff and client safely exited the building to the muster point. The fire department investigated the apartment and found a small kitchen fire at another community member's residence. After a few minutes, the fire department deemed it safe for the residents to go back into their homes.

Near Miss Investigation Complete

Recommendations: Client and staff will continue to safely exit the building when the fire alarms sound.

Additional Recommendations: No further recommendations by the committee

Edmonton – March 6, 2019 Meeting Minutes:

March 20, 2019

Staff was taking chicken out of the oven and the smoke alarm went off. Staff turned the hood fan on high and staff and clients evacuated the building.

Recommendations: Take the skin off the chicken prior to cooking. Ensure the oven is clean and staff are using a proper oven pan and putting tinfoil on the bottom of the oven rack to prevent grease from dripping.

Additional Recommendations: Review of site specific HACD and information on cooking safety found in the Health and Safety Binder for staff working in the program

Northwest – March 19, 2019 Meeting Minutes:

No near miss incidents to report

3.2 Evaluation of Current Internal Incident Investigations

April 30, 2019

A client was upset about medication times. They attempted to gain access to the staff room to get the medications and then became more upset when the door was locked. The client pushed the staff up against the wall. Staff was able to get out of the home and call 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. Speak to pharmacy/physician about the possibility of permanently adjusting medication times for the client if they wish to take their medications earlier. Continued RPAC involvement for the client. Review of RPAC documents with staff in the program.

May 2, 2019

A client was tapping the glass in the living room window. The client then began hitting the window with an open hand. Staff was attempting to re-direct the client but the window broke before they were able to prevent it. The client was taken out of the home until the window could be replaced due to safety concerns.

Recommendations: Review incident with RPAC and update positive approaches document for the client. Contact OT for an assessment for help with supporting the client in their home environment.

3.3 Evaluation of Current Near Miss Investigations

May 3, 2019

Staff observed a client seemed intoxicated. Staff asked the client about it and they became agitated at the staff's inquiry and began yelling loudly and said they would hit the staff. Staff left the home and called the police for assistance. When police arrived, the client became very aggressive with the officers and they were taken into custody for the night.

Recommendations: Continued RPAC involvement. Review of RPAC documents with all staff in the program. Review of CPI/PBI training for staff. Continue to support the client to seek out addictions and mental health supports in the community.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns - No inspections were done in April as a result of

health and safety concerns brought forward.

3.4 B) Inspections completed -**April 2019:** Monthly Safety Inspection Checklists completed: 2 – Karen W and Sara D, 2 other workers participated, Random Inspections completed: 4 Dasha 4 other workers participated
EQA's Completed: 3 Sharon and Dasha – 3 other workers participated

3.5 COR Audit Review – Reviewed element's 1 and 2 and talked about the strengths and then the recommendations made by the auditors. Noted that for those elements the recommendations have been addressed and fixed for the most part.

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 66 - 73. No changes were suggested for "Performance of Medical Delegations", "Completing First Aid and CPR", Blood and Body Fluid Clean Up" or Use/Maintenance of Oxygen Tanks".

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 will need to take the on line training from CCSA (Ali has already completed this).
- Sarah F. took "Workplace Inspection" and "Hazard Assessment Training" on May 2, 2019. Everyone on the committee now has this training.

4.2 Dasha and Ali read the "Terms of Reference" and signed that they understood their duties as members of the committee

4.3 Inspections schedule – 3 EQA's will be done in residential programs in May. Committee members will be present at all of them.

4.4 Ideas for upcoming ICE Page Articles – Stress Busters – ideas for helping clients and employees deal with day to day stress.

NEXT MEETING DATE: June 4, 2019 at 9am

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.





What is Stress?

Stress is a normal response to situational pressures or demands, especially if they are perceived as threatening or dangerous. Stress is the result of brain chemicals, called hormones, surging through the body. These hormones make people sweat, breathe quicker, tense their muscles and prepare to take action. When this happens, a person's built-in alarm system—their “fight-or-flight” response—becomes activated to protect them.

A certain amount of stress is a normal part of daily life. Small doses of stress help people meet deadlines, be prepared for presentations, be productive and arrive on time for important events. However, long-term stress can become harmful. When stress becomes overwhelming and prolonged, the risks for mental health problems and medical problems increase.

Long-term stress increases the risk of mental health problems such as anxiety and depression, substance use problems, sleep problems, pain and bodily complaints such as muscle tension. It also increases the risk of medical problems such as headaches, gastrointestinal problems, a weakened immune system, difficulty conceiving, high blood pressure, cardiovascular disease and stroke.

Avoid stress when you can

Try these strategies to steer clear of your stress at work:

- **Know what's expected of you.** If you feel like you're never sure you're doing enough, ask your supervisor to clarify your tasks.
- **Get organized.** If you're organized at home and work, you can manage the morning rush, arrive at work on time and start your day in a more relaxed way. If your work space is neat, you'll find what you need when you need it.
- **Manage your time, set priorities and recognize your limits.** You can use time management skills to stay on top of your to-do list. But you also need to know how much you can do in the available time. Identify your priority tasks. Do those first. If you're weighed down by too many tasks, ask your supervisor to help you set priorities.
- **Maintain your focus.** Some studies suggest that multi-tasking makes most people less, rather than more, efficient. Try doing one thing at a time and see if you feel calmer and more in control. Find out if staying away from distractions like office gossip and squabbles lowers your stress level.
- **Discuss your workload with your supervisor.** Outline what you feel you can reasonably handle and suggest options for getting the rest of the work done. Learn how to say “no” when another assignment will overwhelm your ability to control your work life.
- **Share the workload when you need to.** Asking for help isn't a sign of weakness. It means you're a concerned worker who wants to get the work done on time.
- **Let go of the need to be perfect.** Recognize that no one can do everything perfectly all the time. Recognize your strengths as well as your limits and avoid comparing yourself to others.

Get better at handling stress

Try these strategies to cope with workplace stress you can't avoid:

- **Take regular breaks from your work during the day.** For example, stand up and stretch, take a break to breathe deeply or have a brief chat with a co-worker. Alternate stressful and less stressful tasks. Get away at break time. For example, take a walk instead of eating lunch at your work station.
- **Focus on the positive.** Think positively about the people, the work space, the atmosphere, the work itself, and the type of organization or the prospects for promotion or self-improvement.
- **Practise positive self-talk.** Rephrase negative thoughts in positive ways. For example, say
 - ◇ “I succeed at many things” instead of “I'm a failure.”
 - ◇ “I'm doing my best to prepare” instead of “I will never be ready in time.”
 - ◇ “I handle myself with confidence” instead of “I'm going to fall apart.”
- **Picture yourself coping well with stressful situations.** Many athletes use this method, called visioning or imaging, to prepare for games or races.
- **Use proven methods to reduce your stress.** You may want to try progressive relaxation, positive visualization, yoga or mindfulness meditation to manage your stress.
- **Seek fulfillment outside your work.** Build resistance to stress by taking part in other interests and activities that energize you.
- **Maintain a balanced lifestyle.** See if you feel less stress when you share time with family and friends, get enough rest, eat well, exercise regularly, contribute to the community and enjoy leisure activities.

Enjoy the payoff when you cope with stress

Too much workplace stress affects your job performance. Know the stresses you face in your workplace. Learn how to cope with them. Then you'll have more energy, feel more confident and enjoy your hours at work a whole lot more.