

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**

- **March 15th, 2018 –**  
For all shifts worked between March 1st and March 15th.
- **March 31st, 2018 –**  
For all shifts worked between March 16th and March 31st.

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**  
– March 14th, 2018 at 9:00 AM
- **RPAC MEETING–**  
March 7th, 2018 at 1:30 PM
- **MMG MEETING**  
March 9th, 2018 at 1:00 PM

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

### Michael

Michael is a quiet young man who enjoys making new friends. When Michael came to ICE a little over a year ago he had just moved from a large city and was brand new in Grande Prairie. Michael was quite shy when he first arrived and relied on ICE staff to help him get to know the city, learn local bus routes and to meet new people.

Michael spent several months living in an ICE residential program before feeling ready to tackle living on his own. At the residence, Michael and his staff worked hard on developing his skills for independent living including cooking and cleaning. Staff also provided Michael support with setting up and attending medical appointments on time and with expressing his concerns at these



appointments.

Once Michael felt ready to make the move to independent living, his ICE staff helped him work out a personal budget to determine what he could afford to pay for an apartment. Together the two completed a search for apartment vacancies and set up and completed apartment viewings. Michael found a place he liked and started organizing his move out/ move in process. With the help of Karmel, he navigated how to set up his

utility accounts and shopped for the items necessary to set up his household. By mid-June 2017 Michael was moved into his own place. Since then Michael has discovered he really enjoys his independence.

Michael is now more familiar with Grande Prairie and he regularly accesses the community independently by bus expanding his knowledge of the city. His staff initially assisted him to connect with some community social groups in order to expand his natural supports. After attending several events with staff, Michael started to feel comfortable and began attending events on his own. Michael is enjoying the friendships he has developed and feels comfortable attending meetings, coffee clubs, and BBQs when the weather permits.



### Employee Spotlight

Karmel Langley is a friendly and social person. She has offered supports to Michael both at the ICE residential program and since he has moved out on his own. Michael feels at ease with Karmel. Her easy, outgoing personality helps him to break the ice when meeting new people and attending social events.

Thank you, Karmel for all you do!

# Policy Review

## 3.4.12

### LATENESS AND ABSENTEEISM

Attendance of employees is extremely important to the overall success of service delivery and hence the operations of the agency. It is recognized that on occasion, an employee may not be able to come to work or need additional time before commencing shift assignment. Sickness and other unanticipated events may require the employee to miss all or part of the work day.

1. Employees are responsible for notifying supervisors of lateness or absenteeism as soon as they become aware of these circumstances. If your need for time off is foreseeable, you must provide as much notice as possible. If it is not foreseeable, you must provide as much notice as practical, but in no event less than 4 hours prior to your normally scheduled starting time. When the employee does contact I.C.E. personnel, the employee must clearly indicate for how long you will be unavailable and when you expect to return or as the case may be when you will arrive at work.

2. Employees are to be prepared to commence their shift at the assigned shift start time that was provided during booking. Being present and unprepared to commence a shift does not constitute availability to complete work assignments and as such will be addressed during employee performance evaluations.

3. If an employee does not arrive at the scheduled time to relieve another employee, the employee who is waiting to be relieved will contact the supervisor. The supervisor will make alternative arrangements for coverage.

4. If the employee finds his/her shift has been cancelled or the client has not shown up, the supervisor should be contacted immediately.

5. Excessive absences, or lateness and excessive patterns of absences and lateness will lead to disciplinary measures. If you are absent from work for three (3) consecutive working shifts without notice, the agency will consider that the employee has voluntarily resigned his/her position.  
**(Refer to Policy 3.4.17 Job Abandonment)**



### THANK YOU CARD INCENTIVE WINNER

Cole Morrison received a thank you card from his supervisor for always going above and beyond in his Support of ICE clients. Cole won wellness items.

## TRAINING

### PET (Pre-Employment Training)

March 6th, 7th, 8th, 2018

9:00AM-4:00PM

### PBI (Proactive Behaviour Intervention)

March 9th, 2018

9:30AM-4:00PM

As described on the ICE website

### Promoting Safety

March 13th, 2018

10:00AM-12:00PM

### Schizophrenia Training

March 15th, 2018

10:00AM-12:00PM

### OCD Training

March 15th, 2018

1:00 PM-3:00 PM

### CPI

March 27, 2018

9:00 AM-4:30 PM

## **Health and Safety Meeting Minutes** **FEBRUARY 14, 2018**

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

#### **Edmonton – (Jan 3, 2018 Meeting Minutes)**

(Incidents, Recommendations, Additional Recommendations):

#### **Dec 1, 2017**

Two clients attended a local community recreation centre on a weekend. One of the clients has autism and had been experiencing agitation previously in the week/ month. Main staff accompanied the roommate to a recreation class leaving the relief staff to support the client with autism. The client refused an offered swimming activity. Waiting in the busy centre, the client became agitated and physically aggressive towards the staff and community members including children. Site security, police and an ambulance responded to take the client to hospital. The relief staff experienced an injury. Consultation has begun with medical personnel, ICE RPAC and the Community Outreach and Assessment Support Team (COAST).

**Recommendations:** Clients with autism may be over stimulated by busy crowds at community venues. Careful support planning must be completed before accessing community locations especially if the client has recent patterns of agitation. It is recommended regular staff support clients identified with higher (more complex) support needs. Careful planning for community events and continued consultation with medical and behavioral resources is recommended.

**Incident investigation to be completed.**

#### **Dec 7, 2017**

An agitated client chased the staff from an apartment residence, 911 was called as per the Safety plan. In moving quickly away from the client the staff struck their hip/side on a table in the apartment causing an injury. Police responded and the client went to the hospital for assessment.

**Recommendations:** Apartment residences are often close spaces. As much as possible arrange household furnishings and items to keep a clear path to the exit. At early signs of client agitation respond with active support as per PBI, i.e. calm but ready body stance, on your feet, lifeline button in hand, your back to a clear path to the door.

**Incident investigation to be completed.**

#### **Dec 15, 2017**

The mailman unexpectedly dropped off a Christmas gift for a client; a box of chocolates. The client was excited to eat the chocolates. When staff reminded the client that for his health he should avoid sugary foods like chocolates the client became upset. The client grabbed the staff's left hand and squeezed it hard injuring the staff's hand.

**Recommendations:** Offer redirection from a safe distance. If the client chooses not to listen, do not enter into a power struggle. It is better to discuss healthy choices at a later time. Some clients are not able to delay personal gratification in the moment of excitement and it is a better choice to avoid a power struggle.

**Incident investigation to be completed.**

**Additional Recommendations:** Staff could be offered additional training on ways to offer redirection or de-escalate situations.

#### **Dec. 23 2017**

A client ate their breakfast then a short time later wanted to cook additional eggs. Staff attempted to redirect the client to have a lighter snack instead. The client became agitated and pushed the staff so the staff lost their balance and fell to the floor. The staff twisted their ankle during the fall and was injured.

**Recommendations:** Redirection support by staff should be completed from a safe distance. Avoid entering into a power struggle. If weight/health related concerns apply for a client, positive strategies can be developed at a later time when the client is not hungry and intently focused on the food objective. Later they may be open to discussing the idea/working with the support team. If this matter was not a health/financial concern then the client's choice to have additional eggs should be respected. It is recommended that the team consult with RPAC for positive approach ideas.

**Incident investigation to be completed.**

#### **Calgary: (January 18, 2018 meeting minutes)**

#### **November 16, 2017**

While staff was stopped waiting for light to turn green at an intersection, staff was rear-ended. Road conditions were slippery and snowy. Staff did have pain from being hit from behind.

**Recommendations:** Staff to reduce driving during poor weather conditions, and attend Mission Possible training. **Incident Investigation complete**

#### **December 15, 2017**

While staff was exiting McDonalds, staff opened door and stepped to the side to let two customers in the building. When doing this staff stepped on a sloped sidewalk causing an injury to the ankle.

**Recommendations:** Staff to be more aware of their surroundings and to look at where they are placing their footing.

**Incident Investigation completed**

#### **December 27, 2017**

Staff arrived for shift and exited the vehicle. While walking to the front doors of the client's apartment building, staff slipped on ice causing back pain.

Note: CRM contacted building management to report ice on walkways; management advised they would attend to this right away.

**Recommendations:** Staff to wear weather appropriate shoes (i.e. with grips, winter boots). Remind staff to be cautious during winter conditions.

**Incident Investigation completed**

#### **Grande Prairie- (Jan 11, 2018 Meeting Minutes)** December 20, 2017

During a client agitation the client broke a glass. Staff was cleaning up the glass and received a small cut.

**Recommendations:** Glass dishes removed from the program. As well staff should be using work gloves to clean up glass. Gloves purchased for all programs.

**Near Miss investigation completed**

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

#### **Grande Prairie (Jan 11, 2018 Meeting Minutes)**

No Near Miss Incidents Reported

#### **Calgary: (January 18, 2018 meeting minutes)**

**November 15, 2017** Alarms sounded in the condominium building alerting staff and clients to exit building. Once outside they were instructed by police and fire fighters to not re-enter the building as carbon monoxide was present.

**Recommendations:** Building association sent letter informing an

air intake vent had been blocked due to ice build-up. Building management has put special measures in place to prevent reoccurrence. Staff followed procedure of evacuating building until safe to re-enter.

**Near Miss investigation completed**

**November 22, 2017**

When client and staff were out at an activity, staff brought up a change in routine causing client's behaviour to escalate. As per client's protocol, he cooled off in his safe place, the vehicle. Once in the vehicle client asked to be driven home and staff began to drive. Client continued to escalate in the car while staff was driving; yelling, crying and hitting the vehicle. Staff pulled over and informed client they were unable to drive. Client escalated, staff kept safe distance until guardian arrived to take client home.

**Recommendations:** Review policy of not driving escalated clients with all staff on this team and follow up to ensure compliance. Review behavioral strategies for the client with RPAC. Choose a more appropriate time to talk about changes to the routine.

**Near Miss investigation completed**

**November 23, 2017**

Staff and client were walking in the community. Staff went to step away from ice and snow on sidewalk and slipped on mud landing on their backside.

**Recommendations:** Staff to walk where paths have been cleared of snow/ice or mud. When there are poor weather conditions utilize recreation center and walk on the track.

**Near Miss investigation completed**

**December 6, 2017**

Staff and client were travelling in Calgary Transit, ACCESS, on route to an appointment. Another vehicle hit the taxi from behind, staff and client saw medical attention and no one was injured.

**Recommendations:** Outside of our control, staff took transit, ACCESS.

**Near Miss investigation completed**

**December 11, 2017**

Staff and client were at a regular scheduled activity where construction was being completed on the third floor. From the basement of the building staff could smell a strong odour of glue causing staff to have trouble breathing. Staff immediately left the building and breathing became normal.

**Recommendations:** staff to contact building prior to going to ensure construction is completed and avoid if construction is still going on.

**Near Miss investigation completed**

Edmonton- Jan 3, 2018 Meeting Minutes:

No Near Miss Incidents to Report

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

**January 17, 2018** – Staff arriving to an overnight shift slipped on ice while getting out of the vehicle. Staff hit their elbow on the vehicle causing an injury.

**Recommendations:** Staff at the program had used salt and sand on the outside areas but recommend using gravel or something with more grit on very slippery surfaces. Staff was wearing winter boots with good grip but suggest using ice grips when conditions are very icy.

**Incident Investigation to be completed**

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

No near miss incidents to report

**3.4 Review of COR Audit and Action Items**

7.10, 7.11, 8.1a, 8.1b

**3.5 Review of Master Hazard Assessment and Control Document**

Reviewed pages 42 – 49 in the Hazard Assessment Document  
Vacuuming: Recommendations: Add ensuring hands are not wet – not using a vacuum on wet floors.

**Other Regions Review & and Recommendations and Regional Response to Recommendations.**

**Calgary:** (January 18, 2018 meeting minutes)

Reviewed Pages 76 – 87 of General section of HACD  
Personal Care of Client – add to administration controls policy  
2.3.14 Community Rehabilitation – Bath/Shower Assist and add to AT EI guidelines Safe Bathing Protocols.  
Entering or leaving worksite after dark – in engineering controls change “LCD” to LED flashlights

**Grand Prairie:** (January 11, 2018 meeting minutes)

Reviewed General Section  
Ascending/descending stairs  
Travel on wet/slippery surfaces (water, ice or snow) Travel around obstructions on floor.  
Potential Exposure to Natural Disaster Events

**Edmonton:** (January 3, 2018 meeting minutes)

Review of psychosocial hazards was continued for Pages 8-9, “Driving” hazards and controls of the General section of the HACD.

**Hazard Additions:**

Psychosocial hazards: driving anxiety (previous negative experience,  
Physical hazards: poor, confusing or small print signage;, changing traffic rules/ patterns; construction; poor/ changing road conditions – i.e. potholes, black ice, lack of painted traffic lines for center lines/ roadway shoulders; roadway glare.

Control Additions for Appendix A-5 Road Safety Practices included:  
Preplanning and check road conditions and rest stops before leaving for destination. Use of Alberta Transportation website:

<https://511.alberta.ca/>, by phone call 511, out of Alberta 1-855-391-9743.

Also planning use and review via computer mapping programs such as Google maps. Use of computer map programs such as Google Maps to visually review key route traffic exchanges/ address destinations using available features i.e. street view, directions.

**3.6 Policy Review – 3.5.7 Visitors / Contractors**

**NEXT MEETING – March 14<sup>th</sup> 2018**



**IMPORTANT TIME CHANGE REMINDER**  
**Clocks “Spring” ahead on Sunday March 11th, 2018 at 2 am**

# HEART ATTACK & STROKE INFORMATION

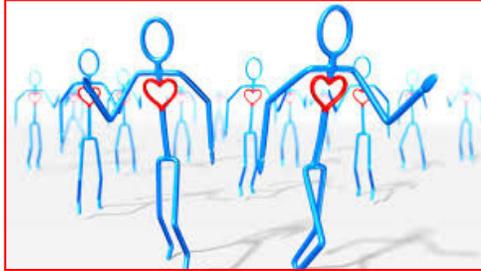
## HEART ATTACK:

Do you know the signs of a Heart Attack? Everyone needs to know this information as it could be critical to saving the life of a client, a co-worker, or even yourself! Heart disease is the second leading cause of death in Canada.

### Heart Attack signs include:

- **Chest discomfort**  
(For both men and women, the most common heart attack sign is chest pain or discomfort; however women can experience a heart attack without chest pressure. Women may experience shortness of breath, pressure or pain in lower chest or upper abdomen, dizziness, light-headedness or fainting, upper back pressure or extreme fatigue.)
- **Sweating**
- **Upper body discomfort**
- **Nausea**
- **Shortness of breath**
- **Light headedness**
- **A fast or irregular heartbeat**
- **Pain that spreads to neck, shoulders or arms.**

Anyone experiencing symptoms of a heart attack should call 911 and seek immediate medical attention.



## STROKE:

A Stroke is a medical emergency. It happens when blood stops flowing to any part of your brain damaging brain cells. When the cells die, that area of the brain cannot function as it did before. The effects of a stroke depend on the part of the brain affected and the amount of damage done.

Recognizing the signs of a Stroke and acting quickly could mean the difference between life and death, or between a full recovery and a lasting disability.

**Use the “FAST” method to quickly identify a possible Stroke.**

- F** - Face, is it drooping on one side?
- A** - Can you raise both arms?
- S** - Speech, is it slurred or jumbled?
- T** - Time to call 911.

**If you or someone else experiences signs of a Stroke, call 911 for an ambulance immediately.**

**DO NOT DRIVE TO THE HOSPITAL.**  
An ambulance will be able to choose the best hospital to provide specialized Stroke care and they will alert them to expect you.

Find more Heart and Stroke information at:  
<http://www.heartandstroke.ca/heart>

## 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**

**ICE OFFICES WILL BE CLOSED  
FRIDAY MARCH 30TH, 2018 & MONDAY  
APRIL 2, 2018 FOR EASTER**  
Please direct all calls to the Employee Client  
Assistance Team for these days.  
**403-634-8805**

