

**MARCH 2020**

# 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**

### • **March 15<sup>th</sup> 2020**

For all shifts worked between March 1 and March 15.

### • **March 31<sup>st</sup> 2020**

For all shifts worked between March 16 and March 31.

## **UPCOMING**

**Health and Safety -**  
March 3rd, 2020 @ 9:00 AM.

**RPAC -** March 4th,  
2020 @ 1:30 PM.

**Unit Meeting -** March  
11th, 2020 @ 2:30 PM.

## **Leisha C.**

Leisha has been in services with ICE Grande Prairie for 8 years.

Although Leisha can be shy and quiet when you first meet her, she has a great sense of humor and is very excited to tell others about her interests which include music, videogames, shopping and going to the movies at the Cineplex.

Leisha enjoys community access supports and frequently visits the local facilities to go swimming with peers and walk on an oval track. Leisha also loves to have a coffee and visit with her friends in the common areas. Leisha has upcoming plans to participate in yoga and water aerobics, as well! When she is not busy with structured recreation, Leisha also enjoys relaxing and working on her crossword puzzle book at different coffee shops or the recreation centre. Leisha also enjoys visiting Petland where she visits with the staff and animals, building connections and friendships. Leisha's active lifestyle allows Leisha and her staff, Kerry, to work on Leisha's goal of improving her social connections. Leisha and Kerry practice speaking to new people and independently paying for purchases at stores and restaurants, boosting Leisha's confidence. Each day Leisha and Kerry work on the skills necessary to enjoy socializing with others and maintain a healthy lifestyle through fitness and exercise.



## **Employee Spotlight**

Kerry P. started with ICE over two years ago, earning the praise of those she supports as a worker who provides great care and companionship. Kerry has stated she enjoys working with ICE clients and the wide variety of activities she helps them with, including life and social skills. Kerry is very happy to help Leisha meet her goals in the community!



## **Important Time Change Reminder**

**Clocks "Spring" ahead on Sunday  
March 8th, 2020  
@3:00am**



## Training

### PET (Pre-Employment Training)

March 10 / 11 / 12, 2020  
9am - 4pm

### PBI (Proactive Behavior Intervention)

March 13, 2020  
9 am - 4pm

### Client Specific Courses

March 12 / 26, 2020  
11am - 5pm

### Trauma Informed Care

March 17, 2020  
9am - 12pm

### FASD Training

March 18, 2020  
9am - 12pm

### Schizophrenia / Psychosis Training

March 18, 2020  
1pm - 4pm

### Complex Needs Training

March 24, 2020  
9am - 12pm

## Policy Review

### **Continuum of Positive Behaviour Supports:**

There may be situations where Positive Approaches alone have not adequately addressed a situation/behaviour of concern. In these circumstances, a formal written Planned Procedure may be considered.

Independent Counselling Enterprises utilizes a continuum to indicate the range between positive approaches and more restrictive interventions. When developing a Planned Procedure, the least restrictive approach is to be utilized unless a health and safety risk is identified.

<b>POSITIVE APPROACH</b>	<b>MORE INTRUSIVE</b>	<b>RESTRICTIVE</b>
Choices	Ignoring the behavior	Psychotropic PRN
Reinforcement	Restitution	Emergency services
Verbal instruction/teaching	Required relaxation	(i.e. 911, Lifeline
Redirection	Required exercise	Communication System)
Positive role modeling		
Physical support		

**Behaviours requiring formal intervention need either a Planned Positive Procedure or Planned Restrictive Procedure developed with the input of:**

- Client
- Parent/guardian
- Supervisor
- Support staff

**In addition all Planned Procedures require:**

- Documented Review: Restrictive Procedures Advisory Committee
- Documented Approval: Qualified Person
- Documented Informed Consent: Client /Guardian

thank  
you!

**Jeannie S.** received a Thank You card from her supervisor for maintaining great communication with the office while working in the field. Jeannie received a storage shelf from the draw this month. Thank you!!

**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 Program**

Employees or Support Home Operators who refer a person to ICE who successfully meet our hiring requirements and completes their three month probation with a minimum of 120 hours worked qualify for a \$100 incentive bonus!

**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>

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

February 4, 2020

(Minutes edited for publication)

### 3.0 Standing Items

3.1 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Completed Incident Investigations for Injury, Health and Property Damage

#### Edmonton – January 15, 2020- Meeting Minutes

##### **December 11, 2020**

Staff was in the process of finding something in a basket in the client's bedroom when they cut their finger on the client's razor. Follow up: first aid completed on finger, staff to wear PPE (gloves) when doing a search, staff to seek medical attention to ensure finger is not infected, discuss incident at the upcoming team meeting.

**Incident Investigation Recommendations:** Review Applying Standard Precaution Practices information from Section 2 of the Health and Safety Binder with the worker.

**Health and Safety Committee Recommendations:** No further recommendations.

### 3.3 Evaluation of Completed Near Miss Investigations December 3, 2019

Client and staff were at a community location where the client had been upset. The client seemed calm when finished so they proceeded to get in the vehicle to go home. Client was upset again once in the vehicle, so staff did not drive with the client. Staff called the police and they came to assist. While exiting the vehicle the client hit their hand on the window and the dash of the staff's car. No damage was done to the vehicle

**Near Miss Investigation Recommendations:** Staff to review client's Positive Approaches and Risk Assessment, as well as a review of PBI training. Review of transportation options for the client with public transportation recommended.

### 3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns -: No inspections held in January as a result of concerns brought forward.

3.4 B) Inspections completed:

#### **January 2020:**

Monthly Safety Inspection Checklists completed: 1 – Karen W (1 other worker participated)

Random Inspections completed: 3 – Dasha H, Ali F and Kellie M

### 3.5 COR Audit Review

COR internal audit completed in September 2019. Results have been sent to CCSA to be finalized. The ICE Health and Safety Specialist has let us know that ICE did very well. He will be sending out results shortly with some action items to help us prepare for the external audit in the fall of this year.

### 3.6 Hazard Assessment and Control document (H.A.C.D.)

Review section (and provide recommendation(s) for changes if needed)

**South Committee Reviewed Working with High Behaviors Section – 5) Working with Clients that engage in Self Injurious Behaviors - No suggestions for changes to this section. 6) Working with Clients with a Potential for Suicidal Behaviors – No suggestions for changes to this section.**

#### **Edmonton – January Meeting Minutes**

Seasonal Events – recommended adding examples of events. Snow Shoveling – recommended increasing hazard probability rating and adding the word indoors to the suggestion to take frequent breaks.

#### **Calgary – January Meeting Minutes**

Food Storage – add storing food in cool/dry areas to engineering controls and add de-frosting freezer to safe work practices. Electric Stove/Oven Use – add resources to the Health and Safety binder.

#### **Northwest – January Meeting Minutes**

Extended workday and Staff Illness at Work – no recommended changes to either Hazard.

#### **Policy review**

3.5.11 – Emergency Procedures (All Services) and Emergency Preparedness Plans (Residential Programs/Support Homes)

### 4.0 Other Business

4.1 Health and Safety Committee Training Updates

None done in January

Kellie M as the new member of the committee will take Work Place Inspection and Hazard Assessment training scheduled for February.

Inspections schedule – Committee members will be asked to attend the next EQA's when scheduled.

Ideas for upcoming ICE Page Articles – tips for minimizing trip and fall risks

**NEXT MEETING DATE: March 3<sup>rd</sup>, 2020 at 9am**

## **Creating Excellence Together standards 6 and 18:** **COMMUNITY INCLUSION**

**Standard 6** of the Quality of Life and **Standard 18** of the Quality of Service reviews “**Community Inclusion**” Standard 6 has 7, level 1 indicators within the clients “Quality of Life”. Standard 18 reflects on how the staff support the individual to engage and participate in his or her community. This “Quality of Service” has 9 level 1 indicators and two indicators under level 2.

### **Quality of Life: Level 1 Indicators**

**The individual is involved in her community with other community members.**

*“I will be knitting hats for the community craft sale with my friends”*

**The individual knows people in her community and interacts meaningfully with them**

*“My Volunteer coordinator asked me if I wanted to help with another shift”.*

**The individual contributes to her community.**

*“My friend and I are going to help with litter removal this weekend”.*

**The individual participates in community activities that are not organized by the service provider.**

*“I will be going to the volunteer BBQ to kick off the season”.*

**The individual has access to whatever information she needs to be involved in her community to the extent that she desires and is capable of.**

*“I was reading the local paper and there is a class I want to take”.*

**The individual participates in her community in a way that establishes her as a recognized community member.**

*“My coordinator told me I did a great job and was really helpful finding seats for the community members”.*

**The individual knows why she feels safe while in the community.**

*“It’s a new bus route but I will be with someone I know and I have all the contact numbers in my wallet, if I need them”.*

### **Quality of Service: Level 1 Indicators**

**1. Staff understands their role in terms of making contacts ahead of time and building relationships and connections.**

*How did you assist the individual to meet peers and maintain communication?*

**2. Staff ensure that the individual knows about, accesses and is involved in her community with other community members.**

*Did the individual receive the community newsletter and is informed of the surrounding events?*

**3. Staff support the individual to get to know and connect meaningfully with people in her community.**

*Are there community events scheduled and/or attended, involving neighbors?*

**4. Staff support the individual to contribute to her community in the way she desires.**

*Did your individual want to contribute to a community craft or bake sale?*

**5. Staff support the individual to participate in community activities that are not organized by the service provider.**

*Did you review the community paper and check off activities which are meaningful to the individual?*

**6. Staff provide the individual information that helps her to be involved in her community to the extent that she desires and is capable of.**

*Did the individual receive the local paper and community bulletins this month?*

**7. Staff support the individual to participate in her community in a way that establishes her as a recognized community member**

*Did the individual choose to volunteer and want to participate next year?*

**8. Staff supporting the individual to be safe while she is in the community know what risk management plans or safety plans are in place to ensure the individual's safety**

*Does the individual know who to contact in the event of an emergency? Is she or he able to reach a phone or communicate to another person if they need help?*

**9. Staff understand their role in terms of fading out their support**

*Can the individual call independently and speak with her volunteer coordinator?*

### **Quality of Service: Level 2 Indicators**

**10. Staff support the individual's inclusion and participation in community activities by helping her develop and maintain reliable natural supports.**

*Does the individual call her peers from class, after he or she has spent much time getting to know one another?*

**11. Staff help the individual to identify and develop valued roles and relationships within the community.**

*Will the individual be returning to the community hall to assist her peers and neighbors?*

As a support worker, do you know who the individual is and what skills they have and what they would like to do? It is important for us to know who we are working with in order to best provide supports. As a support worker, you have the ability to provide a variety of community options to the individual you support. Just look around! There are community events and leagues in all areas of the city. We have fundraisers, classes, festivals and events every day. I imagine the individual you support, would find some of these items meaningful and perhaps even want to get involved. If you don't know where to start, grab a local newspaper and flip through it with the individual you support.

ICE has many individuals who participate in their communities and just took one visit to a meeting or event. These single visits could lead the individual to a lifetime of memories and friendships.

# Strategies to Prevent Heart Disease



Heart disease is a leading cause of death, but it's not inevitable. While you can't change some risk factors — such as family history, sex or age — there are plenty of ways you can reduce your risk of heart disease.

## 1. Don't smoke or use tobacco

One of the best things you can do for your heart is to stop smoking or using smokeless tobacco. Chemicals in tobacco can damage your heart and blood vessels. There's good news though. Your risk of heart disease starts to drop in as little as a day after quitting. After a year without cigarettes, your risk of heart disease drops to about half that of a smoker. No matter how long or how much you smoked, you'll start reaping rewards as soon as you quit.

## 2. Get moving: Aim for at least 30 to 60 minutes of activity daily

Regular, daily physical activity can lower your risk of heart disease. Physical activity helps you control your weight and reduce your chances of developing other conditions that may put a strain on your heart, such as high blood pressure, high cholesterol and type 2 diabetes. In general, you should aim for at least 150 minutes a week of moderate aerobic exercise, such as walking at a brisk pace.

## 3. Eat a heart-healthy diet

A healthy diet can help protect your heart, improve your blood pressure and cholesterol, and reduce your risk of type 2 diabetes. A heart-healthy eating plan includes: vegetables and fruits, beans or other legumes, lean meats and fish, low-fat or fat-free dairy foods, whole grains, and healthy fats, such as olive oil. Limit intake of the following: salt, sugar, processed carbohydrates, alcohol, and saturated fat.

## 4. Maintain a healthy weight

Being overweight — especially around your middle — increases your risk of heart disease. Excess weight can lead to conditions that increase your chances of developing heart disease — including high blood pressure, high cholesterol and type 2 diabetes. Even a small weight loss of 3 – 5% of your weight can be beneficial to reducing heart disease.

## 5. Get good quality sleep

A lack of sleep can do more than leave you yawning; it can harm your health. People who don't get enough sleep have a higher risk of obesity, high blood pressure, heart attack, diabetes and depression. Most adults need at least seven hours of sleep each night. Set a sleep schedule and stick to it by going to bed and waking up at the same times each day. Keep your bedroom dark and quiet, so it's easier to sleep.

## 6. Manage stress

Some people cope with stress in unhealthy ways — such as overeating, drinking or smoking. Finding alternative ways to manage stress — such as physical activity, relaxation exercises or meditation — can help improve your health.

## 7. Get regular health screenings

High blood pressure and high cholesterol can damage your heart and blood vessels. But without testing for them, you probably won't know whether you have these conditions. Regular screening can tell you what your numbers are and whether you need to take action. If you have a condition such as high cholesterol, high blood pressure or diabetes, your doctor may prescribe medications and recommend lifestyle changes. Make sure to take your medications as your doctor prescribes and follow a healthy-lifestyle plan.