



ICE PAGE

SOUTH

ECAT

Employee & Client Assistance Team
403-634-8805

Phones do not accept text messages- staff need to call ECAT.

INSIDE:

POLICY REVIEW	2
WINTER WEATHER	3
HEALTH & SAFETY MINUTES	4-5
H&S WORKER OPPORTUNITY!	7

TIME SHEET HAND-IN

- **November 15th 2018** – For all shifts worked between November 1st & November 15th.
- **November 30th, 2018** – For all shifts worked between November 16th & November 30th.

UPCOMING:

- **HEALTH AND SAFETY MEETING**
November 13, 2018
at 9 AM
- **RPAC MEETING**
November 7, 2018
at 1:30 PM
- **UNIT MEETING**
November 22, 2018
at 3 PM

Making it Happen!- Supporting Social Inclusion

Kylie

Kylie is a naturally shy but energetic and caring young woman who recently graduated high school. The process of transitioning from school to an adult role in her community had Kylie feeling a bit overwhelmed and unsure of what to expect.

A planning meeting was held and Kylie decided to let ICE help her build and broaden her social connections and network of friends in Grande Prairie. It was agreed that Kylie would integrate slowly into activities of interest to her as it takes a while for her to become comfortable. The first step was to match Kylie with an ICE staff member who could bolster Kylie's confidence in a gentle way. ICE introduced Kylie to Tara and they hit it off right away.

Kylie stayed home for the first week getting comfortable with staff and then began exploring her neighbourhood with Tara's support. Kylie felt safe with Tara, and with her other ICE support staff, Maybelle. Soon Kylie's world began to open up.



Kylie (middle) with ICE staff members Tara (left) and Maybelle (right)

At first Kylie's support staff arranged for transportation through the Grande Prairie Disabled Transportation (DT) Society to support Kylie to travel. As each day passed, Kylie was given gentle encouragement and now Kylie is calling to arrange her own DT bus with only just a little help.

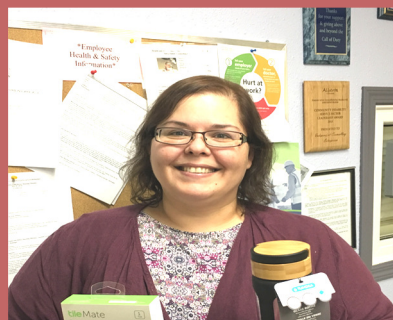
Information was gathered from Kylie on activities she was interested in and choices were presented to her. Kylie chose to attend Joy Chapel, a function that includes a gathering of people young and old. At Joy Chapel Kylie has made new friends. She loves to laugh and enjoy a

delicious meal there. There is a church service afterwards that members can partake in. Kylie is also getting reacquainted with some of her peers from high school.

Kylie has many interests. She enjoys getting her hair done, going to the mall, and playing with her nieces. Kylie also absolutely loves Karaoke. Her favorite genre is Pop music. It has helped Kylie's confidence to have Tara model participation in singing at this activity without self-consciousness.

For her physical health Kylie tries to get to the pool at least twice a week. Kylie loves swimming, it gives her exercise and within the pool she can weight bear and stretch out in the water.

Kylie's beaming smile in the photo says it all. She is gaining self-confidence at a pace she is comfortable with and enjoying each step of the journey. Kylie hopes to attend camp next summer and make a close circle friends. We believe she is well on her way.



Tara Fehr

Employee Spotlight

Tara is a supportive and enthusiastic woman that enjoys spending time with ICE clients. Currently Tara is the main support staff for Kylie. Tara loves her work and has made a strong connection with Kylie. Thank you so much for all you do!

POLICY REVIEW



Excerpts from Policy 2.5.1 - POSITIVE BEHAVIOUR SUPPORTS

*(Please refer to the ICE Policy Manual
for the full policy.)*

I.C.E focuses on enabling their clients to enjoy as much personal control as possible in every area of their lives including positive behavior management. It is this agency's belief the client's are in charge of their lives and encouraged to be as independent as they want to be, and are able to be, given their personal circumstance.

Positive behavior support practices will be used and will be aimed at increasing the client's sense of self-worth and improving his/her ability to positively influence their environment.

Clients who do things for themselves and/or are supported to have as much personal control as possible are more likely to:

- *Feel emotionally healthy and resilient
- *Develop independence
- *Learn how to effectively deal with problems
- *Have more productive and fulfilling lives.

While supporting clients to have personal control is necessary, there may be times the agency needs to intervene utilizing behavior management techniques to

support them to overcome excesses (e.g. smoking, eating, drinking alcohol, caffeine consumption, emotion regulation and spending etc.).

When providing the client with required behavior supports, the agency will ensure that their well-being and that of employees and/or the general public's safety is of utmost importance.

Prohibited behavior support strategies:

Independent Counselling Enterprises prohibits the use of any actions which are

described as abusive, neglectful, exploitative or inappropriate as per the Protection for

Persons in Care Act and /or D.S Abuse Prevention and Response Protocol including:

- *Punishment that is either emotionally or physically abusive;
- *Group punishment for one client's behavior;
- *Medication as a punishment;
- *Deprivation of the client's fundamental human rights;
- *Face down restraints or any technique that applies pressure that impedes the ability to breathe;
- *Any technique that uses pain as a means of control;
- *Sleep deprivation;
- *Withholding of food;
- *Locked confinement;
- *Withholding of spiritual observances;
- *Withholding of visits (e.g. family, lawyer etc.).

October 2018

DAYLIGHT SAVINGS TIME

SUNDAY November 4th, 2018

at 2:00AM

Clocks are turned BACKWARDS

1 hour



WINTER WEATHER

Health and Safety - Article

Winter storms and cold temperatures can be dangerous. Stay safe and healthy by planning ahead. Although winter comes as no surprise, many of us are not ready for its arrival. If you are prepared for the hazards of winter, you will be more likely to stay safe and healthy when temperatures start to fall.

Take These Steps

- Please ensure you and the clients you support are wearing appropriate outdoor clothing: layers of light, warm clothing; mittens; hats; scarves; and boots with good grips.
- Explore getting ICE cleats for yourself and for clients. They are good protection from slips and falls when conditions are icy.



Don't Forget to Prepare Your Car

- Get your car ready for cold weather use before winter arrives.
- Ensure that the vehicle is maintained for winter
- Check tire tread or, if necessary, replace tires with all-weather or snow tires.
- Keep gas tank full to avoid ice in the tank and fuel lines.
- Use a wintertime formula in your windshield washer.
- Ensure that you have a snowbrush in your vehicle

Equip in Advance for Emergencies

- Be prepared for weather-related emergencies, including:
 - Stock food that needs no cooking or refrigeration and water stored in clean containers.
 - When planning travel, be aware of current and forecast weather conditions.
 - Ensure your 72 hour emergency kit is kept up to date and includes supplies for staff and clients. Ensure that that the first aid kit is fully stocked.

Take These Precautions Outdoors

- Many people spend time outdoors in the winter working, traveling, or enjoying winter sports. Outdoor activities can expose you to several safety hazards, but you

and clients you support can take these steps to prepare for them:

- Ensure you and your clients wear appropriate outdoor clothing: wear a tightly woven, preferably wind-resistant coat or jacket; inner layers of light, warm clothing; mittens; hats; scarves; and waterproof boots.
- Sprinkle cat litter or sand on icy patches.
- Learn safety precautions to follow when outdoors.
- Work slowly when doing outside chores.
 - Carry a cell phone in case of an emergency if possible.

Do This When You Plan to Travel

- When planning travel, be aware of current and forecast weather conditions.
- Avoid traveling when the weather service has issued advisories.

Follow these safety rules if you become stranded in your car:

- Make your car visible to rescuers. Tie a brightly colored cloth to the antenna, raise the hood of the car (if it is not snowing), and turn on the inside overhead lights (when your engine is running).
- Move anything you need from the trunk into the passenger area. Stay with your car unless safety is no more than 100 yards away.
- Keep your body warm. Wrap your entire body, including your head, in extra clothing, blankets, or newspapers. Huddle with other people if you can.
- Stay awake and stay moving. You will be less vulnerable to cold-related health problems. As you sit, keep moving your arms and legs to improve circulation and stay warmer.
- Run the motor (and heater) for about 10 minutes per hour, opening one window slightly to let in air. Make sure that snow is not blocking the exhaust pipe—this will reduce the risk of carbon monoxide poisoning.

No one can stop the onset of winter. However, if you follow these suggestions, you will be ready for it when it comes.

Health & Safety Committee Meeting Minutes September 12th, 2018 - South

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage) Calgary: (Aug 23, 2018 Meeting Minutes)

July 19, 2018

Staff and client were dancing together with a group of others at the ICE BBQ. Staff noticed the client getting extra energetic and losing self control due to overstimulation. Staff asked client if she was done with dancing. Client stated yes. Staff turned from client and began to walk away from dancing area. Client then struck staff in the back of the head..

Internal Investigation completed.

Recommendations: Continued RPAC involvement with client. Review of PBI skills with staff, i.e. not turning back on escalated client. Break tables were implemented and were used, client and staff took frequent breaks outside of hall throughout party to help regulate client while still being able to participate in the party. Review with staff positive approaches and management to provide more strategies for staff. Risk Assessment currently being developed. Staff to attend CPI training. **Additional Recommendations:** None

Edmonton: (Aug 1, 2018 Meeting Minutes)

July 2, 2018

Staff was driving with two clients, one in the back seat and one in the front. Road conditions were good. A vehicle pulled out of a parking lot on the driver's right side and struck the staff's right front fender. Due to low speeds of both drivers there were no injuries and little damage.

Incident Investigation completed.

Recommendations: Staff was not a fault. It is recommended however to review defensive driving strategies and take Mission Possible driving awareness training when possible. **Additional Recommendations:** None

July 25, 2018

Reception staff at the Edmonton office was busy with multiple tasks. While checking the large coffee machine to see if they needed to refill it, they pulled the top of the large coffee filter towards them. It was full of both coffee grinds and hot coffee (mid drip process). The hot mixture spilled over the edge of the coffee basket onto staff's hand. First aid was administered.

Incident Investigation to be completed.

Recommendations: Avoid rushing a completion of complex work tasks without full attention. Add this task to the Edmonton Office site specific Hazard Assessment and Control Document. Develop a safe work procedure for making coffee on this machine. All employees who are required to make coffee in reception to be trained on the specific hazards and the safe work procedure. **Additional Recommendations:** None

Grande Prairie- (Aug 7, 2018 Meeting)

No Incidents to Report

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

Calgary: (August 23, 2018 Meeting Minutes)

July 17, 2018

Staff had a meeting outside of the office and was scheduled to be back at the office for 10:30am for a meeting. While walking up the stairs, staff tripped and hit the side of their ankle on the top step. They did not fall as they were holding onto the handrail. Staff reported they were rushing and had items in their free hand.

Near Miss Investigation Completed.

Recommendations: Remind staff to take time when going up/down stairs and review with staff procedure if going to be late for a

meeting. Reviewed HACD ascending/descending stairs. When using stairs ensure staff has clear vision, and if need to carry items utilize a bag/backpack or make multiple trips if items are blocking vision. A sign was posted in the staircase landing "Be Careful - Watch Your Step".

Additional Recommendations: Staff could possibly have contacted another office staff to come help carry items from the vehicle.

July 20, 2018

Relief staff was working with a client in the community. The client was playing a game with staff from another agency and ICE staff noticed the client becoming overly excited. This is a sign for this client possibly becoming escalated. Staff tried redirecting the client and called their name. The client turned and grabbed the staff's hair. Another staff asked the client to, "Let go" and the client immediately let go of their hair.

Near Miss completed.

Recommendations: Continued RPAC involvement with client.

Relief staff to shadow with regular staff for a minimum of 1 day prior to working shift alone with the client. Review with staff positive approaches and management to provide more strategies for staff. Risk assessment currently being developed. All staff to be informed to tie back their hair when working with the client. Keep safe distance when next to the client i.e. sit across from the client rather than beside them.

Near Miss Incident Investigation Completed .

Edmonton: (August 1, 2018 Meeting Minutes)

July 21, 2018

Staff driving a client were travelling through a green light at an intersection. Another vehicle coming from the opposite direction ran the red light. The staff slammed on the brakes and was able to stop in time to prevent a collision. Staff pulled over after the incident to ensure the client was not injured. The client was riding in the back passenger seat of the vehicle as per policy. There were no injuries.

Recommendations: ICE staff was not at fault. Review defensive driving strategies and use public transportation when possible.

Incident Investigation Completed

July 26, 2018

Staff was assisting a client to heat up a chicken burger in the microwave. Staff put the burger in the microwave and set the time for 5 minutes. After about 3 minutes smoke was coming from the microwave so the staff disconnected the power cord from the wall and opened the door and window to clear the smoke

Recommendations: The microwave should be inspected prior to ensure it is not malfunctioning. It may need to be replaced. Follow cooking guidelines according to the item being cooked. Staff to receive training on safe operations of microwave and other appliances. Never leave food cooking in the microwave or on the stove unmonitored. Close attention must be maintained.

Grande Prairie (Aug 7, 2018 Meeting Minutes)

No Near Miss Incidents to Report

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations): None to Report

3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations): None to Report

3.4 Review of COR Audit and Action Items

The committee reviewed implementation of assigned portions of the ICE 2017 – 2018 COR 1-year Action plan:

Element 1-2

- Subcommittee members talked with members of the other regions sub committees. Gave our suggestions for Terms of Reference ideas.
- Links for H & S legislation given to supervisors. They will share at team meetings and when doing non-residential random inspections Terms of Reference will now be finished by Edmonton Health and Safety Specialist
- Will follow up to ensure staff have received the links – look at team meeting minutes and at the random inspections done over the next few months

Element 2-3 Awaiting approval to use the Field Level Hazard Assessment forms. Once approved all staff will be using this tool on a regular basis.

Form will be used on a regular basis to help non-residential staff to identify hazards more consistently.

Element 3

3-1 Reviewed the new information in the Master Hazard Assessment and Control document. Supervisors have been asked to share this with all staff.

3-2 Terms of Reference are in process at the present time.

This information will be shared at team meetings and when doing non-residential formal meetings and random inspections.

3.5 Review of Master Hazard Assessment and Control Document—

Review of the new information added to the HACD. Talked about the new form to have employees sign when amendments are made to the site-specific information. Talked about the additions to Appendix A including: Client Mobility/Fall Support, Self-Care/ Mental Health Wellness Tips, Creating and Maintaining a Positive Workplace Culture, Safety for Cooking, Strategies for Community Safety and Safety Precautions for Opioid Exposure. Those in attendance read through the information.

3.6 Policy Review – Policy 3.5.2 – talked about OHS regulations and Employees right to refuse dangerous work

4.0 OTHER BUSINESS – Suggestions for ICE Page Articles – Seasonal Affective Disorder and other issues people may have with the upcoming winter months.

NEXT MEETING—November 13th, 2018

SAVE THE DATE!
PLAN TO JOIN US AT OUR ANNUAL
CHRISTMAS
OPEN HOUSE & AWARDS CEREMONY



Westminster Hall
411 - 16 Street North
Lethbridge, AB

FRIDAY, DECEMBER 7TH, 2018
2 - 4 PM

Please RSVP to your
Coordinator



Looking for Answers? Below are some online links you may find of assistance:

<p>https://www.canada.ca/en/health-canada.html</p>	<p>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.</p>
<p>www.ccohs.ca</p>	<p>The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the total well-being—physical, psychosocial and mental health—of working Canadians by providing information, training, education, management systems and solutions. It makes credible information about workplace hazards and conditions easily and widely accessible to all Canadians.</p>
<p>https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957</p>	<p>Linking Albertans to a wide range of health information and service options.</p>
<p>https://work.alberta.ca/occupational-health-safety.html https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws https://work.alberta.ca/occupational-health-safety/resources.html</p>	<p>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</p>

\$ 100.00 ICE Employee Referral Incentive Program

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 THANK YOU CARD INCENTIVE WINNER



Francine P. received a thank you card from her Supervisor for her efforts in both Residential and Non-Residential programs. She is great about communication with the office. Francine won a Chocolate treat basket.

Thank you for your hard work!

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:
780-453-9664



ICE OFFICES WILL BE CLOSED MONDAY, November 12th, 2018 for Remembrance Day



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

403-634-8805

TRAINING

PET (Pre-Employment Training)

November 13-15th, 2018

9 am - 4 pm

As described on the ICE website

CPI

November 20th, 2018

9 am - 5 pm

As described on the ICE website

ASIST

November 28-29th, 2018

9 am - 5 pm

As described on the ICE website



PBI (Proactive Behaviour Intervention)

November 16th, 2018

9 am - 4 pm

As described on the ICE website

Complex Needs Training

November 8th, 2018

9 am - 12 pm

As described on the ICE website

FASD Training

November 7th, 2018

1 pm - 4 pm

As described on the ICE website

Joint Health and Safety Committees at ICE

ICE has long had a joint Health and Safety Committee (HSC) in each ICE region committed to working together to identify and solve health and safety concerns at the worksite. Government OHS legislation (Bill 30) implemented in June of 2018 has required ICE to revise and enhance our previous HSC operations. ICE employees should be excited about these changes as the government has enhanced the opportunities for front line workers to learn about and be directly involved in health and safety in workplaces across the province. Below you will recognize many activities that ICE Health and Safety Committees previously fulfilled and some new roles and responsibilities.

Health and Safety Committees at ICE:

- There is an ICE HSC in 4 regions of the province including Edmonton, Calgary, Grande Prairie and Lethbridge. Health and safety concerns related to the North Central region are addressed through the Edmonton HSC.
- Regional HSC meetings are held monthly.
- HSC Meeting minutes are required to be recorded and circulated. These are posted at ICE offices and residential programs and published monthly in the ICE Page newsletter.
- Representation on each regional ICE HSC will consist of at least 4 members, with at least half representing workers. Meetings must meet quorum in order for the committee to make decisions.
- Worker representatives are selected by other workers for a term of not less than one year.
- Each regional HSC must have 2 co-chairpersons: the worker co-chair is chosen by worker members and the employer co-chair is chosen by employer members.
- The names and contact information of HSC members are posted where they can be seen by all workers. This includes office bulletin boards, residential program bulletin binders and circulation in ICE Page newsletters.
- Members are provided up to 16 hours of paid H&S training. (I.e. Incident Investigation, Hazard Assessment, Workplace Inspections).

Members of ICE Health and Safety Committees help:

- ICE respond to the health and safety concerns of employees,
- Assist to develop health and safety policies and safe work procedures,
- Develop and promote education and training programs (i.e. Promoting Safety),
- Participate in worksite inspections and investigations,
- Investigate worker reports of dangerous work and refusal to work.
- With health and safety orientations for new employees.



**Want to Make a Difference? Learn new skills?
CANDIDATES FOR WORKER REPRESENTATION ON
THE ICE HEALTH AND SAFETY COMMITTEE ARE
URGENTLY NEEDED!**



If I decide to let my name stand for election as a worker HSC representative what are the requirements?

- Submit your name for candidacy on the HSC by November 27th, 2018 by contacting your manager.
- Monthly attendance at scheduled Health and Safety meetings (Approximately 2- 2.5 hours paid),
- A firm commitment to participate on the committee for a minimum 1 year term.
- Completion of 16 hours of paid Health and Safety Training.
- Willing to participate in incident investigations, training development projects, site inspections. (All time spent on assigned Health and Safety activities will be paid time.)

ELECTION OF WORKER HSC REPRESENTATIVES WILL BE COMPLETED AT THE DECEMBER 7TH, ICE OPEN HOUSE EVENT. WORKERS UNABLE TO ATTEND THE OPEN HOUSE EVENT MAY VOTE AT THE ICE OFFICE BY DECEMBER 27TH OR BY EMAILING SHARON BROWN, ICE REGIONAL MANAGER AT sbrown@icenterprises.com