

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.

INSIDE THIS ISSUE:

POLICY REVIEW	2
HEALTH AND SAFETY MEETING MINUTES	4-5
COLDS VS. FLU	6

TIME SHEET HAND-IN

- **November 15th 2019-**
For all shifts worked between November 1st and November 15th.
- **December 2nd 2019-**
For all shifts worked between November 16th and November 30th

UPCOMING:

- **HEALTH AND SAFETY MEETING-** November 5th, 2019 at 9:00AM
- **RPAC MEETING-** November 6th, 2019 at 1:30PM
- **UNIT MEETING-** November 12th, 2019 at 2:30PM

Gary is a courteous and well-spoken person who has been with the agency since 2011. Gary lives with his support home operator, Louie, and his family. Independence is one feature that make Gary stand out as an individual as he is able to get around his community with ease, something he enjoys very much!

Gary participates in many activities within the community. He is a part of several special “O” teams such as floor hockey and bowling, and he holds a job cleaning once a week at the Alberta College of Massage Therapy. Gary is an active and visible member of the community, working once a week at Peavey Mart and still finding the time to give back by volunteering at hockey games. When we first met Gary, he was somewhat nervous about holding a conversation with strangers; Gary now attends Toastmasters which has helped him become a much more confident person. Gary is very in touch with people’s feelings and is always polite and welcoming towards others.

When a new business moved in across from the ICE office, ICE staff advocated for Gary to become the new janitor as Gary always likes to keep busy. ICE staff assisted Gary in learning his new cleaning routine while providing support when he required it. Gary is a real team player and is often willing to step in when his co-worker is unable to do her shift. ICE staff also help Gary submit his invoices monthly.

Through the hard work and volunteering Gary has done, the communities’ view of adults with disabilities has been broadened. Gary shows us there is no limit to the positive contributions people can make to their communities.



Employee Spotlight



Louie has been a Support Home Operator with ICE since 2016. Louie supports Gary through helping him budget his paycheque and being a great advocate for Gary when he is in need of the extra support. Louie helps Gary navigate relationships and processes with his employers, banks, and family.

ICE OFFICES WILL BE CLOSED MONDAY NOVEMBER 11, 2019 FOR REMEMBERANCE DAY



**Please direct all calls to the Employee Client Assistance Team for that day.
 403-634-8805**

2.2.3 INFORMED CONSENT AND DOCUMENTATION REQUIREMENTS

(Selected sections of ICE policy 2.2.3 are reproduced here, please refer to the Policy manual for the complete policies).

1. Clients and/or their guardians have an absolute right to informed consent.
2. Informed consent is a free choice to participate in or to avail themselves of services offered by Independent Counselling Enterprises. In order to make this choice, clients and/or guardians must be informed of the full implications of the service including benefits, risks, costs and other pertinent information.
3. Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign a partial delegation of medical consent form and consent to administer medications that are also kept on the client's file. All documents are to be renewed annually.
4. Non-Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign consent to administer medications should medication delivery occur during service delivery. This form will be kept on the client's file. All documents are to be renewed annually.
5. Where release of health information is required the client / guardian must sign the agency Health Information Release Consent (HIA).
6. Clients and/or guardians can withdraw consent at any time. This decision must always be respected by Independent Counselling Enterprises employees. Should consent be withdrawn, employees are to notify their supervisor immediately and document the details of the situation in a contact note.

Updated May 2019

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 https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws https://work.alberta.ca/occupational-health-safety/resources.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

**ICE THANK YOU CARD INCENTIVE
WINNER**



Claire F received a Thank You card from her supervisor for her hard work and dedication to the client she works with. Claire F won Mixing Bowls.

Keep up the good work!

DAYLIGHT SAVINGS TIME

**SUNDAY, November 3rd,
2019 at 2:00AM**
Clocks are turned
BACKWARDS 1 hour



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

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)

November 12-14, 2019
9:00am to 4:00pm

Promoting Safety

November 7, 2019
1:00pm to 4:00pm

FASD Substance Abuse Training

November 19, 2019
1:00pm to 4:00pm

PBI (Proactive Behavioural Intervention)

November 15, 2019
9:00am to 4:00pm

FASD/ODD/OCD Training

November 18, 2019
9:00am to 12:00pm

Cultural Sensitivity Training

November 21, 2019
1:00pm to 4:00pm

Client Specific Courses

November 1 and 8, 2019
Between 11:00am to 5:00pm

Depression/ Anxiety Training

November 19, 2019
9:00am to 12:00pm

Trauma Informed Care

November 22, 2019
9:00am to 12:00pm

Complex Needs Training

November 4, 2019
9:00am to 12:00pm or
1:00pm to 4:00pm



PBI/PBS Refresher

November 26, 2019
9:00am to 12:00pm

Health and Safety Meeting Minutes

October 8, 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 – September 12, 2019 – Meeting Minutes

July 31, 2019 - A staff got a client's mail out of their mailbox due to hygiene concerns with the client. The client struck staff in the face with the mail they had just received. Staff contacted ECAT for support. Follow-up: Planned procedure complete. Consultation with RPAC.

Incident Investigation Complete

Recommendations: It is recommended that staff carry hand sanitizer

Aug 22, 2019 - Staff noticed a strong chemical smell in a building that caused staff to get a headache. When they left for the day staff had a sore throat and a headache for about an hour. Follow-up: Coordinator contacted the building management.

Incident Investigation in Process

Recommendations: It is recommended that staff call the ICE office when new hazards are noted. It is also recommended that once staff was aware that the chemical smell was affecting their physical health that they not continue with the activity.

August 27, 2019 - A staff was assisting a client as requested, the client began to name call and use profanity toward the staff. The client threw their un-lit cigarette at the staff. Staff picked up the cigarette and the client struck the staff on the arm. Staff was not injured. Follow-up: Staff to provide the client with space when initial signs of agitation are present. Staff to be vigilant with noting the client's body language prior to assisting the client.

Incident Investigation Complete

Edmonton – September 11, 2019- Meeting Minutes

August 1, 2019 - Staff went to the doctor over a concern with air quality. A GI was submitted by another staff working in the area. Follow up included; the thermostat was checked. It was determined that the heat had been turned up high on an already hot and humid day. The thermostat was turned down and the landlord was contacted to ensure the air conditioning was working properly.

Incident Investigation Incomplete

Recommendations: All staff to be trained on how to use the thermostat and ensure it is on a proper setting. Also, clean vents and add thermostat training to the Edmonton Office orientation checklist.

August 2, 2019 - After a staff noticed that a client was in possession of toys from another client's room, the staff addressed this with the client. The client got upset and kicked the staff. Follow up included reviewing the client's positive approaches, reminding staff to keep their distance from the client and finding the client activities that are of interest to them.

Incident Investigation Incomplete

Recommendations: Staff shift to be reduced in length and further RPAC involvement for the client. Staff to review PBI techniques.

August 6, 2019 - A client became upset and hit staff on the arm and told them to go away. See Aug 2 for incident follow up.

Incident Investigation Incomplete

Recommendations: Further RPAC involvement and staff to review PBI techniques.

August 7, 2019 - A staff's perfume caused a co-worker to have an allergic reaction including nausea and vomiting. Follow up included a "Scent Free" poster to be put up in the program.

Incident Investigation Complete

Recommendations: Staff to review that the program is to be scent free. This has been added to the site-specific hazard document. Staff to review ICE page article on safe work procedures to prevent an allergic reaction.

August 8, 2019 - A support home operator was driving with a client. While waiting for a red light the vehicle was struck by another car.

Incident Investigation Complete

Recommendations: Avoid driving during busy times if possible.

August 18, 2019 - A client was eating quickly and an employee advised them to slow down. The client began to hit the staff on the arm repeatedly. After the meal the client charged at the staff and started to kick and punch them. Follow-up included reviewing the client's positive approaches, reminding staff to keep a safe distance and finding the client alternate activities.

Incident Investigation Complete

August 30, 2019 - A client asked about his birthday cake and staff stated they didn't know. The client then grabbed the staff's hand and as they were trying to free their hand the client bit the staff's other hand. The client then pushed the staff towards the dining room table where they then fell. The client was successfully redirected and 911 was contacted.

Incident Investigation Not Complete

Recommendations: Review PRP and lifeline guidelines with staff. Further RPAC involvement.

Northwest – September 10, 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 – September 12, 2019 Meeting Minutes

July 10, 2019 - A client and staff were heading to the C-train. As they approached the client seemed to become more upset and began rocking in their wheelchair. They then attempted to hit the staff. Staff tried to remind the client of the plans for the day involving continuing on the train but this seemed to further escalate the client. Staff asked if the client would prefer to go home and the client agreed. Follow-up: consult with RPAC. Staff to suggest the client remain home when the guardian states the client is not feeling well.

Incident Investigation Complete

Recommendations: Staff to utilize strategies in the client's Positive Approaches

August 1, 2019 - A client noticed that staff was doing paperwork. This seemed to upset them and they began to point at the staff and move toward them. The client used profanity and name calling. The client attempted to grab the paperwork out of the staff's hand. Staff pressed the panic button and stepped out into the hallway. Follow-up: staff was reminded to complete documentation while the client is sleeping. Consult with RPAC. Staff reviewed client's Positive Approaches.

Incident Investigation Complete

Recommendations: Continued RPAC involvement

August 26, 2019 - Staff went to check on how a client was doing in their room. The client threw their I-Pad toward staff however it did not hit them. Staff gave the client space. Follow-up included: consultation with RPAC.

Incident Investigation Complete

Edmonton – September 11, 2019 Meeting Minutes:

August 19, 2019 - The smoke alarms went off in an apartment building and there were a lot of people getting off the floor using the stairs. When staff attempted to hold the client back to ensure their safety the client pushed the staff causing them to lose balance. Follow up included; to look at an alternate exit and for staff not to hold the client's hand during an evacuation.

Incident Investigation Incomplete

Recommendations: Rather than holding the client back use voice prompts and guide the client. Further RPAC involvement.

August 30, 2019 - Staff slipped on the pavement while walking through a cross walk but they did not fall.

Incident Investigation Incomplete

Recommendations: Encourage staff to wear shoes that have good treads and to be aware of hazards in their surroundings

Northwest – September 10, 2019 Meeting Minutes:

August 1, 2019 - Staff was cooking on the stove. They left the kitchen to speak with another staff and grease on the burner from a previous night caught fire. Staff removed the pot from the burner and shut it off.

Incident Investigation Complete

Recommendations: Staff to be reminded to check the stove prior to cooking. Staff also reminded not to leave the kitchen while cooking

3.2 Evaluation of Current Internal Incident Investigations

September 26, 2019 - Staff was going down the stairs at a residential program. They lost their footing at the top of the stairs, staff did not fall but in an attempt to avoid the fall the staff twisted awkwardly hurting their back and shoulder.

Incident Investigation in Progress

Recommendations: Ensure stairs have sufficient grip. Ensure all staff in the program are wearing proper footwear. Review site-specific HACD regarding safety when ascending and descending stairs.

3.3 Evaluation of Current Near Miss Investigations

September 17, 2019 - Staff reported seeing wasps flying under the front step. A supervisor visited the program to investigate further and it was determined that it was likely that a wasp's nest was under the stairs. The landlord was contacted and the problem was taken care of. Staff working in the program were

contacted to inform them and to ask if any staff had allergies that might be an issue. Hazard was noted in the Health and Safety Binder and in the Staff Communication Logs.

Incident Investigation in Progress

Recommendations: Continue to monitor for insects. Review incident with all staff working in the program at the team meeting and go over the HACD section on Exposure to Insects and or pests.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns - include name of committee member(s) completing, program, issue, inspection type (E.g. RI) and # workers involved: One committee member involved with the inspection of the home where the wasp nest was found.

3.4 B) Inspections completed - Include name of committee member(s) completing inspection, inspection type (E.g. EQA, RI, Office Inspection), # of inspections and # of workers involved for each inspection type

September 2019:

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

Random Inspections completed: 1

EQA's Completed: 1 this month.

3.5 COR Audit Review

Continued to go over the COR audit report. Reviewed Element 7 on Incident Investigations. Talked about the process we currently use to investigate an incident. Also talked about the training that staff have completed on the committee so they know how to investigate should something occur. Looked at the form that has been recently updated and the committee mentioned it is much easier to use than previous forms.

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

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

South Committee Reviewed the Non-Residential Services Section – 1) Accessing Outdoor/Community Activities: No changes recommended. Committee thought it would be a good idea to let more staff know about downloading the Emergency Alert app on their phones. 2) Use of Community Transit – No suggested changes. 3) Community Access After Dark – no suggested changes.

3.7 Policy review: 2.3.4 – Client Residences

4.0 Other Business

4.1 Health and Safety Committee Training Updates

- None done in September

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

4.3 Ideas for upcoming ICE Page Articles – Winter Driving Safety.

NEXT MEETING DATE: November 5th, 2019 at 9am

Cold Versus Flu

What is the difference between a cold and flu?

Flu and the common cold are both respiratory illnesses but they are caused by different viruses. Because these two types of illnesses have similar symptoms, it can be difficult to tell the difference between them based on symptoms alone. Special tests that usually must be done within the first few days of illness can tell if a person has the flu. In general, the flu is worse than the common cold, and symptoms are more intense. The symptoms of flu can include fever or feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches and fatigue (tiredness). Colds are usually milder than flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations. The flu can have very serious complications. Although most people who get flu will recover in a few days to less than two weeks, but some people will develop complications (such as pneumonia) as a result of flu, some of which can be life-threatening.

How Can I prevent myself from getting sick?

1. Get Vaccinated. Everyone 6 months of age and older should get a flu vaccine every season. Vaccination is particularly important for people who are at high risk of serious complications from influenza. See People at High Risk of Developing Flu-Related Complications for a full list of age and health factors that confer increased risk. Flu vaccination has important benefits. It can reduce flu illnesses, doctors' visits, and missed work and school due to flu, as well as prevent flu-related hospitalizations. Information on flu clinics can be found on the Alberta Health Services Website: <https://www.albertahealthservices.ca/>

2. Avoid close contact.

Where possible, avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

3. Stay home when you are sick.

If possible, stay home from work, school, and errands when you are sick. This will help prevent spreading your illness to others.

4. Cover your mouth and nose.

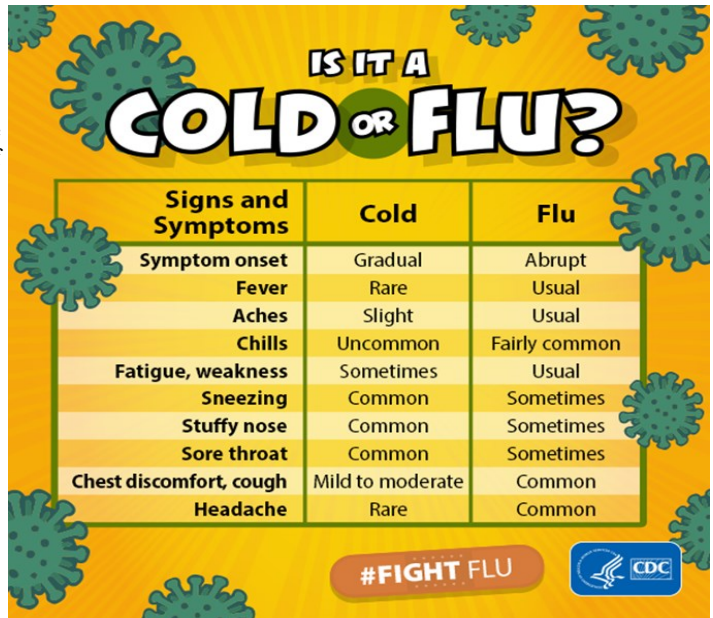
Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick. Flu and other serious respiratory illnesses, like respiratory syncytial virus (RSV), whooping cough, and severe acute respiratory syndrome (SARS), are spread by cough, sneezing, or unclean hands.

5. Clean your hands.


Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand sanitizer.

6. Avoid touching your eyes, nose or mouth.

Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.



Signs and Symptoms	Cold	Flu
Symptom onset	Gradual	Abrupt
Fever	Rare	Usual
Aches	Slight	Usual
Chills	Uncommon	Fairly common
Fatigue, weakness	Sometimes	Usual
Sneezing	Common	Sometimes
Stuffy nose	Common	Sometimes
Sore throat	Common	Sometimes
Chest discomfort, cough	Mild to moderate	Common
Headache	Rare	Common

#FIGHT FLU 



Immunization protects you from disease. Get protected, get immunized.

- Vaccines make your immune system stronger by building antibodies, which help prevent diseases. Immunization is safe. It is much safer to get immunized than to get this disease.
- As staff, you should get vaccinated to protect the clients you care for and ensure that clients also get vaccinated to protect them.
- Starting Oct. 21, people will be able to receive the influenza vaccine at their local pharmacy.
- Influenza immunization is also given at Alberta Health Services (AHS) Influenza Immunization Clinics from late October to March 2020. To find local clinic schedules, visit www.ahs.ca/influenza or call Health Link at 811.