

ICE PAGE

SOUTH REGION

2013

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TIME SHEET HAND-IN:

September 15th, 2013

For all shifts worked between Sept. 1st and Sept. 15th, 2013

September 30rd, 2013

For all shifts worked between Sept. 16th and Sept. 30, 2013

Management Meeting

Sept. 17th, 2013 @ 10:30 am, Lethbridge

RPAC Meeting

Sept. 17th, 2013 @ 11:30 pm, Lethbridge

Health and Safety Meeting

Sept. 4th, 2013 @ 1:30 pm, Nanton



After Hours Supervisor

Lethbridge is

403-634-8805

Nanton is

403-625-9513

(These phones do not accept text messages. Staff need to call ECAT.)

Employee Spotlight

Sharon

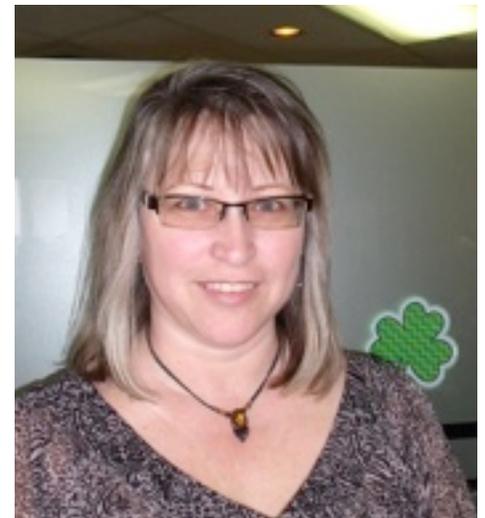
Sharon started working for ICE just this past year but she has already proven herself to be a valuable employee. Sharon came across an online ad for ICE and after researching a little bit about the organization was very impressed by the company's professionalism and sense of "family". She now reports that her first impressions about the company were sound and says that ICE truly promotes employee education, open communication and a positive supportive work environment.

According to Sharon her first love is her family. She is the proud mother of two children. Her family loves to travel and explore new places, either in Canada or other countries. One of the most recent and memorable trips that the family took was to Turkey to visit Sharon's brother.

Sharon has a strong business background and a wealth of experience as a business owner. During her work history she has owned a travel agency, a catering truck and a chicken farm. She also volunteered in a position as Director of Airdrie Chamber of Commerce and the Association Secretary for Airdrie Women in the Small Business Association. After working in highly competitive business ventures for years Sharon was ready for an employment change and wanted to work with people in a more meaningful way. This search led Sharon to her current role as an ICE community support worker.

At ICE Sharon has been supporting two clients out in the community and has done some relief work as well. She has assisted one client to obtain a volunteer position and also helped this individual to forge some new community relationships. Currently Sharon is transitioning to begin work with a new individual. She is very eager to learn new skills and has attended various

workshops offered by ICE to expand her knowledge in the field. Sharon is a responsible and reliable employee and it has been delightful to see how quickly she has developed her skills and how she has adapted to meet her client's needs. Sharon has a true passion for making a difference.



Client Success Story



Chandra

Chandra is a vibrant and determined young woman with an adventurous spirit and this has been an exceptional year for her. In the spring Chandra was contacted by the Canadian Paraplegic Society and they introduced her to Morrie. Now recovered, Morrie, like Chandra had previously experienced injuries that affected all four of his limbs. He was looking for a partner who was up for the challenge of completing in the Great White North Half Iron

man triathlon. This event involves over 100 km of swimming, biking and running. Chandra was excited to participate and together she and Morrie selected the team name, "Kwadsquad," and started training for the event. They worked hard; training in all kinds of weather for three months to prepare for the half iron man. Despite a mechanical problem with the bike on race day, Chandra and Morrie finished the race in 8 hours 15 minutes. An impressive feat! They didn't stop there, either. On August 26th, they ran the Edmonton Marathon, a 41 km run and finished in 4 hours and 29 minutes.



ICE support staff for Chandra are busy behind the scenes. They help her organize for events, travel with

her and check in regularly as she competes to offer support as needed.



Chandra has completed several complex surgeries in order to walk and her diligent efforts recently won her the approval for a special walker. When Chandra first started to walk with the walker this spring, it took her 1 hour to walk 100 meters, now she is walking 400 meters in about 45 minutes.

Chandra's next goal is to walk in the CIBC Run for a Cure on October 6th. She is determined to complete the walk and is training hard for it. Congratulations, Chandra, you are an inspiration to us all!

ICE offices will be closed
Monday,
September 2nd, 2013
for the Labour Day Holiday



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

ICE
has a TD Group RSP plan!



Refer to Policy 3.4.18 ICE
FUTUREBUILDER RSP.

If you are eligible, ICE will match your contributions!

To sign up, please contact Linna Roem at
780-453-9664



POLICY REVIEW

2.3.6 P.D.D. RISK ASSESSMENT

P.D.D. has a client risk assessment document which includes the identification of risks, potential consequences, likelihood of occurrence, risk rating, mitigations, and recommendations to minimize risks. This document may be completed and provided to I.C.E. at the point of intake. Existing clients that require a risk assessment will be completed by agency staff. Completing a risk assessment is a formal process and needs to be coordinated to include members of the client's support network for accurate information gathering. I.C.E. will complete risk assessments, as required, using the P.D.D. template. Amendments to existing assessments will be completed as needed. Assessments will be reviewed by agency personnel as part of the client orientation.

I.C.E. management will determine if a risk assessment is required for a client based on historic and current behaviours of concern.

I.C.E. management will complete the risk assessment process which includes facilitating the risk assessment meeting and preparing the risk assessment document.

The completed document will be reviewed by the President for final approval.

A review of the information will determine if a client is identified as O.H.&S. (Occupational Health and Safety) risk, Level A, or Level B. Level descriptions are defined in P.D.D. policy.

Completed and revised risk assessment documents will be forwarded to P.D.D.

Risk assessments will be reviewed at annual planning meetings and amended as required.

Risk assessments are scanned into I.C.E.'s computer system for access by agency personnel who will train/orient employees to the risks and control measures. Risk assessments are filed in client files at the office.

A copy of the risk assessment document is copied into the site specific section of the orientation manual in residential programs. Relief to residential programs must sign in the site specific section of the orientation manuals to verify they have read this information.

Amendments will be required

- If there is a significant increase in CI/GIs
- Control measures for a behaviour of concern are no longer effective and formal planning is required.

- A client exhibits new behaviours of concern and these risks have previously not been identified.
- The information documented in the risk assessment appears to be inaccurate based on what is observed once support services are provided by I.C.E.
- A client exhibits medical symptoms that pose a risk to themselves or others and require intervention and future planning.
- Recommendations are provided by external professional resources.

Orientation /Training

Once a P.D.D. risk assessment is complete, the information must be provided to employees. Risk assessment orientation/training will be completed by designated personnel.

Employees who provide direct client support may train other support staff, such as relief or a newly hired regular team member. A supervisor must provide approval of the ability of staff to complete the risk assessment orientation.

When a Booking Coordinator or ECAT supervisor books relief for clients who have been classified as "A" or "O.H.&S" risk, the program manager is to be contacted to determine who will provide the orientation. For these clients training must be provided in person either at the program or at the main office. Employees will then sign a staff development participation form. In a residential program staff development participation forms are available at the residence. When the form is completed it is to be provided to the main office either by fax or hand delivered to the program supervisor. The staff development participation form is to be filed in the employee's file and the information is entered into CViews.

Training for clients with a "B" designation will also be provided in person whenever possible, but may be provided when necessary over the phone.

Training includes a review the risks as outlined in the document and the controls implemented by the agency.

Controls may include positive approaches, protocol documents, positive and /or restrictive procedures documents, assistive technology/environmental interventions and/or medical interventions. These controls will be identified in the risk assessment; however specific instructions on how to use the controls will be explained in supporting documents such as Positive Approaches, Planned Positive Procedures (P.P.P.), Planned Restrictive Procedures (P.R.P.), and routines, etc. as per I.C.E. policies and procedures. The supporting documents are available to employees and will be reviewed with the assessment tool as part of the orientation.

Did You Know?

ICE Health and Safety Committees in all regions of the province review and make recommendations re Near Miss and Employee Injury Incidents each month at Health and Safety Meetings. (Specific worker / program information is not shared.) Investigation and corrective actions for these incidents are completed by management with input from the H & S Committees. Information is shared regarding these incidents and the recommendations made each month in the H&S minutes in the ICE Page.

Why?

Workers have a legislated right to know about hazards in their workplace and how to control these. By sharing this ICE information in our newsletter we hope to prevent future incidents and enhance employee safety across the company. Reporting a Near Miss in your work site could prevent an injury to you, your clients, your co-workers, and even to other workers across the province. Please report near miss incidents!

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!



2013 Internal COR Audit

The 2013 internal ICE Certificate of Recognition (COR) Health and Safety Audit will take place September 9th – 27th, 2013. Three regions of the province: Northwest / Grande Prairie, South (Lethbridge) and Edmonton will be involved in this year's audit. Internal ICE COR auditors, Greg Lane and Corinne Stasiewicz will complete 9 office / community site observation tours as well as over 70 Health and Safety interviews for this important process. Achievement of a Certificate of Recognition shows that a company has an excellent safety record and is constantly trying to improve it.

After on-site audit activity is completed the information gathered will be summarized into a report covering eight key areas of an effective Health and Safety program. The report summarizes areas of strength and identifies areas where employee health and safety may be further enhanced at ICE. The completed audit document is first submitted to the Continuing Care Safety Association (our certifying partner under the direction of Partners in Injury Reduction, Govt. of AB.) for review and approval. Once approved the annual COR report will be made available to all ICE employees. (The 2012 COR report is currently available for review in the Health and Safety Binders at ICE residential programs and ICE offices. We received a mark of 95% on last year's internal audit.)

COR audit recommendations from each year's report are used by ICE management to further enhance the company's Health and Safety performance.

Independent Counselling Enterprises

Current Job Opportunities
September 2013

Nanton, Claresholm

P/T days
Claresholm for male

Relief/casual shifts
available in
Nanton &
Claresholm areas

Lethbridge

Various P/T hours
available

Relief for
Lethbridge

Please note: Status of programs does change, so please check with your coordinator, if you or someone you know may be interested.

If any staff is available and willing to post ads in your local community, please contact the office at 866-646-1199.

Thank you!

Thanks go out this month to Candice DeCecco for nominating ICE for the Radio 107.7, "Business of the Week" award. The ICE office team enjoyed a delicious meal and beverages at Earl's restaurant. In addition the prize included a beautiful bouquet of flowers for the ICE office and a \$10 gift card for flowers for each person.

Thanks so much, Candice. It was a fabulous evening!



TRAINING

PET

Sept 18&19, 2013
9:30 am - 4:30 pm

PET

Sept 25 & 26, 2013
9:30 am - 4:30 pm
As described on the ICE website.

PROMOTING SAFETY

Sept 4th
9:30-12:30
Must RSVP

DIABETES TRAINING

Sept 10th
In Lethbridge
10:00 am-noon
1:00 pm-3:00 pm
You must RSVP in advance

DIABETES TRAINING

Sept 13th
In Claresholm
Location to be announced
1:00 pm-3:00 pm
You must RSVP in advance

Thank You Incentive Winner!

Ava Matisz

Ava received a Thank You card from the Training Coordinator for her flexibility in changing her schedule to accommodate a client. She was also thanked by her Coordinator for working extra shifts and the Manager for handing in a perfect timesheet.

Ava won a Tassimo Coffee Machine.

Health and Safety Minutes Meeting - August 14, 2013

Section 3.2 Internal Incidents (Injury, Health, Property Damage)

Calgary – Mtg. Minutes June 19, 2013

May 23, 2013- A staff in a residential home was leaning over the bathtub from a standing position when the hand she was supporting herself with slipped causing her to fall and strike her chest on the bath bar. This caused some very significant bruising.

Recommendations: Use of a long handled cleaning brush. Kneel or squat close to bathtub when cleaning so you are not supporting weight on hands.

Injury Investigation completed

Additional Recommendation: Use Cushioned surface such as a towel

Calgary- Mtg. Minutes -July 24, 2013

No current injuries

Grande Prairie- Mtg. Minutes -July 13, 2013

June 28, 2013: Staff was cleaning off the back deck at a residence, when she moved some plastic chairs to sweep under them; a swarm of wasps came out and stung staff.

Recommendations: Post a sign at door to not use until Wasp nest was removed by a professional. Call landlord and inform them of wasp nest. Add cleaning the deck and moving the chairs to a weekly chore to prevent another nest from forming.

Grande Prairie-Mtg. Minutes -August 8, 2013- no incidents to review

Edmonton –July 3, 2013

May 27, 2013

Non verbal client on their way to their Day program got on the DATS bus but instead of sitting in a seat, laid down on the floor of the bus. Staff attempted to lift the client up from the floor and strained their arm.

Recommendations:

Retraining of the employee regarding restrictive procedures and client positive support strategies (as per client's positive approaches). Review client support strategies with the RPAC committee to determine if/how these may be enhanced.

June 13, 2013 – A client (with complex behaviors and a PRP) was banned from a public restaurant. Despite intensive efforts by staff supports to help the client understand that they must respect the ban, the client went to the restaurant. An urgent behavioral situation evolved and police were called. Two staff were injured (bitten) by the client during the incident.

Recommendations: Involve local authorities/ professionals (police and Mental Health experts) in advance of anticipated events. Ensure staff working with high behavior clients have and regularly review their PBI / CPI requirements. Provide debriefing opportunities for staff involved in stressful, high behavior situations. Involve

RPAC with advance planning for future supports for the client.

June 13, 2013 – A client (with complex behaviors and a PRP) became agitated with staff. Staff went to the office instead of following the PRP which directs them to leave the residence when the client becomes agitated. The client followed staff to the office and when the staff opened the door, the client aggressed towards them. Other staff intervened.

Recommendations: The team and any new/relief staff need to be trained to learn and consistently follow the client's planned procedure plan as provided. Planned procedures are carefully developed for behavioral supports in order to protect staff working with clients who demonstrate aggressive behaviors. It is also recommended that this team review their PBI training. Involve RPAC for assistance as required. **Additional Recommendation:** CPI

June 20, 2013 - In the late evening, a client with complex behavior (and OCD) left the living room area of their residence. When the client returned to find the TV was turned off, the client became agitated and aggressive (pushing) the staff. ECAT and the police were called; the police arrived to calm the situation with the client.

Recommendations: Active daily routines are recommended to ensure this client has a full day of activity so that they are ready for rest by late evening. Further training is required for staff on how to avoid power struggles to ensure positive outcomes. RPAC should be actively involved to support the team and assess if a planned procedure is required as staff appear to require clear safety procedures to be followed if/when this client becomes aggressive. Provide debriefing opportunities for the staff involved.

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

Calgary – June 19, 2013

May 24, 2013- while helping a client put a karaoke machine on a shelf in the closet the unsecured microphone fell out of the case and struck staff but did not cause injury.

Recommendations: store items in a different location, expensive or heavy items should be stored on floor. Ensure all items are secure before storing.

Near Miss Investigation completed

June 4, 2013- while supervising a client cooking a roast in the oven at a residence staff noticed the element turn very red and spark which resulted in a small flame. The oven was unplugged and the fire went out. Landlord was contacted and the element in the oven was replaced.

Recommendations: staff to continue to monitor while clients are cooking and model fire safety skills.

Near Miss Investigation completed

Additional Recommendation: On-going regular maintenance & cleaning

Calgary-July 24, 2013

July 15, 2013

At a residence the patio door came off the track and fell, staff caught the door before it hit the ground. Landlord was contacted. **Recommendations:** Have door repaired immediately and complete regular inspections and cleaning of the track. Near Miss Investigation Completed **Additional Recommendations-**Do not attempt to catch a falling door (this may cause staff injury).

Grande Prairie-July 13, 2013-None
Grande Prairie-August 8, 2013-None

Edmonton-July 3, 2013

June 9, 2013 – Client was cooking food in the microwave. The time on the microwave was set for too long which caused the food to burn and the container to melt.

Recommendations: Support the client in learning to follow cooking instructions and safety requirements for use of the microwave. Staff to monitor clients while they use the microwave and other cooking appliances. Ensure PPE is available (i.e. oven mitts etc.) for handling hot materials. **Additional Recommendation:** Teaching Plan/Educating Client & Staff

June 22nd, 2013 - Staff advised a client not to eat so much cheese. The client became upset and threw a DVD case at the staff (no contact). The client then attempted to strike the staff with the phone that they had in their hand (incomplete attempt).

Recommendations: Further training for staff related to use of positive approaches, client choice, communication and techniques for effective redirection. Review the incident with the RPAC committee and implement recommendations for client support.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage: No incidents

3.3 Evaluation of current Near Miss Incidents: No incidents

3.4 Review of COR Audit and Action Items:

Reviewed pages 30 & 31

3.5 Review of Master Hazard Assessment and Control Document

South -

Discussion about Separating Housekeeping Tasks; Dishwashing, Use of Dishwasher, Dusting/Surface Cleaning, Making Beds, Washing/Mopping Floors, Laundry.

3.6 Policy Review – The group reviewed policy 2.3.12 Blood Borne Infectious Disease Controls

4.0 Other Business

COR Audit Sept 11-13th in Lethbridge

NEXT MEETING – September 4, 2013 @ 1:30 in Nanton with Lethbridge on Tele-conference.