

ICE PAGE

SOUTH

2014

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TIME SHEET HAND-IN:

September 15th, 2014

For all shifts worked between Sept. 1st and Sept. 15th, 2014

September 30th, 2014

For all shifts worked between Sept. 16th and Sept. 30th, 2014

Health and Safety Meeting

September 9th, 2014 @ 10:30 am

Management Meeting

September 9th, 2014 @ 1:00 pm

RPAC Meeting

September 9th 12th, 2014 @ 3:00 pm



ECAT

Lethbridge

403-634-8805

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

Employee Spotlight

Cyril

Cyril came to work for ICE in April, 2013 when he moved to Calgary from Southern India. Cyril's ICE supervisor describes Cyril as hard working, reliable, and diligent. He is always demonstrating initiative. Ask Cyril's clients to describe him and you receive big smiles, lots of laughs and heaps of positivity.

Cyril received a degree in Social Work while living in India and he has previous experience in counseling. He says that when he came to Canada he knew he wanted to help people with disabilities. He likes to spend



time with ICE clients supporting them to meet their goals, and ensuring that they are happy.

Initially, Cyril started his employment at ICE providing support to many clients both in residential homes and day programs as a dependable relief staff. Currently Cyril supports two clients on a regular basis as well as continuing to work many relief shifts for ICE. He is always eager to help and enjoys being with the clients.

When Cyril is not at work he loves to listen to music. He also loves to travel to places like Banff and spend time with his wife and two daughters. Thank you, Cyril, for your dedication and commitment to ICE.



ICE offices will be closed
Monday, September 1st, 2014
for
Labour Day

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



**HAVE YOU MOVED ?
 HAS YOUR PHONE
 NUMBER CHANGED?**

It is important to advise the ICE office of any address or contact changes.

Client Success Story
Ryan

Ryan is a friendly enthusiastic man with broad interests. He has received support services from I.C.E. residentially for the past 13 years. Ryan is helpful by nature and he is quick to assist around his home. He likes to help with basic household repairs and meal preparation activities. In addition Ryan enjoys spending time outdoors completing yard maintenance chores such as mowing the lawn and shoveling snow as the seasons require. He also likes gardening for fun.

Ryan is currently employed at the North Refund Center where he sorts bottles for recycling. Ryan enjoys his work and loves to talk about his time there. In 2014 he received an 'Alberta Society for Citizens with Disabilities Milestones to Achievement' award. Ryan was very excited



about this and his family, friends and staff were very proud of all Ryan's hard work.

In his spare time Ryan likes to listen to music especially country singers. His favorite of all time is Johnny Cash. He is also a weather enthusiast and he enjoys keeping on top of local weather forecasts and ensuring his roommates are informed and up to date on what is happening. Ryan values his independence and

likes taking time to ride his bike and enjoy city community activities, festivals and events.

Ryan maintains strong family ties. His family lives outside of Edmonton and during the summer he loves to visit. On these trips some of Ryan's favorite activities are riding quads and going fishing.

Current Job Opportunities

September 2014

Lethbridge

- Full-time days
- Part-time days
- Part-time evenings
- Every other weekend
- Support Home for 2 females (to live together for 1 year contract only)

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 1-866-470-3933.

Thank You Incentive Winner!

Gladys Soosay

Gladys received 3 thank you cards from various sources, one from a co-worker, one from her coordinator, and one from the Regional Manager. Gladys was appreciated for working with different clients to cover summer vacations, keeping the home clean when she worked relief and providing quality care for a client and his home.

Gladys won barbeque accessories/ and glasses.



TRAINING

Pre-Employment training
September 10th & 11th, 2014
9:30 am - 4:30 pm



\$100.00 Employee Referral Incentive Recipient

Temí Olayinka



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!

Reporting Work Related Injury, Illness, and Near Misses

A workplace injury or illness is considered to be one that:

- Happens at work.
- Requires medical treatment.
- May or may not result in time off work.

Under legislation in the province of Alberta both workers and employers have key responsibilities for reporting workplace injuries and illnesses. These important requirements are covered in ICE Policy 3.5.5 Employee Work Related Injury, Illness, and Near Misses.

As a worker for ICE if you experience an injury related to your employment you **must**:

- Immediately report your injury to ICE regardless of the severity.
- Seek medical attention for your injury. If you need an ambulance or transportation from

your workplace to your doctor's office or the hospital, ICE will assist you.

- Report your injury to WCB as soon as possible.

Work-related diseases

Report work-related diseases as soon as you notice the symptoms.

WCB, ICE and the worker will be asked to cooperate to achieve an early and safe return to work for the employee. This involves ongoing clear communication, medical follow up and often modified work duties.

As per the Occupational Health and Safety Act, ICE as an employer also follows up to investigate each workplace injury and near miss incident in order to control workplace hazards and prevent future worker injuries/ illnesses. Timely worker reporting is the first step in this important process.

Remember it is a requirement to report such injuries as soon as they happen!

Creating Excellence Together (CET) Certification



ICE is proud to share that our 2014 CET Survey wrapped up on June 5th, 2014. ICE received 100% for its Edmonton, North Central, Calgary, Northwest and South regions.

The agency would like to thank all those who participated in the survey. The hard work, dedication and the excellent quality of service provided to the people ICE supports is evident in the CET results.

Congratulations to all on a job well done!

Policy Review

3.5.9 HAZARD ASSESSMENT AND CONTROL DOCUMENT

The Hazard Assessment and Control Document Master is a continual evolving document that details all hazards known to the employees of Independent Counselling Enterprises and the controls in place to mitigate them. Employees at all levels of the organization are involved in the creation and updating of this document.

All tasks that an employee may be required to perform are listed in this document. For each task the potential hazards are identified and are rated based on frequency of exposure, potential consequences, and the probability of the consequences occurring. This rating determines the priority of that hazard to eliminate/mitigate and control. All controls (Administrative, Engineering, or Personal Protective Equipment) in place are listed for each hazard.

For residential settings the Hazard Assessment and Control Document Master, is tailored at each site to include a site based assessment and control information that details the hazards specific to that setting. Community Support Coordinators/Team Coordinators or the appropriate Manager will update the site based hazard assessment under the following circumstances:

With the receipt of general and critical reporting incident indicating employee injuries or near misses

With the identification of new hazards

3. With a change in work procedures

With the occurrence of renovation/ construction

With the introduction of new or update to equipment

Change in support requirements due to client behaviour

The master document will be updated at a minimum annually, or as required due to the above circumstances or, with the report of workplace health and safety concerns in the community (e.g. flu). The Health and Safety Committee will be responsible for updating the document in consultation with the Health and Safety Specialist.

In non-residential settings a hazard assessment checklist (as part of the Non-Residential Random Inspection) will be completed by a supervisor, or designate, in each new work site. All employees working in these sites will be responsible for ongoing hazard assessment and reporting new hazards to a supervisor utilizing their "Identify Hazards/Utilize Controls" card distributed at the beginning

of non-residential shifts. For each location, each regular non-residential worker will document that this was completed on a Schedule 1 Outline. Any relief employee working in these programs will validate these hazards on a Contact Note. Hazards of these sites will be documented on C-Views and reviewed with each new employee at the time of booking.

In home care settings, each home support worker will be required to assess and control hazards on each visit to the location, utilizing their "Identify Hazards/Utilize Controls" card distributed at the beginning of home care shifts.. Any new hazards will be reported to a supervisor and documented in C-Views. Contact Notes will validate this process. All known hazards to the location will be reviewed with the employee at the time of booking.

In each new support home the appropriate I.C.E. personnel or designate, will complete an Initial Contractor Checklist form to assess the hazards in the home. Ongoing hazard assessment will be completed via the Monthly Contractor Checklist. All known hazards will be documented in C-Views and reviewed with contractor.

New employees will be advised about the Hazard Assessment and Control Document Master and how to assess hazards in the workplace during Pre-employment Training. All employees will be required to review their section on the Hazard Assessment and Control Document Master in their probationary period. Employees will be informed of their site-specific hazards and controls during orientation.

A copy of the Hazard Assessment and Control Document Master will be available at all sites where more than one employee works, in all Health and Safety Binders, and in every office. All employees are responsible to ensure that the document remains an accurate reflection of the Hazards and Controls of the agency.

Updated October 2012



Health and Safety Minutes South Health and Safety Meeting - August 12th, 2014

3.0 STANDING ITEMS

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

Calgary

June 19, 2014 – Client had left the door to the basement open, when the staff walked quickly by she hit her hand on the door knob which resulted in bruising and soreness. Client has been asked to keep the door closed.

Recommendations: Keep the door closed. Slow down and be aware of your surroundings. Possibly add a reflective strip to the edge of the door to increase visibility.

Additional Recommendations: None

Edmonton

Date- A Health Inspection visit (new provincial PDD requirement) was planned to an ICE program. Staff moved some items in the general area of the home and a client became agitated and aggressive. The client aggressed towards 3 staff at the home injuring one employee. Police intervention was required to resolve the incident.

Recommendations: Refresher PBI training for staff. Careful client preparation in advance of Health Inspection visits. Hoarding behavioral patterns require pro-active intervention measures to be implemented well in advance of Health inspection visits. Staff training and agency planning surrounding this area of concern is under development.

Internal incident Investigation to be completed.

Additional Recommendations: Possible training recommendation – Mental Health First Aid

June 10th, 2014- Staff and a client were on an outing requiring variation from the client's regular schedule. The client did not respond well to the schedule change and became tired and agitated and struck the staff injuring them. The staff redirected the client to calm by having a treat at a restaurant.

Recommendations: When support requirements necessitate schedule changes, the support team needs to plan carefully in advance with the client. Determine activities that the client will enjoy and that will not over-tax their energy levels. Review the incident with the RPAC committee for additional support suggestions.

Internal incident Investigation to be completed.

Additional Recommendations: None

June 27, 2014- Staff was driving in the community and their vehicle was struck from the

side by an oncoming car. Staff was injured in the motor vehicle collision.

Recommendations: Use public transit (ETS, DATS) as much as possible; drive at less busy times and avoid high risk areas. Staff to be offered the opportunity to attend Mission Possible driver awareness training.

Internal incident Investigation has been completed.

Additional Recommendations: None

Northwest

No incidents.

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

Calgary

June 26, 2014 – Client, staff, and another client were waiting for a taxi to take them to a different restaurant as the one that they had chosen did not have food the client wanted. Client was agitated because the wait was too long and struck staff on the arm which did not result in any injury. The other staff then tried to speak with the client and put her hand out to distance herself from the client. The client then bent staff finger back which also did not result in injury.

Recommendations: Staff to take PBI refresher or CPI. Staff to recognize the signs that client is agitated and keep distance from the client to ensure personal safety. Better planning in terms of restaurant choices and matching the client's food preferences. RPAC to review.

Additional Recommendations: None

Edmonton

June 13, 2014- At a residence a sharp was found which had not been locked up immediately after use as per policy. Once reported it was immediately secured.

Recommendations: Review of policy 3.5.8 with the Residential team.

A near miss incident investigation is to be completed.

Additional Recommendations: None

June 6th, 2014- Staff was outside the ICE office wearing footwear according to ICE office requirements.

A passerby requested directions and the staff hurried across the grass verge to provide assistance. Staff misplaced their footing on a not level ground surface and twisted their ankle. Staff recovered shortly afterwards with no injury effects.

Recommendations: Staff to use care regarding the hazards presented by variations in ground surfaces i.e. cement / grass/ and dirt. Proceed with caution.

A near miss incident investigation is to be completed.

Additional Recommendations: None

Northwest -No near miss incidents

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:

No injury investigations.

3.3 Evaluation of current Near Miss Incident Investigations:

No near miss investigations.

3.4 Review of COR Audit and Action Items

Reviewed pages 35, 36, 37, and 38 (2.5, 2.6, 2.7).

3.5 Review of Master Hazard Assessment and Control Document

A) South

General HACD Pages 56, 57 & 58

Exposure to allergens – No changes

Exposure to smoking – No changes

Exposure to personal scented products and deodorizers – No changes

Exposure to noxious odors – No changes

Staff illness at work – recommend increasing potential consequences to at least a 2 possibly a 3.

B) Other regions review & recommendations and regional response to the recommendations

Calgary

Reviewed General Section pages 37 – 39

Completing first aid/CPR – add under resources, counseling for dealing with traumatic events in cases where First Aid/CPR were utilized.

Use/Maintenance of oxygen tanks – no additions

Use of gloves – no additions

Edmonton

Review of Master Hazard Assessment and Control document. Distribution of 2014 Hazard Assessment and Control Document. Review of ICE office site specific control measures.

Northwest

Reviewed pages 24 – 28

Housekeeping – no changes

Storing and using household cleaners – no changes

Changing light bulbs – no changes

Use of ladder – no changes

Use of floor mats – no changes

changes

3.6 Policy Review – 2.4.7 Use of staff vehicles.

4.0 OTHER BUSINESS

ICE Page Health & Safety

Article Suggestion:

Understanding OH&S

guidelines, when to report an

incident. Fire prevention.

NEXT MEETING – September 9th, 2014

