

ICE PAGE

CALGARY

2016

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TIME SHEET HAND-IN:**April 15th, 2016**

For all shifts worked between April 1st and April 15th, 2016

May 2nd, 2016

For all shifts worked between April 16th and April 30th, 2016

Health and Safety Meeting

April 20, 2016 @ 1:30 pm

RPAC Meeting

April 12th, 2016 @ 10:00 am

Team Leader Meeting

April 6th, 2016 @ 1:30 pm

**Making it Happen!**

Supporting Social Inclusion

Murray is a friendly and outgoing young man who resides in Lethbridge. He enjoys being active in the community and helping other people. Murray has always been passionate about music and has an outstanding record collection at home. He enjoys frequenting record stores in search of the next record to add to his collection. Occasionally he will take trips to Calgary to check out the record selections there or to attend music related events. Murray is passionate about his musical research and has an amazing memory, so it is no surprise that he is very knowledgeable when it comes to music.

In February 2015 Murray heard about an opportunity at the University of Lethbridge (U of L) through an ICE staff member. This opening met his goal to volunteer and become more involved in his community. It also incorporated his passion for music and ongoing

desire to learn. Murray decided to become a volunteer at the U of L radio station CKXU. His ICE support staff Gina arranged transportation and supported Murray during volunteer orientation sessions at the university. He worked hard attending these meetings and learning how to use the equipment.

One of the university students working at the station, Ben Maine, started talking to Murray and quickly realized how



knowledgeable Murray is about music. This student soon became a mentor at the station for him. First Ben asked Murray for help choosing music for the retro show, then he encouraged Murray to talk on the air once in a while, then they did the show together, now Murray has his own CKXU show time.

Gina, his ICE staff continues to support Murray to ensure all of his materials are diligently organized and prepared. They practice his show together before he goes on air each week. Ben is on hand to help if Murray needs assistance during the live show but he is hardly ever called on now, it's all Murray!

His show, "Murray's Retro," airs live every Wednesday from 11am-12pm when Murray plays music from the 70's and 80's. If you would like to listen in just go to ckxu.com and click on the "Listen live" button during Murray's scheduled time slot.

Murray is giving back to the Lethbridge community by sharing his passion and knowledge of music. He

ECAT

Employee & Client Assistance Team

403-819-0583

after office hours

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



Murray (right) with Ben (left) in the "on air" booth at CKXU

recently celebrated his one year anniversary with the radio station. Murray said at first he was very nervous about doing or saying something wrong but he got great support from his ICE staff and personnel at CKXU. This has helped him to work through his anxiety. He reports he is no longer afraid of saying the wrong thing on air because he knows he has carefully prepared. Murray says he is proud of his show and the confidence he has gained from his experience.

Staff Spotlight: Gina

Gina was already supporting Murray for ICE when the opportunity arose to volunteer at the CKXU radio station. Her upbeat and positive attitude really helped him to make it through some difficult stretches when he felt like giving up.

Gina has an amazing work ethic and she patiently lead by example when Murray's position required extra dedication and hard work. Gina loves working with many clients at ICE and we truly appreciate her and all she does.

Thank You, Gina!



ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Jack M.	13	April 25, 2016
Leslie S.	12	April 5, 2016
Pam T.	11	April 18, 2016
Allison N.	3	April 30, 2016
Cyril T.	3	April 30, 2016
Lorette E.	2	April 1, 2016
Mary (Joanne) M.	2	April 15, 2016
Angel K.	2	April 28, 2016
Glynda B.	1	April 14, 2016

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.

Health and Safety Minutes Calgary - Health and Safety Meeting - February 17, 2016

3.0 STANDING ITEMS

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents

Edmonton

December 7th, 2015

During a meeting at the ICE office a client became upset and left the meeting room. The client proceeded to the stairwell and attempted to start the stair bannister on fire. The situation was observed by office staff and intervention with the client implemented. 9-1-1 was called for Fire and Police. There were no injuries but damage to the building.

Recommendations: Book client meetings outside of the office whenever possible. If the meeting needs to be in the office have the meeting downstairs in an area close to an exit and plan ahead for possible client behavioural responses. Follow PBI training and policy regarding consistent client support at the office. Ensure office emergency (fire) procedures are followed.

Internal incident Investigation has been completed.

Additional recommendations: Consult with RPAC regarding additional behavioural supports/ staff training.

December 15th, 2015

Client refused evening medications. Staff did not insist but decided to try later. Staff went to the fridge to get their supper meal and the client came up behind him and tried to hit him. The client was physically aggressive to the staff. Police were called to intervene.

Incident Investigation to be completed.

Recommendations: Further staff training in the client's PRP (do not turn your back on the client) and review of PBI strategies.

South: Jan 5, 2016 meeting minutes

January 1st, 2016

Staff was re-positioning a client in their bed. Afterward their wrist started to hurt. Staff was seen by the doctor and was told that their wrist was sprained. Staff had been trained on proper lifting and transferring techniques.

Incident Investigation completed.

Recommendations: Re-train on proper lifts and transfers to be offered to staff.

Additional recommendations: Staff to take their time and not to rush.

Grande Prairie / Northwest: Jan 14, 2016

November 17, 2015

Staff in a residential program was peeling potatoes to make dinner. Client was agitated due to dinner being late. Staff was rushing and the peeler slipped and cut staff's palm. Cut was cleaned and dressed by other staff on shift.

Recommendations: A new peeler was purchased for the program. It was recommended to have snacks prepared and readily available for clients in case meals are delayed unexpectedly.

Internal Incident Investigation

Completed.

Additional recommendations: Staff to take their time and not to rush. Choose alternative cooking methods (i.e. microwave).

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

Edmonton: Jan 6, 2016 minutes

Current Near Miss Incidents - No

Current near miss incidents.

- South: Jan 5, 2016 minutes

No Current Near Miss Incidents

Grande Prairie / Northwest: Jan 14, 2016

January 7, 2016 – Staff in a residential program was cooking breakfast when she noticed sparks coming from the element. Staff immediately turned the element off and called the landlord. Landlord arrived to investigate and found some loose wiring on the element and repaired it.

Recommendations: Checking stove and stove cleaning to be added to the weekly chore list.

Near Miss Investigation Completed.

No additional recommendations.

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

January 11, 2016

Staff was backing out of a driveway onto a road. Staff shoulder checked before backing out and then shoulder checked again before driving forward onto driving lane. Staff did not see any other vehicles so did not signal onto the road. Staff's vehicle was hit from behind. Road conditions were snow and ice covered.

Recommendations: Staff reminded to use signal lights at all times. Recommended for staff to back into drive way and take Mission Possible.

Incident Investigation Completed.

3.3 Evaluation of current Near Miss Incident Investigations:

Jan 20, 2016

Staff and client were volunteering at a cat shelter playing with and holding the cats. Cats scratched staff's arm causing there to be a red, raised marks. Scratches were washed with soapy water.

Near Miss Investigation completed.

Recommendations: Staff to wear thicker, long sleeved shirts when visiting the cat shelter. Suggested to choose different activities when volunteering (i.e. cleaning, feeding etc).

3.4 Review of COR Audit and Action Items

The new COR report was handed out to all Health and Safety Committee Members. Reviewed Conclusion

4. Workplace Inspections
5. Qualification, Orientation, and Training
6. Emergency Responses
7. Incident Investigation
8. Program Administration

3.5 Review of Master Hazard

Assessment and Control Document

Committee reviewed master HACD general section pages 1-47 suggested the following to be included in a new section specifically for Non-Residential Task; (those with * are new suggestions)

Working with People
Working with Community Members *
Working Alone
Meeting/Communication
Meeting/Communication with Community Members *
Driving
Driving with Clients
Taking Transit *
Outdoor Activity
Accessing Community
Use of Sharps
Cooking/Food Preparation to be combined with Food Storage *
Exposure to Raw Meat
Use of Portable Stove *
Use of Small Household appliance (microwave, coffee pot etc) *
Use of Stove
Use of BBQ
Shopping
Storing/Using Chemical
Medication Administration

Other regions review & and recommendations and regional response to recommendations:

Edmonton

Review of the HACD took place. The group started work on development of a draft for a separate hazard section for Non-Residential services. Pages 1-52 of the current HACD were reviewed in relation

Calgary Health and Safety Minutes cont.

to non-residential tasks and hazards. Regional H&S committees across the province will all submit information/ recommendations for this project.

South

Committee went through the master HACD and brainstormed other tasks that should be included in a new section specifically for Non-Residential Tasks. Some possible tasks identified include taking public transit with clients, contact with other community members, and working with a client in their home. Some of the hazards can include

exposure to pets, exposure to smoking, and exposure to allergens. Other hazards related to working in a client's home might include guest management, maintenance of the home and outside property. The members of the committee will continue to send in suggestions of items to add to the task list as they think of them. Coordinators will ask staff working in non-residential programs to help add tasks to the list as well.

Grande Prairie:

Reviewed the Office Specific HACD
Inspecting / first to arrive to a new
worksites – no additions
Termination / Hiring – no additions

Reviewed the General HACD
Working with People – no additions
Working Alone – no additions
Meetings / Communication – no
additions

3.6 Policy Review - 3.5.6 – Mandatory First Aid Kits
2.3.14 - Community Rehabilitation-
Bath/Shower Assist.

4.0 OTHER BUSINESS

ICE Page Health & Safety Article
suggestions – Thinning ice, weather
changing patterns.

* **NEXT MEETING** – April 20th at
1:30 pm.

Calgary ICE Moments!

March 2016 Incentive Thank-you Card Draw Winner

Pam Thomas



Pam received a Thank You card for reporting an icy parking lot in the community and taking the steps to avoid slipping while walking. She won a 45 piece flatware set.



\$100 Employee Referral Incentive Recipient



George Kabeja

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!

Other Thank-you Cards Received for March Draw

Kendra Funk received a Thank You card for her ability to continually respond in a positive manner with her client ensuring they feel their opinions and feelings are valued.

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

TRAINING

Pre-Employment Training (PET)

April 18th & 19th, 2016

9:00 am - 5:00 pm

As described on the ICE website

Mission Possible - Speed and Aggressive Driving Modules, Part 1

April 8th, 2016

9:00 am - 12:00 pm

**Note: both Part 1 and Part 2 of Mission Possible must be completed to receive credit for this course.*



FASD

April 12th, 2016

9:30 am - 4:00 pm

Inservice by Foothills Fetal Alcohol Society held at the Marlborough Park Community Centre, 6021 Madigan Drive NE

Food Safety for Clients

April 27th, 2016

1:00 pm - 3:00 pm

To be held in Airdrie at the Grace Baptist Church 1009 East Lake Blvd.

Routine Practices for Infection Control

Viruses have been shown to survive on hard surfaces for 24 – 48 hours, on cloth, paper and tissue for 8-12 hours and on hands for five minutes.



The cornerstone for infection control is hand hygiene. Plain liquid soap and water or waterless hand sanitizers are sufficient for hand hygiene. Everyone should be informed on proper hand hygiene including wiping noses, coughing and sneezing, and after personal use of toilet facilities. When clients are unable to

adequately complete personal hand hygiene, support staff should assist with hand hygiene for them by helping them to wash their hands.



In ICE residential programs, household surfaces that are high touch zones should be disinfected at least twice a day. These include: counter tops, handles (doors, fridges, cupboards, taps and drawers), phones, toilet seats, TV remote controls, light switches, and keyboards etc. Alberta Public Health standards require that cleaning agents used for sanitizing

purposes kill at least 99.9 % of viruses and bacteria. ICE programs generally use Lysol wipes for this purpose. All ICE staff are expected to be knowledgeable about the company's procedures for sanitizing surfaces.

Residential programs supporting clients with individual infectious medical conditions such as Hepatitis C, MRSA etc. are required to use additional sanitizing agents such as a quaternary ammonium chloride solution (Quats). The manager / supervisor of each ICE program requiring special sanitizing practices will inform and train staff for the use of such solutions and will provide Material Safety Data Sheets for employee reference. Bleach disinfectant solutions, while approved by Public Health as suitable, are not a preferred choice for use at ICE due to higher associated respiratory and contact hazards.

General household cleaners may be used for other cleaning tasks in ICE residential programs such as washing floors or walls, but should never be confused with sanitizing products such as Lysol or Quats.



Policy Review

2.4.5 USE OF STAFF VEHICLES

The following is to apply:

1. Employees are discouraged from using their personal vehicles in their work duties. This may be allowed under the following circumstances:
 - employees must have a valid driver's license;
 - employees must have a minimum of one million dollars of third party liability insurance. A copy of the actual current insurance is on the employee's file
 - the vehicle must be in good mechanical condition;
 - the vehicle must be driven safely, obeying all laws;
 - road/weather conditions are not considered to be a hazard i.e. absence of blizzard conditions, heavy snowfall/rainfall, fog, etc.;
 - seat belts and other restraint devices must be used by all occupants of the vehicle;
 - the client will ride in the back seat, passenger side. This is not a client/guardian choice. If a client's circumstance is such that riding in the back seat poses a hazard to their health/well-being, an "Agreement To Transport A Client In The Front Seat Of A Staff Driven Vehicle" form must be completed and approved by the appropriate Manager. This form must be reviewed annually.
 - infants or children under 40 lbs. are not to be transported by employees.
2. Employees using privately owned vehicles for business use, approved in advance, will be paid mileage or a monthly stipend according to current Independent Counselling Enterprises practice.
3. A client will never be left alone in a vehicle for any reason.
4. Road and weather conditions should be considered prior to any outing keeping in mind client and employee safety and security. The employee is not to drive if the weather is unacceptable.
5. Employees using their vehicles must have an approved First Aid kit in their vehicles at all times.
6. Employees are not to drive client friends/family members. The employee will only pick up guardians under minimum conditions i.e. meetings.

Transporting Clients with Behavioural Issues:

1. An employee should not take a client in their vehicle if at any time the employee deems it would be unsafe for the client or themselves. It is imperative a review be conducted prior to any further transportation in private vehicles. Protocols can be developed to ensure safe transportation for both client(s) and employee. This may mean limiting a client to public transportation with or without an escort. Taking

public transportation, walking, or staying home are options with many clients, as appropriate.

2. Mandatory Auto Insurance is required as per **Policy 3.1.6 Mandatory Auto Insurance Coverage**
3. If any of the following conditions apply permission must be obtained from the Community Support Coordinator/Community Team Coordinator. If the trip is to continue, extra precautions will be taken as instructed:
 - The client has any history of aggression while riding in a vehicle;
 - The client is not familiar with riding in a vehicle or can become easily agitated;
 - The client has been showing signs of escalation or aggression in the 3 hours previous to the planned trip;
 - The client is not agreeable to the planned trip.
4. In all cases, the following will occur:
 - The employee will be aware of the client's potential behaviours and how to deal with them;
 - The client must sit in the back seat, passenger side;
 - Any loose objects (ex. snowbrushes, tools, clothes) will be stored out of reach of the client;
 - The client will have their seat belt fastened at all times.
5. If a client shows any signs of aggression or escalation while in a moving vehicle:
 - The employee will pull off the road as soon as it is safe to do so;
 - The employee will attempt to de-escalate the client and/or obtain assistance as appropriate by using available assistance, calling 911 or the I.C.E. office or ECAT if after hours.

Updated October 2015

