

**APRIL 2019**

**CALGARY**

**ECAT**

Employee & Client Assistance Team

**403-819-0583**

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

**INSIDE THIS ISSUE:**

**POLICY REVIEW** 2

**HEALTH AND SAFETY MEETING MINUTES** 4-5

**CANADA FOOD GUIDE 2019** 6

**TIME SHEET HAND-IN**

- **April 15<sup>th</sup> 2019**– For all shifts worked between April 1st and April 15th.
- **April 30<sup>th</sup> 2019**–For all shifts worked between April 16th and April 30th

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**– April 11<sup>th</sup> 2019 at 1:00 PM
- **RPAC MEETING**– April 23<sup>rd</sup> 2019 at 10:30 AM

# ICE PAGE



## Making it Happen!– Supporting Social Inclusion

### Ashley

Ashley is a fun and bubbly young woman and a new client with ICE in the South Region. She and her family moved from Calgary to Fort Macleod in October of 2018. The small community of Fort Macleod welcomed Ashley right away, and community members are quick to smile when she's around. Fort Macleod's slogan "Small Town – Big Heart" has never been truer.

Ashley's family has shared a lot of her interests with ICE and staff have been able to support her to broaden her exploration of her new community. Staff have helped connect her to volunteering with the Salvation Army in a role sorting books which Ashley very much enjoys! Staff have also been researching various resources to support Ashley become more connected with her culture which her family has identified as an important part of their lives. Staff take Ashley



to the Galt Museum in Lethbridge on a regular basis where Ashley enjoys playing the drums and singing with just a little staff reassurance. Staff encourage Ashley to have fun and celebrate her cultural heritage; she is looking forward to the pow-wows this summer! Ashley also loves animals, and staff are working hard to get her connected to some equestrian therapy resources in Southern Alberta.

Communication can be challenging at times as Ashley only speaks a few words. Staff have become creative to help empower Ashley to make choices on activities throughout the day, they are putting together a communication book with pictures of Ashley doing some of her favorite things so she can better share her preferences.

Ashley's family is a big support to her and they work together to help her accomplish her goals. They have welcomed ICE staff to observe their smudging tradition in the mornings and have helped ICE staff learn some ASL to better communicate with Ashley. We're very happy to have Ashley with ICE in the South Region. Her smile and laugh light up the room, and we look forward to seeing her flourish in her new community!

## Employee Spotlight



Shaylen (right) with Ashley

Shaylen started working with ICE in the South Region in September of 2018. She is one of South's rural employees that works with clients in Bellevue, Pincher Creek and Fort Macleod. Shaylen has been supporting Ashley for the last few months helping to search out opportunities to connect Ashley with volunteer and cultural activities as well as options to interact with horses and animals in general.

Shaylen has been a wonderful addition to the South region. Her compassion for others and persistent nature helps her to develop and maintain great relationships with clients while supporting them to work towards their goals.

Thank you, Shaylen, for all your hard work.

# Policy Review

## Continuum of Positive Behaviour Supports:

There may be situations where Positive Approaches alone have not adequately addressed a situation/behaviour of concern. In these circumstances, a formal written Planned Procedure may be considered.

Independent Counselling Enterprises utilizes a continuum to indicate the range between positive approaches and more restrictive interventions. When developing a Planned Procedure, the least restrictive approach is to be utilized unless a health and safety risk is identified.

### POSITIVE APPROACH

### MORE INTRUSIVE

### RESTRICTIVE

Choices

Reinforcement

Verbal instruction/teaching

Redirection

Positive role modeling

Physical support

Ignoring the behavior

Restitution

Required relaxation

Required exercise

Psychotropic PRN

Emergency services

(i.e. 911, Lifeline

Communication System)

**Behaviours requiring formal intervention need either a Planned Positive Procedure or Planned Restrictive Procedure developed with the input of:**

Client

Parent/guardian

Supervisor

Support staff

**In addition all Planned Procedures require:**

Documented Review: Restrictive Procedures Advisory Committee

Documented Approval: Qualified Person

Documented Informed Consent: Client/Guardian

October 2018

**ICE OFFICES WILL BE CLOSED FRIDAY  
APRIL 19<sup>th</sup>, AND MONDAY APRIL 22<sup>nd</sup>  
2019 FOR EASTER**



**Please direct all calls to  
the Employee  
Client Assistance Team  
for these days.  
403-819-0583**

## 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.



## ICE THANK YOU CARD INCENTIVE WINNER



Justin S received a thank you card from his coordinator for reporting a safety hazard regarding his client. Justin received a Cuisinart Prep-express slicer/shredder/spiralizer.  
Good job!

## Other Thank You Cards:

- Tanya D received a thank you card from her coordinator for reporting and fixing a hazard in the home.
- Nova Lee B received a thank you card from her coordinator for ensuring the safety of her client while she was stuck in a traffic jam and unable to reach him.
- Louanne F received a thank you card from her coordinator for reporting an environmental hazard while in the community with her client
- Bev J received a thank you card from her coordinator for reporting a safety concern with her client.
- Richlyn B received a thank you card from her coordinator for reporting unsafe streets, sidewalks and parking lots due to weather.
- Amanda B received a thank you card from her coordinator for reporting an incident involving her client and a peer.
- Joyce D received a thank you card from her coordinator for her excellent job of advocating for her client's health and safety.

## 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>

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

<https://work.alberta.ca/occupational-health-safety/resources.html>

## Training

### PET (Pre-Employment Training)

April 15-17, 2019

9:00AM-5:00PM

### PBI (Proactive Behavior Intervention)

April 18, 2019

9:00AM-5:00PM

### Schizophrenia Presentation

April 24, 2019

9:30AM-11:00AM

Presented by the Schizophrenia Society of Calgary

## ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Jack M	16	April 25, 2003
Leslie S	15	April 5, 2004
Pam	14	April 18, 2005
Cyril T	6	April 30, 2013
Lorette E	5	April 1, 2014
Joanne M	5	April 15, 2014
Rincy K	3	April 12, 2016
Amiri S	1	April 5, 2018
Jeremy H	1	April 16, 2018

## **Health and Safety Meeting Minutes**

*(minutes edited for publication)*

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

#### **Edmonton- February 6, 2019- Meeting Minutes:**

##### **January 3, 2019**

Staff was in the parking lot with the client when another car backed into her vehicle. **Incident Investigation Completed**

**Recommendations:** Remind staff to always use defensive driving skills, which include the driver being aware of one's surroundings at all times.

##### **January 3, 2019**

Staff was driving with client when a parked police car decided to pull a U-turn and hit the back side of the car where client was sitting. Staff stated they were okay. Client received medical attention. Police took full responsibility for the incident. **Incident Investigation Completed**

**Recommendations:** Discuss with staff the importance of using defensive driving skills, including being aware of surroundings at all times when driving.

##### **January 6, 2019**

Client and his roommate were in the kitchen having breakfast. Both clients wanted the larger bowl. As staff tried to redirect the clients, one client punched staff in his right eye and bit him. Staff escaped from the kitchen and called 911 and was able to encourage the other client out of the kitchen. Police officers arrived and spoke with the client and let him know that he would be charged if it happened again. The client seemed to take the warning seriously and apologized for his actions. Follow up: Clients dine separately to prevent escalations. Reviewed with staff lifeline protocol. Purchased bowls the same size. Reviewed PRP/Risk Assessment with staff. Remind client he is not to harm other individuals around him going forward (as client has a brain injury and may forget). **Incident Investigation to be completed.**

**Recommendations:** Ensure regular monthly review of risk assessment and behavior plans with staff team, including PRP. Additional Recommendations: Staff to attempt to mitigate tension before argument escalates. Staff to review CPI training or even specific units of CPI (i.e.: Verbal Escalation Continuum).

##### **January 18, 2019**

Staff needed to remind client to take his medications several times, client finally took them. Staff went to the table to assist the client and the client punched staff in the eye. Staff gave distance and contacted supervisor. It was noted that the client was recently discharged from hospital. Staff to retrain in PBI and incident to be discussed at the next team meeting. **Incident Investigation Completed.**

**Recommendations:** Review with staff client risk assessment and behavior plans as appropriate, including signs of agitation. Consult with RPAC. Additional Recommendations: Avoid overwhelming client with repetitive reminders of taking medications and review approach of how staff assist client with eating.

##### **January 27, 2019**

Staff was on shift at one home when ECAT phoned staff to switch their shift to another program. Staff agreed, but on her way slipped and hurt her knee. She went back to the first program and contacted supervisor. She continued to complete her shift and then went to see a doctor. She noted conditions were icy in the parking lot.

**Recommendations:** Review with staff using appropriate footwear for icy conditions. Staff to be careful when walking on icy

surfaces. Contacted landlord to let them know of icy conditions in the parking lot. **Incident Investigation Completed.**

**Recommendations:** Staff to take their time when walking on slippery conditions and do the "Penguin Walk" which includes bending your knees slightly and walking flat footed, pointing your feet slightly out (like a penguin) and taking shorter shuffle- like steps. Remind team to notify landlord prior to incidents happening if they are noticing particularly icy patches/conditions on landlord walkways or in parking lots. Purchase ice cleats for program staff to utilize.

**Additional Recommendations:** Staff to report injury immediately to the supervisor and seek medical attention as soon as possible. Staff to seek alternate route to residence if first route is hazardous and call the landlord.

##### **January 28, 2019**

Staff slipped in the apartment building parking lot while walking to work. The staff hit their head and hurt their right hip. Staff went for medical attention after manager noticed staff were having difficulties. Discussed the importance of ensuring that in future, staff report falls right away. The parking lot conditions were reported to the building maintenance. **Incident Investigation Completed.**

**Recommendations:** Remind staff to ensure that they wear appropriate footwear and to review AHS "Penguin Walk."

##### **January 28, 2019**

Staff slipped on the sidewalk on the way to the client's support home and then when staff was out with client he slipped a second time at the Clareview Recreation Centre. The employee noted that sidewalk conditions were slippery. The employee hurt his hand, knee and foot. Recommendations included for employee to purchase slip on ice grips for his footwear and gloves for his hands when walking in the community in winter conditions. **Incident Investigation to be completed.**

**Recommendations:** Remind staff to wear appropriate footwear and to utilize AHS "Penguin Walk." If weather conditions are very poor causing slippery walking conditions, outing could be postponed.

#### **South- February 12, 2019- Meeting Minutes**

##### **January 22, 2019**

A client was upset due to another staff being in the home when they were not expected. The client escalated from tapping the staff to get their attention to then hitting them on the arm. Staff gave space and the client calmed quickly. (Note the other staff was not an ICE staff member – client lives in a different residential home and ICE provides non-residential supports) **Incident Investigation Complete**

**Recommendations:** Talk to staff at the other agency to emphasize how much this client struggles with a change in routine and ask that unexpected visits do not occur. Staff to review PBI/CPI skills and review client's Positive Approaches and Risk Assessment.

**Additional Recommendations:** Provide client with advanced notice of changes to program (i.e.: one or two days earlier).

#### **Northwest- February 12, 2019- Meeting Minutes**

No Internal Incidents to Report.

### **3.1 B) Review of Regional Health and Safety Meeting Minutes – Section 3.3 (Near Miss Incidents)**

#### **Edmonton- February 6, 2019- Meeting Minutes**

No Near Miss Incidents reported.

#### **South- February 12, 2019- Meeting Minutes**

No Near Miss Incidents reported.

#### **Northwest- February 12, 2019- Meeting Minutes**

No Near Miss Incidents reported.

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



#### **October 17, 2018**

Client was verbally aggressive towards staff in regards to taking the bus, as they thought that they were going to take the wrong bus. Client wanted to get a coffee at the Tim Horton's; however, the line-up was very long. Staff stated that they would miss their bus to the appointment if they waited in line. Staff was walking out the door ahead of client and client hit staff hard on the staff's back. Staff called the Coordinator immediately. The Coordinator met staff and client in the community. **Incident Investigation Completed.**

**Recommendations:** Functional Assessment was submitted for approval. Ongoing Mental Health nurse appointments with client. Staff failed to follow CPI techniques; never turn their back and to walk behind client if at all possible. It was communicated to staff to avoid getting into power struggles with client.

#### **October 23, 2018**

Staff and client were chatting when client took the keys (i.e. house keys, medication cabinet key) from staff. Client stated that the staff did not deserve to hold the keys. Client went to bed with the staff's keys. Staff re-approached client intermittently to request the keys back and client refused. Staff was about to get the spare keys when client came out of their room and saw the staff beside the fax machine; client assumed that staff was calling ECAT. Client became agitated, verbally aggressive and hit staff on the arm. Staff initiated safe distance and used the lifeline. **Incident Investigation Completed.**

**Recommendations:** Staff to always keep their keys in their pocket to eliminate the trigger for client. Functional Assessment was submitted for approval. Ongoing Mental Health nurse appointments with client. HACD high behavioral section was reviewed with staff.

#### **February 4, 2019**

Staff was preparing documents to fax to pharmacy at the office table. Staff asked client to move their things so they could fax the documents. Client and staff were in conversation when client unexpectedly hit staff's hand with an open hand. Staff inquired to client why they hit staff and client then came charging toward staff and started poking staff. Staff used the lifeline and removed themselves out of the house into the hallway. **Incident Investigation Completed.**

**Recommendations:** Documentation to be completed by awake overnight staff. Client's positive approaches to be reviewed and updated.

#### **February 4, 2019**

Staff went down a slide at the pool. Staff was going down the slide too fast and tried to slow themselves down with their hands. Staff spun around a few times in the slide and fell on the side of the slide exit. Staff injured their right elbow, knee and ankle. **Incident Investigation Completed.**

**Recommendations:** Staff was reminded to utilize their hazard identification card and received materials on pool safety. Staff read non-residential HACD.

#### **February 22, 2019**

Staff tripped on their feet while walking towards their desk. As staff was trying to gain balance with the desk, staff quickly placed their right wrist on the desk; however, in the process staff twisted and sprained their wrist. Note: staff reported feeling tired. Staff was wearing proper footwear (runners). **Incident Investigation Completed.**

**Recommendations:** Manager reassigned some of the staff's work load. It was communicated to staff to slow down while walking.

#### **February 23, 2019**

Staff and client were at a recreation centre. Upon leaving the facility staff did notice that the stairs were in an icy/snowy/slushy condition. Staff was monitoring client's footing going down the stairs while descending the staircase themselves. Staff slipped down the staircase landing on their bottom. **Incident Investigation Completed.**

**Recommendations:** Staff to review non-residential HACD. Staff to find alternative exit if possible. Staff to continue utilizing their hazard identification card. Staff to watch their own footing, do not rush and utilize the handrail. Staff to notify building management for hazard.

### **3.3 Evaluation of current Near Miss Incident Investigations**

(Incidents, Recommendations):

#### **October 3, 2018**

Staff was driving in the residence parking lot and noticed it was not cleared of snow. Staff's car got stuck in a rut of the parking lot. Staff was able to safely get their car out of the rut and called the ICE office. **Near Miss Investigation Completed.**

**Recommendations:** Staff to attend Mission Possible driver awareness training. Staff to ensure that they have a winter preparedness kit in their vehicle. Staff to use cat litter, gravel or AMA.

#### **December 17, 2018**

When staff arrived for their awake overnight shift, client was sleeping. Client slept until 5:00 a.m. Client then wanted to go for a walk and staff redirected client as it was still dark and early. Client watched television but was agitated, used profanity towards staff and threw dishwasher soap at staff. Staff gave space and called the office. Client continued to be agitated, used profanity towards staff and grabbed staff's arm tightly. Staff asked the client let go of staff's arm. Client then asked staff for a pack of cigarettes. Staff provided client with the cigarettes and client threw some at staff. Note: relief staff worked this shift. **Near Miss Investigation Completed.**

**Recommendations:** Coordinator reviewed with the team the importance of covering the night light to avoid confusion for dementia clients. Review client's positive approaches (i.e.: adding stressor; relief staff). Staff no longer works in the program.

**3.4 Review of COR Audit and Action Items** - Talked about ICE's process with internal and external audits. Reviewed the questions in Element 1.

### **3.5 Review of Master Hazard Assessment and Control Document**

The group reviewed pages 30-35 in the HACD

- Use of household appliances- add CO2 detector to engineering controls
- Use of Microwave – add cooking guidelines to administrative controls

### **3.6 Policy Review- 3.5.9 Eliminating/Mitigating/Controlling Work Site Hazards**

#### **OTHER BUSINESS**

- Reviewed importance of the Quorum in Terms of Reference
- Health and Safety Committee member - Rosalind was elected.
- Discussed who would be a good candidate to be elected as a co-chair. Workers wanted more time to decide on a candidate. To be selected at the next H&S meeting.
- Decided that meetings will be held every second Thursday of the month.
- Inspections- HSC worker representative assisted in an Injury Incident Investigation on March 14, 2019.

**NEXT MEETING – April 11, 2019 @ 1:00 p.m.**

## Canada Food Guide 2019

On January 22<sup>nd</sup>, 2019, Canada's new food guide was released. The old guide was dramatically changed into a simplified approach that encourages plant-based eating and reduces the emphasis on meat and dairy.

For the past four decades, Health Canada has instructed Canadians that a healthy diet consists of specific servings across "four food groups," set against a rainbow background. The new guide not only does away with the four groups; it eliminates recommended daily servings and serving sizes altogether. It also replaces the "rainbow" with a new icon: a plate. Here are some of the biggest changes from the new food guide:

- **Four food groups reduced to three:** The old food guide had four food groups that consisted of dairy and alternatives, meat and alternatives, grains and fruits and vegetables. The new guide reduces those groups to three: fruits and vegetables, whole grains and proteins, a new category that combines both dairy and meat, and focuses more on the alternatives: plant-based proteins. The guide encourages the consumption of plant-based food – vegetables, fruit, whole grains and choosing plant-based proteins more often.



- **A simple message.** The new guide is captured in one simple image: a plate of food representing a variety of different foods filled with about half fruits and vegetables, a quarter whole grains and a quarter proteins. Gone are recommendations to eat a specific number of servings across each of the groups. Gone too is information about what makes up a serving for different types of food.
- **Make water your beverage of choice.** This is both to promote hydration as well as to limit consumption of sugary drinks and alcohol. Sugary drinks are the main source of total sugars in the diets of Canadians which have been associated with dental decay, obesity and type 2 diabetes.
- **Eat fewer processed foods. If you do eat processed foods, eat them less often in small amounts.** The new guide includes specific warnings about what not to eat – namely, processed and prepared foods that are high in sodium, free sugars, and saturated fats. Shifts in the past decade towards processed foods have been linked in rises in obesity, cardiovascular disease, hypertension, diabetes and certain types of cancer. Examples of processed foods include muffins, hot dogs, frozen pizza, chocolate and soda.
- **A new emphasis on food behaviours.** The new food guide discusses behaviours associated with healthy eating patterns, including:
  - ◇ **Be mindful of your eating habits.** Take time to eat. Notice when you are hungry and when you are full.
  - ◇ **Cook more often.** Plan what you eat and involve others in planning and preparing meals.
  - ◇ **Enjoy your food.** Culture and food tradition can be a part of healthy eating.
  - ◇ **Eat meals with others.** When people eat meals alone, they often eat less healthy and eat fast foods, which generally having higher fat, salt, and caloric content.
- **Tips for healthy eating.** The food guide contains tips on meal planning, cooking and healthy choices, eating at home, school and work as well as addresses nutritional needs at different life stages.
- **Recipes.** The Canada Food Guide website contains recipes for breakfast, lunch/dinner and snacks.
- **The link to the Canada Food Guide website is:** <https://food-guide.canada.ca/en/>

Spread the word regarding the new food guide. Share information with your teams and with your clients. Information regarding the 2019 food guide can also be found in the resource section of the Health and Safety Binder.

### Referral Incentive Recipient

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 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**

# Your ICE Employee Health and Safety Committee



**Back Row, Left to Right:** Khrystyna Herman, Brigitte Yvon, Stephanie Miller.

**Front Row, Left to Right:** Opeoluwa Fletcher, Jaqueline Kernohan, Rosalind Chow

**WHAT WE ARE:** A group of worker and employer representatives working together to identify and solve health and safety concerns as well as promote awareness and interest in health and safety. We provide support for the 3 basic rights that all Albertans have in protecting their health and safety including: the right to know, the right to participate and the right to refuse dangerous work.

**WHY:** A health and safety committee benefits both employers and workers. A healthy and safe workplace cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage. It is also the law. Occupational Health and Safety (OHS) legislation passed in June 2018, mandates companies to have Health and Safety Committees/Representatives.

If you have concerns about your own or another employee's safety, you are obligated to report it (*ICE policy 3.5.2 / OHS legislation*). There are a number of ways to report your concerns. You may report these to: your supervisor or manager, call an Employee Client Assistance Team (ECAT) supervisor, contact a member of the Health and Safety Committee (numbers below) or drop a note into the health and safety box in the reception area of your regional office.

If you are a residential employee, it is also your responsibility to document identified hazards in the 'Hazard Identification section' of the 'Staff Communication Log' so co-workers/others may be made aware immediately.

**HOW:** The Health and Safety Committee works to improve your work environment by completing inspections, participating in and reviewing injury/illness/near miss investigations, reviewing policy and hazards, and taking action based on these findings, as well as by bringing forth your concerns to management.

**WHEN:** In Calgary the committee meets the second Thursday of every month at 1.00 pm in the ICE office (confirmation is printed each month in the ICE Page). If you are interested in attending a meeting, please call Khrystyna at 403-219-8421

NAME	PHONE		NAME	PHONE
Khrystyna Herman	403-219-8421		Stephanie Miller	403-219-0503
Brigitte Yvon	403-219-8357		Jaqueline Kernohan	403-219-0503
Opeoluwa Fletcher	587-620-6230		Rosalind Chow	403-219-0503