

# ICE PAGE

CALGARY

2015

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## RPAC Meeting

August 4th, 2015 @ 10:00 am

## Team Leader Meeting

August 5th, 2015 @ 1:30 pm

## Health and Safety Meeting

August 19th, 2015 @ 1:30 pm

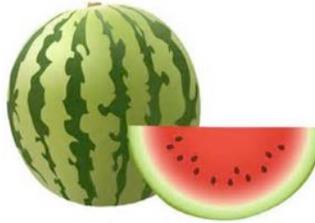
## TIME SHEET HAND-IN:

### August 15th, 2015

For all shifts worked between August 1st and August 15th, 2015

### August 31st, 2015

For all shifts worked between August 16th and August 31st, 2015



# ECAT

Employee & Client Assistance Team

403-819-0583

## Employee Spotlight

### Candice

Candice DeCecco is one of the South Region's longest serving employees. She will mark her 10th ICE anniversary in October 2015. During this time Candice has worked in both residential and non residential settings and has provided supports to many different clients.

Candice is an Alberta girl; she was raised in Foremost and attended both Red Deer and Lethbridge Colleges. She obtained her Teaching Assistant Certificate as well as her Disability and Community Rehabilitation Diploma. When she's not working she enjoys knitting and needlework and going for walks with her two dogs.

Among her many strengths as an employee is Candice's commitment to encourage and support her clients as they strive to enhance and maintain their independence. Currently she works with two different individuals both of whom she has helped a great deal in this regard. One client moved from a support home



to living independently in the community. Even with some significant medical challenges this gentleman has been able to continue to live in his own home due to the support Candice offers.

Candice also encourages ICE clients to learn about self-advocacy. The other person Candice provides supports to attends and volunteers for a Southern Alberta self-advocacy group. Candice feels her client's involvement in self-advocacy has greatly influenced the client's ability to remain living on her own. Self-advocacy has given this person the confidence to stand up for herself in a way she wasn't able to before. Candice believes that fostering independence is a key factor in helping anyone to live a happy and satisfied life. She says, "Being independent and proving to yourself that you can do things on your own is a great source of self-esteem whether you have a disability or not."

We want to thank Candice for her impressive attitude and for her dedication to working with our clients over the last decade. She certainly exemplifies our ICE vision of Empowerment, Integrity and Caring.

## TRAINING

### PET

August 12th & 13th, 2015

9 am - 5 pm

As described on the ICE website

### PBI

August 18th, 2015

1 pm - 5 pm

As described on the ICE website



ICE offices will be closed

**Monday, August 3rd, 2015**

**for the**

**Alberta Heritage Day**

**Holiday**

Please direct all calls to the Employee Client

Assistance Team for this day.



## Client Success Story

### John

John was born in Kingston, Ontario on February 12, 1979. He is exactly 2 years apart in age from his sister who also receives supports from ICE. John moved to Grande Prairie, Alberta when he was in grade two. He later graduated from the composite high school there.

John came into services with ICE ten years ago and he has been living with his support home operator, Victoria for seven years now. John works very well with his ICE staff and his support home operator and he likes to live actively. He enjoys getting out in the community with a variety of fun activities such as bike riding, walking, and shopping.

Life isn't all fun and games though. John attends Lion's reading with the support of his ICE staff. It has been

one of John's consistent goals to gain more independence with reading and writing. Each year John makes further progress with this goal. John



and staff have also been working on budgeting skills. With just a little support from ICE staff John is now able to manage his own budgeting and he has full control of his

finances. This has been a wonderful confidence booster for him.

John is gainfully employed at the local Goodwill store. This year John and staff worked on John learning the transit system so he could independently travel to work. Staff still assist John with his volunteering position at Crystal Park School and at Habitat for Humanity.

To relax John likes to play video games and computer games. He also loves everything about cars and trucks and he is a huge collector of miniature vehicles. John reports he has over 200 in his collection. He enjoys buying cars, taking them apart, and rebuilding them. John and staff will go out into the community and purchase cars, then John will head home where there is a hobby room downstairs (pictured) where he builds his own cars using only his own imagination to guide him.

Congratulations on your many achievements, John.

## Policy Review

### 3.4.5 PAYROLL PROCESSING

**Pay Periods.** Pay Periods are semi-monthly with pay cheques available to employees on the 15th (or if on a weekend day then the previous business day) and the last business day of each month.

**Dates for Submission of Hours.** All employees must submit the appropriate documentation on time (see policy 2.7.2 Recording and Reporting Procedures) in order to be paid. A list of submission dates for the entire year is provided to the employee and a copy is posted in the main office. Pay periods are from the first to the fifteenth and the sixteenth to the last day of each month. Any alteration of pay periods will be clearly indicated on the list of submission dates. A list of submission dates is completed yearly by the Payroll Coordinator in consultation with the Comptroller.

**What to Bill.** An employee is to follow the guidelines below as to what to claim on their time sheet on the day of hand in.

The employee is to claim all hours worked until midnight on the stipulated day of hand-in (the 15th and the last day of every month). If the shift extends onto the next day this must be claimed the next time by the employee.

#### **How and What the Employee is Paid.**

Effective February 1, 2007 anyone employed by the agency will be paid wages on an hourly basis and will be in receipt of those wages one full pay period after time sheet submission. Full time employees hired prior to this date will continue to be in receipt of salary wages and directed by the policies and procedures for salary employees.

Salaried employees are paid one half of their monthly salary on the fifteenth and the last day of each month. Any employee commencing a salaried position past the start of the pay period will be paid hourly until the next cut-off. This will be paid to them the next pay date as well as one half of their salary. For example if Jim started June 4th he is paid hourly from June 4th to the 15th. He is paid for these hours on June 30 as well as one half of his salary allocation for June 16 to June 30th.

All employees who are paid hourly will be paid one full pay period after time sheet submission.

All salaried employees are paid for regular hours in the salary position but will be one pay period behind for relief or other on-call hours. Sick time, holiday time and time off with no pay calculations are one pay period behind. The adjustments to their salary must be processed through in the current pay period in which the time was taken off with no pay.

**Start Date.** An employee's start date is the first day worked that the employee is in receipt of wages from the agency as per Employment Standards. It is not the date that the person attended P.E.T.

**No pay advances will be issued to any employee.**

**Cheques.** All employees are paid through direct deposit. The exceptions to direct deposit are:

An employee's first cheque will be available to them at the office after 9 a.m. on pay day.

The employee has had previous late time sheet (see policy 2.7.2 Recording and Reporting Procedures )

An employee's final cheque will be available to them at the office or will be mailed to them.

Error in processing payroll and a manual cheque is issued to the employee

**Inquiries.** Should an employee require verbal confirmation of their employment the employee must complete the appropriate form and return it to the personnel department. No information will be provided without this and once completed the only information provided will be that the employee works for the agency. Any employee requiring this information must have worked a shift prior to the information being provided.

As individuals in the payroll department do not approve bookings or establish rates of pay they are not able to clarify questions pertaining to this with an employee. Please address any questions or concerns to your supervisor.

**Written Verification of Employment.** Written verification of employment will be provided for the purpose of bank loans, mortgages, and day care or rental subsidies and will require an employee to complete a request form prior to the documentation being provided. A \$20.00 processing fee will be required for non-subsidy requests and must be paid in advance. The request may take up to two weeks to complete. The employee's request must be in writing and submitted to the Personnel Coordinator. Any employee requiring this information must have worked a shift prior to the information being provided.

**Reissuing of Pay stubs.** Reissuing of pay stub(s) that an employee has already been given will require the employee to pay a \$20.00 processing fee prior to the documentation being provided. The agency is not given copies of pay stubs from the Payroll Company and as a result must access computer records to obtain specific employee requests. The request may take up to two weeks to complete. The employee's request must be in writing and submitted to the Personnel Coordinator.

*Policy cont.*

**Reissuing of T4s.** There will be a waiting period of up to 2 weeks to have a T4 reissued if the employee is responsible for the reissuing i.e.: the T4 was lost or the employee failed to provide payroll with the current address. It is the employee's responsibility to ensure that the employer is aware of any change in address.

**Employment.** If an employee has not worked for the agency for a period of 30 days they will removed from I.C.E. records as an employee unless the absence has been approved. The employee is able to reapply at I.C.E at any time. If there has been a 3-month period between positions the employment is not continuous and a new I. D. # must be issued. Any exceptions to this practice must be clearly documented in the employee C-Views file. Any employee transferring to another region will have all vacation accrual paid out to them at the time of the transfer.

**Processing of Benefits** (for those employees who are eligible) is contingent on the employee having wages to deduct their contribution(s) for the same. Any time off without pay may affect the continuation of benefits. It is the employee's responsibility to ensure they are aware of their obligations during periods where there is a disruption of paid wages. (Refer to Policy 3.4.18 Futurebuilder RSP, Policy 3.4.19 Benefits-Blue Cross and Policy 3.4.20 Benefits-Wawanesa.) It is imperative that disruption of pay be supported by approved leave of absences. (Refer to Policy 3.4.16 Leave of Absence)



**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*

## PEDESTRIAN SAFETY REMINDER



Did You Know? There are 26 judgment skills needed to cross a street safely; this is a very complicated task particularly in high speed, high volume traffic environments.

ICE clients are vulnerable to street safety risks. Research suggests that people with learning difficulties or disabilities are more at risk of being hurt or killed on roads. A 15-year study in California indicated that the risk of adults with learning difficulties and disabilities being killed while walking was nearly three times greater than among adults without such challenges

ICE employees on shift are **REQUIRED** to consistently model and teach correct pedestrian

safety skills. Staff must also carefully support and monitor client safety at all times while in the community.

### **What are some key requirements for ICE Staff regarding pedestrian safety?**

- Consistently model and teach clients the proper techniques for crossing the road safely according to bylaws and safety rules (i.e. cross at marked cross walks or traffic lights, look both ways, cross when you are sure traffic has come to a complete stop, walk along-side clients not ahead of them, make sure drivers have seen you before you cross, etc.)
- Do NOT break the law or complete unsafe actions (jay-walking, crossing from between parked cars, cross on a yellow or red light etc.)
- Stress the importance of walking on the inside of the sidewalk or if there are no sidewalks, as far away as possible from the travelled portion of the road.

**Remember ICE employees must lead by example.**

## Health and Safety Minutes Calgary Health and Safety Meeting - June 17th , 2015

### 3.0 STANDING ITEMS

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

Edmonton: May 6, 2015 meeting minutes

##### April 1, 2015

Staff returned from grocery shopping on a snowy day and parked their car in the attached garage of the residence. They proceeded to collect groceries from the trunk of their vehicle. Staff picked up grocery bags in both hands but then slipped and fell landing on their left arm. The staff required medical care for the injury.

##### **Recommendations:**

Garage floor surfaces can be smooth and hazardous especially with wet footwear. Seek approval from the landlord to apply "non-slip" spray to the floor surface or purchase mats for the traffic path areas of the garage.

Carry one grocery bag at a time to allow one hand free to stabilize balance as necessary. Request assistance from others or make additional trips.

Wear good winter footwear with grips. Consider use of a wheeled basket to bring groceries from the garage to the house. Incident Investigation to be completed. No Further Recommendations

##### April 5th, 2015

At 7:30 am, staff was attempting to transfer a client from their bed to the client's wheelchair using a mechanical lift. When the staff bent down to position the client on the sling, they heard a slight crack in their back and started to experience back pain.

##### **Recommendations:**

Refresh staff training on proper body mechanics, lift and transfer procedures and shadow staff to ensure their competency to complete transfer tasks safely. (This refresher and shadowing procedure is required annually for all ICE staff completing such duties.)

Whenever possible complete client repositioning and transfers while there are two staff present (i.e. at staff change of shift).

Incident Investigation to be completed.

**Additional Recommendations:** Staff to review policy 2.3.7 Lifting and transfers.

##### April 21, 2015

Staff prepared food in a blender for a client on a pureed diet. Afterwards staff attempted to clean the blender attachment by hand and cut themselves on the sharp blades of the device. Medical attention was required.

##### **Recommendations:**

Develop safe procedures for staff to clean the blender appliance. Train staff on this equipment and cleaning procedures during orientation to client dietary supports.

Incident Investigation to be completed.

##### **No Further Recommendations**

South: May 12, 2015 meeting minutes  
No Current Incident Investigations

Grande Prairie / Northwest:  
No Minutes to review

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

Edmonton: May 6, 2015 meeting minutes  
**April 1, 2015**

Staff was providing verbal instructions while assisting a client with showering routines. The client became agitated and slapped the staff in the face. Staff was not injured and gave distance. The client attempted a second time to slap at staff. Distance was maintained. The other staff on shift was requested to provide support to the client to avoid further agitation. Positive approaches for communication and personal care are in place for this client.

**Recommendations:** Staff to review PBI training. Staff training/ retraining to follow the client's Positive Approaches carefully so that the client does not become overwhelmed /agitated with too many directions at too quick a pace. Incident Investigation has been completed. No Further Recommendations

##### April 10, 2015

Staff was assigned to provide supports to a client. The client was reported by his Support Home Operator to be in a poor mood. At the client's work experience site (grocery store) the staff was assisting the client to face and organize goods on the shelves. The client became agitated and struck the staff on the arm with a box of plastic wrap. The staff was not injured.

**Recommendations:** Employee to review PBI training. The client may have been agitated by finding out his previous worker would not be returning. Support team/ RPAC to identify and implement positive strategies for assisting this client to cope with changes in staffing, routines etc. Incident Investigation to be completed.

No Further Recommendations  
South: May 12, 2015 meeting minutes  
No Current Near Miss Investigations

Grande Prairie / Northwest:  
No Minutes to review

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

**May 15, 2015-** staff was going to place paper in the copier; upon opening the paper tray staff scratched their knee against the corner of the tray. First aid was applied. There was a chair in front of the copier making the space surrounding it crowded; chair has been moved to a new location.

**Recommendations:** staff to be more aware of their surroundings and use proper body ergonomics at all times.

Incident Investigation completed

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

In response to Edmonton's May 6, 2015 meeting minute inquiry of the April 4 incident where staff's car was hit, the car was hit from behind.

**May 5, 2015** –staff was assisting the client to put on cream and speaking client about her day, day staff had given the client some money earlier and staff asked if the client still had funds left.

Staff suggested ways the client could save money however the client got agitated and slapped staff on the back. Staff was not hurt.

**Recommendations:** Staff to review clients Positive Approaches. CSC to review with staff the appropriate times to speak to client about budgeting, client does not enjoy having cream applied and is easily agitated at that time.

Near Miss Investigation completed

**May 14, 2015-** client was sewing and staff reminded client that it was bath day, client went to her room but came back out and started sewing again rather than getting ready for her bath. Staff reminded client again about her bath, the client became agitated and yelled at the staff to stop disturbing her. Staff was reaching in the cupboard to take out the water thermometer when client passed behind staff and slapped staff's back. Staff was not hurt.

**Recommendations:** Staff to review bathing procedures. Staff to review Positive Approaches. CSC will continue to review and role play different scenarios in which the Positive Approaches may be applied. If client chooses not to bath when

staff ask, staff to ask again at a later time or the next day.

**Near Miss Investigation completed**

**3.4 Review of COR Audit and Action**

**Items:** Tabled

**3.5 Review of Master Hazard Assessment and Control Document - Office Related**

Work – Pages 9-12

Use of Office Equipment (Photocopying, printer, fax) – no additions

Use of Visual Equipment (projector, overheads, screens)- add to safe work practices: visually inspect equipment before using. Ensure all cords are secured in a safe manner.

Filing- add to safe work practices: routine inspections of file cabinets.

Opening, sorting and routing mail- no additions.

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

**Edmonton-** Potential revisions for the H.A.C.D Pages 64- 66 were discussed “Exposure to Allergens, Exposure to Smoking” Smoking Safety controls were discussed including purchase and use of safe receptacles for cigarette disposal. These receptacles have recently been purchased for many residences in the Edmonton region.

**South- Review of pages 21 - 26.**

Use of Gas Stove – recommend changing frequency of exposure from a 1 to a 4 (if a gas stove is in the home it

would be used each day). Also recommend adding “Use appropriate sized pots and pans” to controls. Use of BBQ – recommend changing frequency of exposure from a 1 to a 2 as many people use the BBQ very frequently during the summer months. Shopping – No recommendations.

**3.6 Policy Review**

- 3.8.12- Telephone/ Cell Phone use

**4.0 OTHER BUSINESS**

ICE Page Health & Safety Article suggestions - lightening storms, tornadoes.

**NEXT MEETING – August 19th at 1:30pm**

# Calgary ICE Moments!

## July 2015 Incentive Thank-you Card Draw

### Winner



Patsy Stewart received a thank you card for eliminating a hazard in a residential home by moving materials away from electrical cords. She won an electric rice cooker.

### Other Thank-you Cards Received for July's Draw

Tanya Dusang received a thank you card for seeking extra training and guidance to help a client cope with a new situation in their life.

Beth Legault and Lana Batonda received a thank you card for their willingness and flexibility to complete relief shifts.

## ICE Calgary Congratulates Long Term Employees!!!

STAFF	YEARS	DATE
Deanna R	22	August 4th
Cor K	16	August 27th
Deb B	7	August 13th
Beatrice K	3	August 9th
Beth L	3	August 13th
Samantha T	3	August 16th
Samantha C	2	August 28th
Mona A	1	August 11th
Adejumoke A	1	August 20th
Linda E	1	August 22nd
Sarah J	1	August 25th
Joyce D	1	August 26th

# You are invited to our Farewell to Summer BBQ!



**THURSDAY, AUGUST 27TH, 2015  
11:30 AM TO 2:30 PM  
MARLBOROUGH PARK  
COMMUNITY  
CENTER  
6021 MADIGAN DRIVE N.E.  
SMALL HALL**

**We will be serving BBQ Beef on a Bun, Coleslaw and Baked Beans  
Lunch will be served between 12 pm and 1 pm.  
Please call to confirm attendance by  
August 21, 2015 at (403) 219-0503**