

ICE PAGE

CALGARY

2016

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TIME SHEET HAND-IN:

August 15th, 2016

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

August 31st, 2016

For all shifts worked between August 16th and August 31st, 2016

Health and Safety Meeting

August 17th, 2016 @ 1:30 pm

RPAC Meeting

August 9th, 2016 @ 10:00 am

Team Leader Meeting

August 10th, 2016 @ 1:30 pm



ECAT

Employee & Client
Assistance Team

403-819-0583

after office hours

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

Making it Happen!

Supporting Social Inclusion

Chris has been with ICE for over 10 years. He is outgoing and friendly and seems to know everyone in Lethbridge. He recently celebrated his first year wedding anniversary with his lovely wife Charity.

Chris has been employed at Home Depot for several years. One of his duties is to greet customers when they arrive at the store. Chris is very good at his job and he enjoys contact with the public. About two years ago Chris decided he'd also like to volunteer in the community. When he was looking at different



volunteer options he came across an opportunity at the Helen Schuler Nature Centre that seemed to perfectly fit his interests and skill set.



This position also involves interacting with the public.

Chris greets people when they arrive at the centre and he answers any questions they might have. With a bit of support from his ICE staff he also helps prepare materials for school children who will visit

the centre. Another responsibility is trail roving where Chris takes walks along the trails to check for damage and garbage and counts the animals and birds he sees. Many different animals live in the area including, deer, coyotes, porcupines, beavers and even rattle snakes. There are a variety of birds as well; eagles, hawks, and pelicans are all seen regularly.

Chris now excels in his position at the Nature Centre where he is part of a team with approximately eight employees and three regular volunteers on each shift. When Chris first began he *(cont. on page 2)*

was a bit nervous because he felt he didn't know enough to answer people's questions. He would often look to his support staff to assist him. Personnel at the Nature Centre and his ICE staff helped Chris to gain knowledge and grow his confidence. He is now one of the centre's most valued volunteers.

Chris says he has learned that he can use his abilities to help others. He is grateful that staff helped him see that his naturally social personality could be such a benefit to his community.

Employee Spotlight

Nathan Schoen

Nathan has been working at ICE for almost a year. He supports Chris at the Nature Centre every Friday and Nathan loves it just as much as Chris. In fact, Nathan sometimes volunteers at the Centre on his own. Nathan is a wonderful mentor for Chris and other ICE clients. He says he admires the dedication and drive he sees from them when they are working and volunteering. They are wonderful employees and volunteers and a great asset to the Lethbridge community.



Photo

Chris (left) and Nathan in front of the Helen Schuler Nature Centre in Lethbridge.



View from the Helen Schuler Nature Centre in Lethbridge

TRAINING

Pre-Employment Training (PET)
 August 23rd, 24th and 25th 2016
 9:00 am - 5:00 pm
As described on the ICE website

PBI
August 26th, 2016
 9:00 am - 5:00 pm

Promoting Safety
August 30th, 2016
 1:00 pm - 4:00 pm



What to Do for Severe Summer Weather

Recently Alberta has been experiencing some severe summer weather from hail and heat waves to thunderstorms and tornadoes.



It is important to know how to protect ourselves and our property from these weather hazards. There are some clear steps to this process:

Pay attention to daily weather forecasts and Environment Canada's Public Weather Alerts. Listening to these daily weather reports will allow staff to adjust daily routines for clients as necessary.

Close all windows and doors and secure loose outdoor objects or move them inside. Go to the basement or to a small interior room in the centre of the house, such as a closet, bathroom or hallway on the lowest floor of the building. If this is not an option, take cover under a stairway or sturdy table and use a cushion or mattress to protect your head. Stay away from all windows, doors and exterior walls, in particular those facing the storm, and avoid buildings with large, unsupported roofs such as arenas, supermarkets and barns.

Do not travel. If you are in your car, open the windows slightly and park off the road with your brakes set, away from all tall objects and power lines. Do not leave your car if there are downed power lines nearby. In the event of the tornado, leave your vehicle and move at a right angle to the storm's path. If this is not possible, find a low lying area such as a ditch and lie flat. Hang onto a small tree or shrub if you can.

Lightening Safety

Lightening is an electrical discharge caused by a build up of static electricity between thunderclouds, or between thunderclouds and the ground. Thunder is the noise created when air suddenly expands from the heat of a lightening discharge. Lightening can deliver as much as 100 million volts of electricity and strike a target up to 16 kilometres away. Each year lightening kills about 10 Canadians and injures approximately 100 - 150 others.

To keep safe it is important to remember that if you can hear thunder, you are within striking distance of lightening. Take shelter immediately. Stay inside for 30 minutes after the last rumble of thunder. Once indoors stay away from electrical appliances and equipment, doors, windows, balconies, fireplaces and anything else that will conduct electricity such as sinks, tubs and showers. Avoid using a phone connected to a landline.

If you are caught outside, don't stand near tall objects such as trees or near anything made of metal. Avoid open water. Take shelter in a low lying area.

WATCHES vs WARNINGS - KNOW THE DIFFERENCE

Watches - There is the potential for severe weather to develop. Stay alert and plan for client/staff safety.

Monitor the public alert system and follow recommendations for safety as provided. Watches have the potential to quickly progress to become Warnings.

Warnings - A Warning is an urgent message that severe weather is either occurring or will occur. It is time to take immediate action to protect persons and property.

Storm Safety - ICE programs have supplies and readiness plans in place. Staff are expected to know the best shelter locations in their daily environments.

SEVERE WEATHER WARNING SIGNS

- Large hail
- Strong winds
- Debris clouds and tree damage
- Torrential rain
- Severe thunder/lightning
- Dark, often greenish clouds
- Funnel clouds

High Winds or Tornadoes - Strong winds and especially gusty winds can cause property damage or turn any loose item into a dangerous projectile, and create unsafe traveling conditions. When there is a threat of high winds in combination with a storm as in the case of a severe thunderstorm or tornado, your first priority is to take shelter.



Floods

During heavy rains, avoid roadway underpasses, drainage ditches, low lying areas and water collection points. They can unexpectedly flood or overflow. **DO NOT ATTEMPT TO DRIVE OR WALK ACROSS A FLOODED**

ROAD. Stay away from power lines and electrical wires during floods. Monitor the provincial government flood forecasts and follow warnings.

**ICE offices will be closed
Monday, August 1st, 2016
for the
Alberta Heritage Day
Holiday**

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



Calgary ICE Moments!

July Incentive Thank-you Card Draw Winner



Richard Sabiteka

Richard Sabiteka received a thank you card from his Supervisor for assisting in the removal of a hazard in a residential home. He won a Duvet.

Other Thank-you Cards Received for July Draw

Mussie Gebreegziabher received a thank you card for recognizing and reporting a hazard in a residential home

Gideon Gatembo, Sarah James, Cyril Tom and Sithabile Netsha all received a thank-you card for assisting in the removal of a hazard in a residential home.

Lori Jones received a thank you card for researching and developing new activities for a client's day program

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 Incentive Presentation



Cheryl C. was recently presented with a Health and Safety Incentive award for her contributions to the Calgary Health and Safety Committee.

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



**ICE Calgary Congratulates
Long Term Employees!!!**

Staff	Years	Date
Deanna R.	23	August 4, 2016
Cor K.	18	August 13, 2016
Deb B	8	August 9, 2016
Beatrice K.	4	August 9, 2016
Beth L.	4	August 13, 2016
Samantha T.	4	August 16, 2016
Samantha C.	3	August 28, 2016
Mona A.	2	August 11, 2016
Adejumoke A.	2	August 20, 2016
Linda E.	2	August 22, 2016
Joyce D.	2	August 26, 2016
Elie C. K.	1	August 4, 2016
Mehwish B.	1	August 21, 2016
Jillian R.	1	August 28, 2016

**Congratulations Employee Referral
Incentive program \$100 Recipient.**



John Van Kasteren

**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!**

**Health and Safety Minutes
Calgary - Health and Safety Meeting -
June 14th, 2016**

3.0 STANDING ITEMS

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

Edmonton: May 4, 2016 meeting minutes
April 3rd, 2016

Staff and client took an ETS bus. The client became agitated when redirected and struck the staff.

Recommendations: Don't travel while the client is agitated. Wait for another bus or get off the bus at the next stop if the client is agitated. Use PBI skills and give space as necessary. Keep expectations consistent and present these clearly before outings. Staff may ask transit drivers to call for assistance in the event of an emergency should they not have a working cell phone. Incident Investigation to be completed.

April 4th, 2016

Staff was walking in a residential apartment and fell hurting their arm. There were no hazards identified on the floor and staff was wearing appropriate footwear as per policy. Staff was unable to identify a reason for the fall; they may have stepped wrong.

Recommendations: Proceed with care and attention, avoid rushing. Incident Investigation completed.

April 5th, 2016

Staff and client went to the mall and the client wanted to go to the bank. It was too late and the bank was closed. The client escalated and police were called. When the client got home the client again became agitated. Staff gave the client space and another staff was called in.

Recommendations: Plan outings carefully in advance with the client to avoid disappointments and surprises which may cause them agitation. Use PBI skills for safety. Incident Investigation to be completed.

April 17th, 2016

Client was upset after shopping and having their bank card declined. (Money is a trigger for agitation for this individual). The client became angry and tried to punch the staff. When staff requested to return to the program the client refused. The client then took money from her purse and bought some items. This calmed the client

and they and the staff returned to the program. Staff reported to ECAT.

Recommendations: Follow the client's planned procedure and call 911 if the client is aggressive. Clarify expectations with the client before all community outings, i.e. how much money do they have to spend? What can they expect to purchase with available funds, planned time to return to residence etc. Incident Investigation to be completed.

April 19th, 2016

A client with a Tobacco protocol had a smoke and wanted another one shortly after. As per the protocol staff suggested to the client to wait 30 minutes before having another cigarette. The client however became agitated and punched the staff. The client left the residence and staff followed from a safe distance.

Recommendations: Staff to review PBI techniques. Assume active PBI positioning (on feet, monitoring client, access to exit) as soon as client displays agitation and each time they are required to implement the client's Tobacco Protocol

South: May 3, 2016 meeting minutes
No Current Internal Incidents

Grande Prairie / Northwest: May 12, 2016 meeting minutes
No Current Internal Incidents

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

Edmonton- May 4, 2016 minutes
No Current Near Miss Incidents

South – May 3, 2016 minutes
No Current Near Miss Incidents

Grande Prairie / Northwest – May 12, 2016
April 28, 2016

During shift change at the home the staff leaving the home stated that lunch was ready to be eaten, the staff that was coming on shift served the soup that was on the stove but did not notice that the previous staff didn't turn the burner off. The staff and client left leaving the home vacant for an hour. The staff then removed the burnt pot from burner and shut burner off.

Recommendations: All staff are to start and complete tasks from beginning to end. Near Miss Investigation completed. Additional Recommendations: Upon leaving home conduct a visual inspection of any potential hazards.

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

May 25, 2016

Staff was trying to fix client's picture that was crooked on the medication clipboard. Clip caught finger while closing and cut finger slightly

Recommendations: Watch finger placement when using a clipboard. Do not rush and pay attention. Incident Investigation completed.

May 30, 2016

Staff prompted client that it was time to clean dentures. Client thought she had earlier. Staff said she had not. Client jumped towards staff and hit her shoulder. Client apologized within few minutes. Staff did not see signs of agitation prior, and was not aware that client no longer cleans her dentures.

Recommendations: Orientation manual to be updated with current routines. Improve staff communication. Do not get into power struggles, give space. Staff to take a PBI/CPI refresher. Incident Investigation completed.

3.3 Evaluation of current Near Miss Incident Investigations:
No Current Near Miss Incidents

3.4 Review of COR Audit and Action Items - Reviewed Element 4 – Ongoing Inspections

The committee reviewed Part 2 of COR action plan and had a discussion about importance of being knowledgeable about it.

3.5 Review of Master Hazard Assessment and Control Document
Committee reviewed HACD Working with High Behaviours section pages 1-2, for items that should be in the section specific to non-residential work.

The committee agreed that Safe House location should be redefined in the Non-Residential HACD. In addition, Safe Work Practices such as: all meds locked, all sharps locked, all cleaners locked would not be applicable.

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

Minutes continued on page 7

Health and Safety Minutes cont.

Edmonton

Continued development of a separate HACD section for Non-Residential supports. During the meeting the group continued to review the HACD and key areas applicable to non-residential staff.

South -Reviewed Pages 13 -18.

Cooking/Food Preparation: Suggestion to add requirement that cooking never be left unattended.

Grande Prairie:

Reviewed the General HACD Working with High Behaviours. Pages 1- 18
 Verbal Aggression
 Aggression Towards Property (Property Destruction)
 Sexual Behaviours
 Physical Aggression
 Client – “Away Without Leave” AWOL
 Self-Injurious Behaviours

3.6 Policy Review
 3.5.11- Fire Prevention

The committee had a discussion on importance of being aware of MUSTER points when out in the community (i.e.. malls, movie theatres, home depot) as more and more places have this location clearly marked off.

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions – Tick Awareness.

NEXT MEETING – August 17, 2016

Policy Review



3.5.13 FIRE EVACUATION ASSESSMENTS

Independent Counselling Enterprises contracted Educational Program Innovations Center (EPIC) a professional educator to provide a Train the Trainer course to agency Management from all I.C.E regions titled Care Occupancy Fire Safety Assessment in November 2015.

The training provided by EPIC enables agency personnel to determine the evacuation capability for residents of a given program living alone or as a part of a group who are provided with 24 hour staff assistance.

Existing clients living in residential programs were assessed in all regions on/by April 30, 2016 to determine their level of capability to evacuate.

The three levels of Evacuation Capability scores are Prompt, Slow, and Impractical. If it is determined that a residential program receives an evacuation capability score of “Impractical” an action plan / intervention is to be developed ASAP i.e. Fire Department must be made aware of the clients

residing at the specific address and the clients will move to a sprinklered apartment.

Going forward:

- During the Intake process potential clients will be asked about safety considerations regarding evacuation. Responses will be documented and used to identify appropriate peer matches.
- Within 2 weeks of a program move-in clients living in the home must be assessed.
- Programs must be re-assessed if there is a change of roommates or if there are structural changes made to their living environment.

Completed Evacuation Assessment combined packages will be stored in the General House file at the office under Section 4 - Housing and Risk Management.

Developed
 May 2016





On Thursday, June 23rd, 2016 clients and staff enjoyed games, fun and great food at the ICE Stampede Warm-Up Barbecue held at Marlborough Park Community Centre.

