

AUGUST 2017 ICE PAGE

CALGARY

ECAT

Employee & Client Assistance Team
403-819-0583

After office hours
Phones do not accept text messages— staff need to call ECAT.

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TIME SHEET HAND-IN

- **August 15th, 2017 –**
For all shifts worked between August 1st and August 15th
- **August 31st, 2017–**For all shifts worked between August 16th and August 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING**
– August 10th, 2017 at 1:30PM
- **RPAC MEETING–**
August 8th, 2017 at 10:30 AM

Making it Happen!- Supporting Social Inclusion

Tannis is a lovely lady who moved to Lethbridge from Calgary about a year ago. She is very busy and loves being active in the Lethbridge community. She regularly participates in programs through the Lethbridge Seniors Citizens Organization (LSCO). She volunteers twice a week at a seniors lodge. She participates in community art classes and she plays bocce ball through Special Olympics. At the beginning of July Tannis was invited to take part in the Provincial Special Olympics Summer Games held in Medicine Hat. She said she had a wonderful time at this event. Even with all of the things she does each week Tannis finds time to work on some personal goals. Recently she decided that she'd like to improve her ability to read.

Tannis takes city transit regularly and she noticed that she had some difficulty because she didn't read well. She felt she could do a better job at her volunteer position as well as with her LSCO programs if she were able to read and better understand more complicated information. Tannis mentioned this goal to her staff Linda. Linda did some research and was able to find a program at the Lethbridge Public Library called "Read On". This is an adult

literacy program that supports people to build skills at their own pace. Tannis has worked very hard and most shifts with ICE staff she wants to go to the library to get more books and work sheets for the program.

Tannis has been able to increase her literacy skills a great deal since beginning the program in June. She is encouraged by how quickly she's been able to learn and she's already on her fourth book. Linda says Tannis can now pick up a book and read it quite easily. Tannis says that she is more confident and feels proud of herself for working on this goal. Tannis says being able to read and understand signs, information sheets and other documents has made a huge difference to how well she is able to participate in her volunteer position, and get around on city transit.

Employee Spotlight

Linda worked for ICE for several years then moved away. She recently came back to work for us again. We are so happy that she did as she is great at finding community resources and available programs. She is willing to do research and make phone calls in order to support her clients to stay connected in the community in order to work on their goals.



Tannis (Pictured Left)

Linda (Right)

Air Quality

Recently the wildfire smoke blanketing western Canada has forced us to give greater consideration to the air we breathe and the negative impact of air pollution on our health. There are many pollutants in smog that contribute to cardiovascular and respiratory disease especially gases and particles in the air. Depending on the length of exposure, health status, genetic background and the concentration of pollutants there can be serious negative effects on a person's heart and lungs. Smog can make it harder to breathe, irritate lungs and airways, and worsen chronic diseases such as heart disease, chronic bronchitis, emphysema and asthma. Children, the elderly and persons with diabetes, heart or lung disease are the most sensitive to the adverse effects. People participating in sports or strenuous work outdoors could also be at increased risk as they tend to breathe more deeply and rapidly, allowing more air pollution to enter their lungs. Each person reacts differently to air pollution and negative health effects increase as air pollution worsens. You can better protect yourself and the individuals you support by understanding how air pollution affects health and by checking the Air Quality Health Index (AQHI) to find out what the health risks are in your community. Local news/weather forecasts often include the AQHI rating information for the benefit of the general public.

Here are some steps that can be taken to reduce possible negative effects when the Air Quality Health Index rises:

- Reduce or reschedule outdoor physical activities (i.e. going for a walk, mowing the lawn etc.)
- Limit exposure to outside air pollution by closing doors and windows and staying indoors. For community access on such days choose indoor venues such as malls, recreation centres or libraries that have air conditioning systems.
- For home air conditioners, keep the fresh-air intake closed and the filter clean to prevent outdoor smoke from getting inside.
- Use air purifiers indoors if these are available.
- Avoid smoking as smoking puts added stress on your lungs.
- Monitor vulnerable persons for symptoms of concern such as difficulty breathing, coughing or irritated eyes. Follow a doctor's advice to manage existing conditions such as heart or lung disease. Health Link may be consulted at 811 for persons experiencing symptoms.

Creating Excellence Together (CET) Certification



ICE is proud to announce that our 2017 CET
Edmonton, North Central, Calgary, Northwest and South participated in the survey.

Survey wrapped up in June 2017. All 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 everything you do!

Congratulations on the continued hard work!

Policy Review– 3.5.2 Assignment of Responsibilities

The Employer has a responsibility to ensure:		The Employee / SHO has the responsibility to:	
<p>Health and Safety leadership is visible and demonstrated through organizational health and safety standards, goals and objectives.</p> <p>Every reasonable precaution is taken for the health and safety of employees and others present at ICE work sites.</p> <p>Employees are aware of their responsibilities and duties under legislation.</p> <p>Written health and safety policies are in place, available to employees and compliant with applicable legislation. ICE completes a formal policy review every three years.</p> <p>Hazard identification, assessment and documentation is completed for existing and potential hazards and updated ongoing. Methods are provided to control or eliminate hazards identified.</p> <p>Effective claims management in the event of an employee injury</p>	<p>Employees are involved in workplace hazard identification and assessment and in the control or elimination of hazards identified.</p> <p>Employees are informed and receive training regarding hazards in the work place.</p> <p>Provision of information, instruction, training and adequate supervision to employees to ensure their health and safety.</p> <p>Regular inspections of worksites including equipment, materials and protective devices. Corrective actions will be taken as required.</p> <p>Incidents are reported, investigated and followed up with corrective actions as required.</p> <p>Establishment and support of a Health and Safety Committee.</p>	<p>Know their responsibilities and duties under legislation.</p> <p>Work in compliance with the agency’s health and safety regulations.</p> <p>Practice Standard Precautions.</p> <p>Use or wear any equipment, protective devices or clothing required by the employer/ regulations/ legislation.</p> <p>Report any known workplace hazard to the employer / supervisor.</p> <p>Report any known equipment or protective device that may be dangerous, missing or defective to the employer / supervisor.</p> <p>Work safely and not use or operate any equipment in a way that may endanger any worker.</p>	<p>Not remove or disable any protective device.</p> <p>Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.</p> <p>To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger. In the event of an injury the employee will follow all agency policies and procedures.</p> <p>Refuse work that the employee / SHO feels is a threat to his / her health and safety. This will be without penalty to the employee. The employee is to ensure the immediate safety of clients / others / themselves and immediately contact their supervisor or after hours an ECAT supervisor to report the hazard and seek further direction.</p> <p>Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the work the employee can safely complete.</p>
The Supervisor has the responsibility to ensure:			
<p>That the employee complies with the agency’s health and safety regulations.</p> <p>That the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.</p> <p>That the employee practices Standard Precautions.</p> <p>The employee is advised of any known or foreseeable safety and health hazard in the area where the employee works.</p> <p>Provision of written instructions, when required, about measures and procedures to be taken for the employee’s protection and control of hazards.</p>	<p>Every reasonable precaution has been taken for the protection of the employee.</p> <p>To work in compliance with the agency’s health and safety regulations.</p> <p>To respond in a timely and effective manner to employees that decide the skill requirements for service provision exceed what they are able to safely do.</p> <p>To ensure the employee has the appropriate medical / behavioral training prior to working a shift.</p>	The Visitor/Contractor has the responsibility to:	
		<p>Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.</p> <p>To work safely and do nothing that increases the normal hazards to clients or employees of I.C.E. (See Policy 3.5.7 Visitors / Contractors).</p>	<p>Inform I.C.E. of any uncontrolled hazard observed.</p>

Other Thank-you Cards Received for July Draw

Joanne H, Melissa M, Susan M, Jordan W, Tanya D, Bhupinder M, Richard South, Rajesh M, Lorette E, Sherry M, Chris W, Elaine B, Corlene W and Dawn H

All received thank you cards for participating in the CET survey.

Jacqueline MacInnis received a thank you card for participating in the CET survey. Jacqueline won a Toaster. Great Work!



T R A I N I N G

PET (Pre-Employment Training)

August 22– August 24, 2017

9:00AM-5:00PM

PBI (Proactive Behaviour Intervention)

August 25, 2017

9:00AM-5:00PM

HIV Workshop

August 29th, 2017

9:30AM-11:30AM

As described on the website

ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Deanna R	24	August 4, 2017
Cor K	19	August 27, 2017
Beatrice K	5	August 9, 2017
Samantha T	5	August 16, 2017
Sam C	4	August 28, 2017
Mona A	3	August 11, 2017
Ruth A	3	August 22, 2017
Linda E	3	August 22, 2017
Joyce D	3	August 26, 2017
Mehwish B	2	August 21, 2017
Jordan W	1	August 5, 2017
Sunu K	1	August 8, 2017

Employees or Support Home Operators who refer a person to

\$100.00 Referral Incentive Program Winners

ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

ICE offices will be closed Monday, August 7th, 2017 for the Heritage Day Holiday

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

**INDEPENDENT COUNSELLING ENTERPRISES
Health and Safety Committee Meeting Minutes
Calgary July 12, 2017**

STANDING ITEMS

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

Edmonton (Incidents, Recommendations, Additional Recommendations): June 7, 2017

May 17, 2017

Staff bent down and attempted to pull open the bottom drawer of the filing cabinet to remove cleaning products. The cabinet drawer was stuck. As staff pulled harder on the drawer they felt a pain in their back.

Recommendations: Immediate actions to be taken to repair drawer malfunction (WD40, remove "overload" items from the drawer). Staff to use proper ergonomics – i.e. lower their center of gravity i.e. onto knees, when opening lower cabinets rather than bending from the waist. Do not exceed personal capacity when pulling or lifting, see assistance.

Additional Recommendations: place cleaning items in a more easily accessible location of the cabinet to prevent bending/straining.

May 27, 2017

Client returned to his home intoxicated. He demanded that staff give him funds from petty cash and drive him downtown. Staff attempted to redirect the client. Suddenly staff saw the client throwing a pair of pliers at them. Staff initiated safe distance and requested assistance from 911. The program manager and police came and spoke with the client to calm the situation.

Recommendations: A Risk Assessment is to be completed as recommended by the manager. Client supports (RPAC, psychiatrist) to be reviewed. Installation of a Lifeline button has been recommended by the manager. Consider revising the location of petty cash for this program. It may be better to keep the petty cash off site so that the client does not target staff with aggression to gain access. Substance use appears to be affecting client behavior, this should be considered in follow up safety planning.

Incident investigation to be completed.

Additional Recommendations: lock tools/sharps when not in use.

May 30, 2017

Client had been assisting staff by cleaning mirrors/ windows in their residence. Staff saw that the mirror was not fully clean and decided to clean it further. This made the client angry and they reacted by spraying window cleaner in staff's eyes. Staff called police via the lifeline in place. First Aid was administered. Staff was familiar with the client and training requirements had been completed.

Recommendations: Review PBI techniques and avoid actions clients may consider insulting, i.e. re-cleaning a mirror/window they had just cleaned. (If necessary wait until the client is not present and then clean further.) Review and follow ICE policy regarding the safety requirement for all cleaning chemicals to be immediately locked up after use. Internal Incident Investigation completed.

Additional Recommendation: when cleaning use natural cleaners (i.e. vinegar and water) this would not avoid incident but can prevent staff injury.

South (Incidents, Recommendations, Additional Recommendations): June 14, 2017

No Internal Incidents to Report

Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): June 13, 2017

No Internal Incidents to Report

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

Edmonton (Incidents, Recommendations, Additional Recommendations): June 7, 2017

No Near Miss Incidents to Report

South (Incidents, Recommendations, Additional Recommendations): June 14, 2017

No Near Miss Incidents to Report

Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): June 13, 2017

No Near Miss Incidents to Report

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations):

June 15, 2017

During a discussion with staff, staff reported that sometimes when she works with her client she assists him in walking/stability. Staff reported that at times when walking, client "jolts" staff's arm and puts weight onto her shoulder. Staff also indicates that she carries his backpack and this causes strain on her back.

Recommendations: Client to utilize walker, staff to review proper lifting and transferring. Purchase a backpack with wheels or hang backpack on walker, staff to not carry client's items.

Incident investigation completed.

June 28, 2017

Relief staff working with client, staff advised client to not make as much noise while working out as it was disturbing others around him. Client became upset and pushed staff, causing staff to stumble backwards and fall on exercise equipment. Recreation Center staff intervened. Client was given time to cool. Staff contacted ICE, client approached staff again and hit him on the rib area and threw a water bottle at staff. Space given, ICE office contacted and client was taken home.

Recommendations: Staff to not drive escalated clients as per policy, discuss incident at RPAC. Staff to review PBI.

Incident investigation completed.

3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):

June 16, 2017

Patio in residential is being renovated by condo board, 4 poles installed to secure patio above. During the day it was windy, one of the 4 poles fell and crashed into bedroom window causing window to break. Note: occurred during day, no client/staff in bedroom during incident. Property management was contacted and scheduled to clean area and fix window and pole.

Recommendations: Management informed of incident, ensure other poles on patio are secured by building management/construction company.

Near Miss Investigation Completed.

3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations)

Section 6- Emergency Response

3.5 Review of Master Hazard Assessment and Control Document

Reviewed General Section Pages 30- 36

3.6 Policy Review

2.3.17 – Advanced Care/End of Life Planning

4.0 OTHER BUSINESS

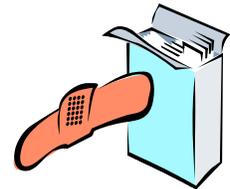
ICE Page Health & Safety Article suggestions – Outdoor cooking (BBQ or campfires) & swimming safety.

NEXT MEETING – August 10, 2017 @ 1:30pm

Your Employee Health and Safety Committee

WHAT: ICE employees from different areas working together to improve your health and safety on the job.

WHY: increased health and safety cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage.



WHO: current members of the committee are:

Khrystyna H
Jasmine H
Bev J
Donna M
Joanne H
Cheryl H
???**YOU**???

*****We Are Currently Seeking New Members*****

HOW: the health and safety committee works to improve your work environment by reviewing injury/illness/near miss investigations, reviewing policy and hazards, and taking action based on these findings, and by bringing forth your concerns to management.

WHEN: the committee meets the third Wednesday of every month at 1:30pm in the ICE training room. If you are interested in joining the committee or just attending a meeting, please call Khrystyna (Calgary H&S Chair) at 403-219-8421.

If you want to make a difference, learn new things, receive perks including paid attendance, and interact with a fun group of people, JOIN today. *