

## CALGARY

### ECAT

Employee & Client  
Assistance Team  
**403-819-0583**

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

#### INSIDE:

<b>POLICY REVIEW</b>	<b>2</b>
<b>HEAT HAZARDS</b>	<b>3</b>
<b>* ONLINE LINKS</b>	<b>5</b>
<b>* HEALTH &amp; SAFETY MINUTES</b>	<b>5-6</b>

#### TIME SHEET HAND-IN

- **August 15th, 2018 –**  
For all shifts worked  
between August 1st  
and August 15th.
- **August 31st, 2018 –**  
For all shifts worked  
between August 16th  
and August 31st.

#### UPCOMING:

- **HEALTH AND SAFETY MEETING**  
August 23rd, 2018 at  
10:00 AM
- **RPAC MEETING**  
August 14th, 2018 at  
10:30 AM

## Making it Happen!- Supporting Social Inclusion



**Ken**

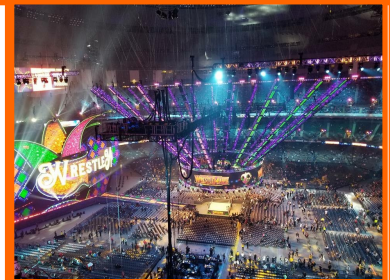
Ken is a man with many fine qualities including a strong dedication to his goals and a zest for life. When ICE first met Ken in Grande Prairie in 2013, his physician recommended that Ken work on his mobility. The doctor felt Ken would benefit from having more muscle to ensure that he would not later become bound to a wheelchair. ICE staff facilitated Ken meeting with a personal trainer shortly after Ken began services and an exercise routine was devised for him. Ken has diligently followed this routine for five years. His hard work has paid off as he has increased his muscle mass and now only requires use of his wheelchair while at work. He enjoys being active and has made the Special Olympics team for five pin

bowling. He has been able to travel to Edmonton with his fellow teammates for tournaments and to play at provincial competitions in the past years.

Ken is a social and helpful person. He has worked at Walmart for three years as a Greeter. He enjoys his work at the store and the chance to show his sense of humour and kindness to the customers that come through the front doors.

This past year, while Ken was having coffee with a friend, he announced that he wanted to save his money and go to the huge World Wrestling Entertainment (WWE) event that takes place in the United States each year. He asked his friend to accompany him on the adventure and the friend agreed.

In September of 2017 Ken started the process to attend the WWE event with a goal to get his passport. Ken's ICE support team, helped him collect and fill out the passport application. Ken and Bismark, his support staff, came to the ICE office and made copies of his identification papers and sent the information by Purolator. Six weeks later an excited Ken arrived back at the office with his passport in hand! Ken then set his next goal. Taking a trip to New Orleans in April of



**WWE in New Orleans April 2018**

2018 for the annual WWE event. Ken began working with his ICE support team to complete all the necessary planning tasks to organize a trip to New Orleans. There was a lot to be completed: medical clearance; securing approval from Ken's trustee; travel insurance, hotel and travel arrangements. This was an excellent learning experience for Ken. Staff worked with him each step of the way and were able to secure West Jet accompany pricing, hotel as well as transportation.

With everything arranged, Ken and his friend set off this April on their six day holiday adventure to Wrestlemania in New Orleans. Ken had a wonderful time with his friend, a natural support, and came back with many happy memories and souvenirs. Well done, Ken!



### Employee Spotlight - Bismark Kwarteng

Bismark has been an employee at ICE since January 2017. He has a gentle yet effective demeanour and has formed many great relationships with ICE clients. He is always excited for the individuals he supports when a goal has been achieved.

Having the ability to give back to the community in a productive and caring way is one of the many reasons Bismark chose to work in this field. Thank you Bismark for your contributions to our ICE team!

## POLICY REVIEW

**Excerpts from Policy 3.5.8 Eliminating/Mitigating/Controlling Work Site Hazards are included here. *Please refer to the ICE Policy Manual for the full policy.***

For the purposes of this policy residential programs refers to homes that are staffed by I.C.E. employees. Support homes refer to programs that are only monitored by I.C.E. and the operator is not an employee of the agency.

1. To reduce the risk of fire there are to be no lit candles, lit fires in fireplaces and no lit fire pits in the yard in any residential program.
2. There are to be no stick pins in common areas in any residential program. These may be used in the staff office and only if this is a contained room and able to be locked.
3. All sharps i.e. knives, scissors, tools, sewing/knitting supplies, choppers, graters, blender blades, thermometers, fire ignition sources (i.e. lighters) etc., with the exception of butter knives, and will be locked up in all residential programs. A location will be identified as appropriate to the home i.e. office, kitchen drawer. In a support home sharps are to be in a secure location. Client support requirements will determine if locks

are required.

4. In residential programs all cleaning supplies are to be kept locked up in an area separate from the food and medications in the home. If a client is independent in cleaning and/or are able to clean unsupervised a location will be identified for the storage of these products i.e. laundry room. MSDS forms are readily available in the Daily Planner. Cleaning supplies may need to be in a locked location in a support home and is dependent on client support requirements.

Any deviation from #3 and #4 will be a joint decision of the client, their support network and Independent Counselling Enterprises Management and will be documented as such.

6. All residential and support homes are to have a working fridge thermometer. Appliances with built in thermometers are acceptable.
7. As per **Policy 3.8.6 Dress, Hygiene, and Grooming** it is the employee's responsibility to ensure they wear clean and safe indoor shoes while on shift in the homes. This is not applicable to support home operators.
11. Employee personal belongings i.e. purse, money, cigarettes, matches, lighter, medications etc. are to be kept locked away at all times. (See **Policy 3.8.12 Smart Phones and Mobile Devices**)

### ICE OFFICES WILL BE CLOSED

**MONDAY, August 6th, 2018**



for  
**HERITAGE DAY**

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

**403-819-0583**

### 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:

**780-453-9664**

## Health and Safety – Heat Hazards

Heat waves in Quebec this summer have resulted in loss of life for more than 90 people. High temperatures can overwhelm



the body's ability to cool itself. They cause stress on the body, especially when combined with high humidity, direct sunlight, and/or poor air circulation. It is important that staff know how to recognize and respond to incidents of heat stress both in clients and in themselves so that necessary safety steps can be taken to keep everyone healthy and comfortable.

### Recognizing heat stress

Heat stress does not just affect persons outdoors, people indoors in hot environments such as buildings without air conditioning. It is important that staff monitor clients, co-workers and yourself for signs of heat illness, exhaustion or heat stroke. Heat impacts on health are worse if high temperatures persist over several days and throughout the night. Some persons are more prone to heat strain including older individuals, people with physical impairments or chronic illnesses. Certain medications also affect heat sensitivity and the body's cooling functions.

### Excessive heat stress on the body may result in one or more of the following symptoms:

- Heat illness: heat rash, swelling of hands, feet and ankles, headache, dizziness, upset stomach or vomiting.
- Heat exhaustion – tiredness or weakness, moist skin, a rapid weak pulse,
- Life-threatening heat stroke – hot dry skin, a rapid

strong pulse, mental confusion, seizures or convulsions, unconsciousness.

### Prevention:

- Monitor clients, co-workers and yourself. Take rest breaks and drink cool water frequently.
- Wear lightweight, light-coloured, loose fitting clothes and head coverings when outdoors.
- Limit heat exposure. If outdoors, try to stay in the shade.
- Use sunscreen, sun glasses and sun block if outdoors.
- Focus on lighter activities when possible and plan more strenuous tasks in the cooler hours of the day (mornings, evenings).
- Access community venues that are air-conditioned or that offer the opportunity to cool off (i.e. swimming pools).
- Use personal body cooling strategies– i.e.: fans, a cool damp facecloth and cloth covered icepacks. (Gel ice packs work well as they are softer. The idea is similar to a hot water bottle but used for personal cooling instead of warmth.)

### What to Do

Pay attention to individuals displaying symptoms of sudden and severe fatigue, nausea dizziness or light headedness, rapid breathing and /or a sustained heart rate.

If you see someone showing signs that they are struggling in the heat:

- Encourage them to move to a cool, shaded area or remove them from the heat source.
- Loosen or remove heavy clothing.
- Provide cool drinking water.

Call 911 immediately if you think someone may be experiencing heat stroke.

Source : <https://www.safemanitoba.com>



## TRAINING

### PET (Pre-Employment Training)

August 14th-16th, 2018

9 am -5 pm

*As described on the ICE website*

### PBI (Proactive Behaviour Intervention)

August 17th, 2018

9 am - 5 pm

*As described on the ICE website*

### Workplace Violence, Harassment & Bullying

August 29th, 2018

9 am - 12 pm OR 1 - 4 pm

*This is a new workshop. It will inform staff what workplace violence, harassment & bullying looks like & how to deal with it when or if it happens.*

### Promoting Safety

August 8th, 2018

1 - 4:30 pm

*As described on the ICE website*



### **\$100.00 ICE Employee Referral Incentive Program**

**Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements & completes their three month probation with a minimum of 120 hours worked, receive \$100.00!**

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

<b>Staff</b>	<b>Years</b>	<b>Date</b>
Deanna R.	25	August 4th
Cor K.	20	August 27th
Beatrice K.	6	August 8th
Samanta T.	6	August 16
Samantha C.	5	August 28
Mona A.	4	August 11
Adejumoke (Ruth) A.	4	August 20
Linda E.	4	August 22
Joyce D.	4	August 26
Jordan W.	2	August 5
Sunu K.	2	August 8
Angela R.	1	August 3rd
Christina V.	1	July 13

### **ICE THANK YOU CARD INCENTIVE WINNER**



**Alice Githaiga**

Alice Githaiga received a Thank You card from her manager for reporting a health and safety concern to a program building manager. She won two beautiful white bath sheets from Crate and Barrel.

### **OTHER ICE THANK YOU CARDS RECEIVED**

Bill D. received a thank you card from his CSC for reporting a health and safety concern while out in the community.

Afere L. received a thank you card from a CSC for patience and professionalism when managing an unusual situation.

Arjun RPJ received a thank you card from a CSC for picking up a last minute shift.

Amiri S. received a thank you card from a CSC for picking up extra shifts.

Tanya D. received a thank you card from a CSC for helping plan a retirement party for a co-worker.

Richard S received a thank you card from his manager for assisting with grocery shopping while the program Team Leader was away.



## Looking for Answers? Here are some online links you may find of assistance:

<a href="https://www.canada.ca/en/health-canada.html">https://www.canada.ca/en/health-canada.html</a>	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.
<a href="http://www.ccohs.ca">www.ccohs.ca</a>	The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the total well-being—physical, psychosocial and mental health—of working Canadians by providing information, training, education, management systems and solutions. It makes credible information about workplace hazards and conditions easily and widely accessible to all Canadians.
<a href="https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957">https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957</a>	Linking Albertans to a wide range of health information and service options.
<a href="https://work.alberta.ca/occupational-health-safety.html">https://work.alberta.ca/occupational-health-safety.html</a> <a href="https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws">https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws</a> <a href="https://work.alberta.ca/occupational-health-safety/resources.html">https://work.alberta.ca/occupational-health-safety/resources.html</a>	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

## Health & Safety Committee Meeting Minutes June 29, 2018 - Calgary

### 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): **May 2, 2018**

**April 4, 2018** Staff was supporting a client with mental health challenges. The client was verbalizing statements that suggested they may be experiencing hallucinations. When a roommate entered the area the client, went to try to strike them. Staff redirected the roommate to safety and the client turned and struck the staff on the back. The client was shouting and agitated but given space calmed down after 30 minutes. An appointment was made immediately with a medical professional for follow up for the client in relation to recent medication changes and changes in behavior.

**Incident Investigation to be completed.**

**Recommendations:** Review of PBI strategies with the employee (i.e. do not turn your back on an agitated individual, monitor them visually so you may block an attempt to strike.) Document carefully and keep medical professionals informed of observed changes in client health/ behavior in relation to medication changes.

**Additional Recommendations:** Ensure roommates are redirected right away to help prevent escalation. Document changes to clients medication and possible side effects to ensure staff are aware and are hypersensitive to possible behaviour escalations.

**April 7<sup>th</sup>, 2018**, Staff was cleaning the stove. They had lifted the burners and were cleaning the area underneath these when they caught a sharp edge and cut a finger on their hand. Staff applied first aid. ECAT and medical aid were contacted after the incident.

**Incident Investigation to be completed.**

**Recommendations:** Observe the area to be cleaned careful-

ly for hazards (sharp edges) before starting the task. Use engineering controls such as a cleaning brush, wear PPE such as gloves to protect hands from cleaning agents and surface hazards. In Canada, most people have had shots to prevent tetanus. Persons experiencing cuts and scrapes who have never been immunized or haven't had a booster in the last 10 years are encouraged to see a medical professional to ensure their protection.

**Additional Recommendations: No additional**

**April 12, 2018**, Staff was bending down and putting on their shoes when they felt a sharp pain in their wrist.

**Incident Investigation to be completed.**

**Recommendations:** Select and wear shoes that are not difficult to get on. Use a safe ergonomic position to put shoes on and if necessary for position or balance, sit during the process. A shoe horn is a helpful tool that may guide feet into shoes so less pulling is required.

**Additional Recommendations: None.**

South (Incidents, Recommendations, Additional Recommendations): **May 9, 2018**

**May 1, 2018** – Staff tried to get a client to go to a scheduled activity but the client refused. Staff did not press the issue and did not get into a power struggle with the client. The client indicated they would like to have a bath so staff proceeded to go into the bathroom to fill the tub. Client appeared calm, showing no outward signs they were upset, however when staff was getting the bath ready the client entered the bathroom and pushed the staff against the door.

**Recommendations:** Continue RPAC involvement with the client. Staff to review client Positive Approaches and Risk Assessment as well as CPI/PBI strategies.

**Incident Investigation to be completed**

**Additional Information:** If client is able, encourage client to draw own bath, have staff stand behind and monitor client drawing bath (staff will have a safe quick exit if keeping distance and standing behind client), keep time

short in the bathroom. When staff drawing bath, encourage client to be engaged in preferred activity until ready for client to go into bathroom.

**Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): May 5, 2018**

*No Internal Incidents to Report*

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

**Edmonton (Incidents, Recommendations, Additional Recommendations): May 2, 2018**

No Near Misses to Report.

**South (Incidents, Recommendations, Additional Recommendations): May 9, 2018**

No Near Misses to Report

**Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations):**

No Near Misses to Report

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

**May 25, 2018**

Supervisor was traveling highway to go to scheduled meeting. Supervisor saw up ahead two cars made an abrupt stop. Supervisor pressed brake and was able to stop, avoiding hitting car ahead. Moments later, supervisor was struck from behind as the car behind failed to stop. Minimal damage was caused to both vehicles and supervisor sought medical attention.

**Incident Investigation to be completed.**

**Recommendations:** Review of safe/defensive driving practices with employee. When braking abruptly, look in rear-view mirror to ensure drivers behind are braking and if they are not and possible to do so drive on to shoulder or switch lanes to avoid rear crash. Engage hazard lights (four-way flashers) to alert other drivers on the road. Schedule meetings and drive during less busy times.

**May 26, 2018**

Client from another agency was at Support Home for weekend respite. Client was playing with his remote-control car until 10pm. The car was stored safely away in the garage on the floor unplugged. At 12am smoke detectors were hear throughout the house, client and SHO evacuated and noticed there was a fire in the garage from the remote-control car. It is unclear if the car started on fire due to the car overheating or from the lithium battery (i.e. corroded or faulty wiring).

**Incident Investigation to be completed.**

**Recommendations:** Ensure items coming into the home are in safe working order. SHO will ask the client when coming for respite to leave the remote-control car that his house and not bring to SHO's home. If client brings car to the home, a fire proof/explosion proof bag will be purchased. Check remote control car after each use to ensure not over heating.

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

**May 7, 2018**

Staff informed supervisor via email that he believes he was developing onset asthma from the client's second-hand smoke. Staff believed that the second-hand smoke could be affecting his respiratory function. Staff sought medical follow up and was diagnosed with a respiratory condition, this was not due to the second-hand smoke.

**Near Miss Investigation to be completed.**

**Recommendations:** Identify and inputted a hazard of client smoking into C-Views under comments section. When relief schedule to work with client, smoking hazard to be identified and inform staff client does this independently and staff do not need to be near client. Supervisor to inform staff of this hazard during Non-Residential Orientation. Review with staff HACD – exposure to smoking. Remind staff to report potential hazards on the Schedule

Outline and report to supervisor.

**May 23, 2018**

Staff and client were at the employment office to update and print client's resume. Client became upset and agitated as he did not want to complete this task. After printing resumes they returned to the car. Client escalated took the resumes and tore them up. Staff questioned why he tore up his resumes, client stated he only wanted to work at a movie theatre and he hit the staff on the shoulder. While car was in park client was touching gear shifter and other buttons in the car. Staff attempted to calm client, then gave him some personal space. After some time, he drove client home, as client was leaving the vehicle he slammed the car door with force.

**Near Miss Investigation to be completed.**

**Recommendations:** Front seat agreement was removed from client's file. Staff informed that client is not to be transported by ICE staff due to the risk, client and staff to utilize public transit. Review with staff PBI skills, policy 2.4.5 Use of Staff's Vehicles, reporting process and Non-Res HACD. Client's goal of obtaining employment to be discontinued as this agitates client. Staff to not engage in power struggles. Review incident with RPAC.

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

**3.5 Review of Master Hazard Assessment and Control Document Review Pages 14 – 21**

**Outdoor Activities** – No additional recommendations, **Accessing the Community** – No additional recommendations, **Elevator Use** – it was suggested to include; when client escalated do not get into elevator with client, use the stairs, **Use/Handling of Sharps** – no additional recommendations

Committee member expressed that in the Non-Res HACD a task or activity that should be added is "Partaking in Emergency Procedures" as the member stated that when she is out with her client there have been occasions where the fire alarm rang and they would evacuate the building. (ex. in the library). This will further be discussed during the sub committee for COR action plan Element 2-3

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

**Edmonton – May 2, 2018 meeting minutes**

As above - Review of COR Action Plan item: 3-1 Addition of 5 information sections specifying Safe Work Practices to the Appendix-A section of the Master Hazard Assessment and Control Document. The group reviewed information/ ideas collected from the South and Calgary Health and Safety Committees. (*Refer to table in section 3.4*).

**South – May 9, 2018 meeting minutes**

As noted above the Committee reviewed Appendix A from the Health and Safety Binder and put forward additional ideas including ways to improve employee mental health and critical incident debriefing information.

**Grande Prairie – May 8, 2018 meeting minutes**

Discussed addition of sections to Appendix A as per the COR action plan Element 3-1.

**3.6 Policy Review**

**3.4.12 Lateness and Absenteeism**

**4.0 OTHER BUSINESS**

ICE Page Health & Safety Article suggestions - Self- Care Ideas, and information on resources for staff if dealing with psychological illness / injury

Read the suggestion box – staff requesting for the opportunity to have benefits

– staff suggested having mental health days in addition to sick days.

**NEXT MEETING – August 16, 2018 at 10 am**