

CALGARY

**ECAT**

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

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

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ISSUE:**

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**TIME SHEET  
HAND-IN**

- **December 16<sup>th</sup> 2019–**  
For all shifts worked  
between December 1<sup>st</sup>  
and December 15<sup>th</sup>.
- **December 31<sup>st</sup> 2019–**  
For all shifts worked  
between December 16<sup>th</sup>  
and December 31<sup>th</sup>

**UPCOMING:**

- **HEALTH AND  
SAFETY MEET-  
ING–** December 12<sup>th</sup>,  
2019 at 1:30PM
- **RPAC MEETING–**  
December 10<sup>th</sup>, 2019  
at 10:30AM

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

**Madge, Kathleen & Shiloh**

Madge, Kathleen and Shiloh are some of the South Region clients that live outside the city of Lethbridge. Madge and Kathleen live in Pincher Creek and Shiloh lives in Hillcrest near the B.C border. This is an incredibly beautiful part of our province close to the mountains and all of the ladies enjoy spending time outdoors enjoying nature. Shiloh loves to hunt and fish while Kathleen and Madge like hiking and going for walks.

This group of ladies has been with ICE for between 2 and 5 years. They are a fun loving, energetic group who often travel to Lethbridge together to attend the ICE open house or the summer barbeque. The ladies are all working on their own goals. Madge is working on being more comfortable in group settings and increasing her communications skills. Kathleen is trying to increase her skills in preparation for employment and Shiloh is planning on attending further schooling with the end goal of becoming a veterinary technician.

They all work with the same ICE staff named Shaylen. Shaylen heard about a program being offered in Pincher Creek as part of the Adult Learning Council. The program is called "Potential Best" and it's for people seeking to achieve their goals whatever they may be. Individuals attending the course are asked to come with a goal in mind and then the course helps them find their own path to achieving it.

Shaylen loved the idea behind the course that each person is striving to reach their "potential best" in their own way. She thought it might be a great way to support each of the ladies she works with so she mentioned it to them individually. They all wanted to attend the course, so they have decided to do so as a group. They say they are able to learn from each other as well as the community members attending the class with them.

Shaylen attends the class with the ladies and she says she has gained valuable insight into how each person wants to work to achieve their own goals. She can then support the ladies in the way that makes the most sense for each of them. It has been eye opening to see that everyone does not respond to working on their goals in the same way. Customizing the approach to achieving goals can make a big difference to the outcome.

The ladies are finding the course very helpful and are looking forward to continued success in all of their pursuits. They are each other's cheerleaders, always providing support and encouragement to one another. We can all learn from them to work to achieve our own "Potential Best".

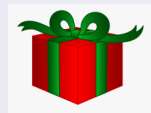


## Employee Spotlight



Shaylen lives in Pincher Creek and is a valuable member of the ICE team. Her bubbly personality and kind nature are very appreciated. She has been an employee for a little over a year and has worked diligently to help her clients make connections in the community.

**ICE OFFICES WILL BE CLOSED  
WEDNESDAY & THURSDAY  
DECEMBER 25-26, 2019 FOR  
CHRISTMAS AND BOXING DAY**



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

### 3.3.4 MANDATORY EMPLOYEE / SUPPORT HOME OPERATOR TRAINING

*\*(Selected sections of ICE policy 3.3.4 are reproduced here, please refer to the Policy manual for the complete policies).*

#### Complex Needs

Employees and support home operators providing service to clients with **Complex Needs (as identified by the GFS)** are required to receive additional mandatory training. The tables below clearly outline the training requirements and renewal criteria.

	Course	Renewal	Course Details	Length
Employees Working with complex needs clients	Proactive Behavior Intervention (PBI)	3 years	Internal Must complete during PET or within the first 90 days of employment If you begin working with a complex needs client and you received PBI training more than 3 years ago in PET will need to take the renewal course no later than 90 days after begin working with the client. Mandatory Refresher every three years  - 2 hour course that is provided by I.C.E.	2 hours (internal in-service)
	Abuse Prevention Response	1 year	Internal Employees must complete during PET Mandatory training for all employees Written presentation of principles and procedures -Annual review at team meetings, non residential staff communication meetings	2 hours (booklet presentation)
	Medication Administration	1 year	Internal Part of PET Refer to policy 2.3.5 for retraining in regards to errors or omissions during medication delivery that result in retraining and re-shadowing Mandatory  Must successfully complete a shadow for medication delivery at this time -Annual re-shadow completed at time of annual evaluation	1 hour (internal in-service & shadow)
	First Aid	3 years	External	1 day - external
	Non Violent Crisis Intervention (CPI)	1 year	Mandatory for all employees if identified in a PRP as a training requirement To be completed no later than 90 days after beginning to work with a complex needs behaviour client Internal or External training completed by certified trainer  -1 day training program – 1 day recertification	1 day recertification (internal or external in-service)
	Positive Behavior Supports	3 years	Internal Must be knowledgeable of I.C.E. positive approaches to behaviours of concern and policies prior to working with the client Must be aware of and able to follow any PPP or PRP prior to working with the client. Ongoing training.	2 hours (internal In-service & booklet presentation)

**If all required mandatory training is not complete within the specified timelines, the employee is unable to complete further shift assignment until such time that all training requirements are met. (Refer also to Policy 3.1.5 Orientation of New Employees/Support Home Operators).**

## ICE THANK YOU CARD INCENTIVE WINNER



Aswin R received a Thank You card from his supervisor for reporting a hazard in the community with his client and ensuring they avoided it safely. Aswin won a Breville Panini Grill

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

Staff	Years	Date
Linda D.	12	December 3, 2007
Anamarie B.	7	December 31, 2012
Lori J.	5	December 17, 2014
Hazeline A.	4	December 9, 2015
Anu G.	4	December 9, 2015
Joji P.	4	December 9, 2015
Rosalind C.	2	December 2, 2017
Abishesh (Abi) U.	2	December 2, 2017
Kristine C.	2	December 19, 2017
Maria M.	2	December 19, 2017
Rona D.	2	December 20, 2017
Uduak (Udy) A.	1	December 3, 2018
Steven F.	1	December 5, 2018
Jimmy K.	1	December 14, 2018

## Training

### Sexual Assault and Responding to Disclosures

December 3, 2019  
1:00pm - 5:00pm

Food Safety (Staff)  
December 11, 2019  
2:00pm - 4:00pm

CPI  
December 13, 2019  
9:00am - 5:00pm  
Marlborough Park Community Center  
6021 Madigan Dr. NE

### HURT AT WORK?

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report all work-place 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.

### Other Thank You Cards

Lorna F received a thank you card from a client for a relief shift where she made the client feel safe, relaxed and happy.

Latifat J received a thank you card from scheduling for picking up a last minute shift and being very flexible.

Tarah M and Christy V received thank you cards from their supervisors for reporting hazards in the community and mitigating them safely.

Beatrice K, Mona C, Deb S, Elise R, Shelly R, Bev J and Lori J all received thank you cards from supervisors for their willingness to change schedules, for being flexible, committed and dedicated to their clients. They have all gone above and beyond supporting their clients to be successful.

Alexis M, Anoop M, Dean K, Bev J, Nova Lee B, Rosalind C, Esteban A, Margaret W and Jordan W received thank you cards from supervisors for going that extra step. They have all been going above and beyond and working hard. Excellent work!

## **Health and Safety Meeting Minutes**

**November 7, 2019**

*(Minutes edited for publication)*

### **3.1 Review of 'Regional Health and Safety Meeting Minutes. Review other region's minutes especially sections 3.2 and 3.3.**

3.1 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Incident Investigations for Injury, Health and Property Damage

### **Edmonton – October 7, 2019 Meeting Minutes**

**September 5, 2019**

Client was busy walking laps in the living room. Staff approached the client to discuss the benefits of client doing laps when the client suddenly slapped the staff in the face. Staff held client's hands and then moved to a safe distance to prevent further escalation. Staff reviewed the client's Risk Assessment and Positive Approaches and were reminded to keep a safe distance from the client at all times.

**Incident investigation incomplete.**

**Recommendations:** Avoid interrupting client during her workout.

**September 7, 2019**

Staff took out money to pay for the client's items, the client grabbed the money from the staff and refused to give it back when asked. The client then went to a liquor store and purchased a bottle of alcohol, which he then drank. In the evening when the client requested his medication and medical cannabis, the staff stated after consulting with the pharmacy that he couldn't have it due to the fact that he was still intoxicated. The client went towards the bus station and, when the bus came, the staff told the driver that the client was intoxicated. The client punched staff in the head. When the client attempted to hit the staff again, the staff was able to block and move away. Staff then was able to maintain a safe distance. **Follow up included:** Staff to continue to ensure following up on client's protocols and planned procedure, staff to retake PBI training

**Incident Investigation incomplete.**

**Recommendations:** When staff goes shopping with client, ensure that staff approximates the cost of the purchases and takes only the amount of money needed.

**September 19, 2019**

Staff attempted to lift the client up to help him reach something with a stick on the roof above the front door and had immediate pain in lower back.

**Recommendations:** Staff to redo Health and Safety portion of PET and ensure staff competency with respect to Health and Safety; review staff job description and Health and Safety Policy 3.5.2, including ensuring that staff is working safely.

**Incident Investigation in Progress.**

### **South- October 8, 2019 Meeting Minutes**

**September 26, 2019**

Staff was going down the stairs at a residential program. They lost their footing at the top of the stairs and one foot slipped while the other stayed on the top of the stairs. The staff did not fall but in an attempt to avoid the fall the staff twisted awkwardly hurting their back and shoulder.

**Incident Investigation in Progress**

**Recommendations:** Ensure stairs have sufficient grip. Ensure all staff in the program are wearing proper footwear. Review site-specific HACD regarding safety when ascending and descending stairs.

Additional Recommendations: It is recommended to post a sign stating, "Stop, watch your step," at the top of the stairs. It is also recommended that staff utilize a handrail if available. Staff should also take their time while completing tasks and pay attention to their surroundings.

### **Grand Prairie- October 8, 2019 Meeting Minutes**

No Incident investigations to report.

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

### **Edmonton – October 7, 2019 Meeting Minutes**

There were no near miss incidents to report.

### **South- October 8, 2019 Meeting Minutes**

**September 17, 2019**

Staff reported seeing wasps flying under the front step. A supervisor visited the program to investigate further and it was determined that it was likely that a wasp's nest was under the stairs. The landlord was contacted and the problem was taken care of. Staff working in the program were contacted to inform them and to ask if any staff had allergies that might be an issue. Hazard was noted in the Health and Safety Binder and in the Staff Communication Logs.

**Incident Investigation in Progress**

**Recommendations:** Continue to monitor for insects. Review incident with all staff working in the program at the team meeting and go over the HACD section on Exposure to Insects and or pests.

### **Grand Prairie- October 8, 2019 Meeting Minutes**

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

**September 11, 2019**

Staff was driving client and was talking to client about rearranging items in their home to make enough room for a stretcher (apparatus for moving patients who require medical care) as per the building code. Client declined and staff reminded client that they would be there if they needed staff's help. Client became angry from the comment. Staff offered client choice of either going to lunch or to go home. Staff began driving client home while attempting to verbally redirect client. Client was verbally escalated and hit staff on the arm as they arrived back at client's home. Follow-up: Client front seat agreement reviewed by CRM. RPAC consultation.

**Incident Investigation in Process.**

**October 7, 2019**

Staff went to throw out garbage at client's condo. As staff closed the garage door staff's ring on finger got caught in the opening of the garage door and crushed staff's finger. Staff received a large and deep cut on their finger. Follow-up: Staff to utilize the side door of the garage rather than the garage door.

**Incident Investigation in Process.**

**Recommendations:** It is recommended for staff to review condo building regulations for disposing garbage.

**October 9, 2019**

Staff and client were at the client's volunteer program. While unpacking some boxes for donation, one of the corners of the box made a small cut on staff's hand.

**Incident Investigation in Process.**

**Recommendations:** It is recommended for staff to wear gloves (i.e.: hi-flex gloves) while assisting the client with their volunteer position.

**October 21, 2019**

Staff closed a cupboard door and picture frames that were on top of the cupboard fell on staff's face. Staff received a cut on their lip. Follow-up: CSC contacted building management and was informed that building was under construction/renovations. Building management has put danger signs up throughout the building to prevent such incidents from happening again.

**Incident Investigation in Process.**



**Recommendations:** It is also recommended that staff scan their environment; up, down, left and right before continuing with activities.

#### October 23, 2019

There was plastic packaging under the staff's desk. Staff stood up and slipped on plastic and fell back; however, managed to grab the desk and chair to prevent from falling. Staff began to feel pain in their knee. Follow-up: Health and Safety representative inspected the incident site and removed plastic packaging from underneath staff's desk. A mass e-mail was also sent out as a reminder to place recycling into designated recycling bins.

**Incident Investigation Completed.**

#### 3.3 Evaluation of near miss investigations.

#### October 17, 2019

When staff was leaving their shift, they observed that their vehicles' right rear (trunk) window had been shattered. Staff observed a heavy-duty snow/leaf blower and sit-down lawn mower being used by a contractor crew to clear the parking lot. When staff arrived to the vehicle, they noticed glass on the ground around the strike site as well as in the trunk of the vehicle. Follow-up: Management contacted building landlord for contact information of the contractor to resolve property damage.

**Incident Investigation in Process.**

#### October 23, 2019

Staff and client were downtown in a train shelter when they observed a possibly intoxicated community member approach them. The community member began banging the glass of the train shelter and yelled profanities. The community member then walked away and waited for the train to arrive. Once the train arrived, the community member boarded as well as the staff and client.

**Incident Investigation in Process.**

**Recommendations:** It is recommended that staff get onto a separate train from the intoxicated individual and to press the help button if necessary.

#### 3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns - include name of committee member(s) completing, program, issue, inspection type (E.g. RI) and # workers involved. Brigitte investigated an incident site where staff was injured on October 23, 2019

3.4 B) Inspections completed - Include name of committee member(s) completing inspection, inspection type (E.g. EQA, RI, Office Inspection), # of inspections and # of workers involved for each inspection type. Brigitte Y completed an EQA on October 15, 2019 with (2) other participants.

#### 3.5 COR Audit Review

COR began in Edmonton September 30, 2019 with staff interviews being completed September 30, 2019 – October 7, 2019.

The HSC reviewed COR element 6. The committee also identified the gaps that element 6 from the 2018 COR audit report. The HSC committee discussed what ICE is already doing to fill the gaps.

**3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed)**

The HSC in the Calgary region reviewed pages 14- 19 in the Hazard Assessment and control document.

It is recommended to combine accessing community (activity/task) with outdoor activities (activity/task) as much of the information found in either activity/task could be pertinent in both.

**3.7 Policy review:** 3.8.7 Substance Abuse by Employees.

#### 4.0 Other Business

- Ideas for upcoming ICE pages: Working alone or winter emergency preparedness kits
- Vacancy on H & S Committee – there is a worker vacancy on the committee. Information went out about the vacancy in the ICE Page newsletter in November as well as an e-mail to all staff.
- Infection control: Brigitte reminded staff of the importance of getting their flu shot as well as following infection control procedures, including staff and clients frequently washing hands/ using hand sanitizer. Flu shots are available in Alberta beginning October 21, 2019. To find out more information on flu clinics, visit <https://www.albertahealthservices.ca/influenza/influenza.aspx>.
- Inspections schedule: Committee members will be asked to attend the next EQA and RI's when scheduled.

**NEXT MEETING DATE: December 12, 2019 @ 1:30 p.m.**

### 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**

Contact your local TD branch or book an appointment online to see a financial advisor to discuss your savings needs and any other financial objectives.

⇒ To find a TD branch close to you:

<https://www.td.com/ca/en/personal-banking/branch-locator/>

⇒ To book an appointment online:

<https://www.td.com/ca/en/personal-banking/products/saving-investing/>

### Referral Incentive Recipients

**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!**



Kendra F.



Peters O.



Mariamol G.

# Prevention of Slips, Trips and Falls

Many workers are injured annually due to falls on walking and working surfaces. These injuries account for a significant percentage of lost-time injuries. Not only are slips, trips and falls an economic loss, they also account for a lot of pain and suffering and sometimes even death. It is important to understand how slips trips and falls happen, how to identify hazards and how to eliminate or minimize these hazards.

**Slips** - Slips happen when there is too little friction or traction between the footwear and the walking surface. Common causes of slips are:

- wet or oily surfaces
- spills
- weather hazards, including slippery conditions from rain and snow (E.g. puddles and ice) loose, unanchored rugs or mats

**Trips** - Trips happen when your foot collides (strikes, hits) an object causing you to lose the balance and, eventually fall. Common causes of tripping are:

- obstructed view
- poor lighting
- clutter
- uneven (steps, thresholds) walking surfaces

**Falls** - Falls occur from a height or on surfaces that are on the same level. A fall can be the result of a slip or a trip where your center of gravity is shifted causing you to lose your balance. Preventative measures should be taken to avoid slips and trips.

## How to prevent falls due to slips and trips?

Both slips and trips result from some a kind of unintended or unexpected change in the contact between the feet and the ground or walking surface. This fact shows that good housekeeping, quality of walking surfaces (flooring), selection of proper footwear, and appropriate pace of walking are critical for preventing fall incidents.

**Housekeeping** - Good housekeeping is the first and the most important (fundamental) level of preventing falls due to slips and trips. It includes:

- Ensure that there are good housekeeping standards in the home (E.g. regular chore lists are completed)
- Clean all spills immediately
- Mark any temporarily made wet areas with signs or limit access until area dries
- Mopping or sweeping debris from floors
- Removing obstacles from walkways and always keeping walkways free of clutter

- Ensuring that mats, rugs and carpets lay flat and have the appropriate non-slip backing
- Close file cabinet or storage drawers
- Keep working areas and walkways well lit

**Footwear** – Ensure that your footwear fits properly. As per Policy 3.8.6, all footwear, should be safe, functional and appropriate for the job responsibilities. Outdoor footwear should be exchanged for indoor wear. For working in the programs, shoes need to have closed toes and have heel support and be non-skid/ slip resistant. In winter, outdoor shoes should have good grips appropriate for the conditions and both clients and staff should wear ice grips where they are available in the program.

## General Tips –

- Take your time and pay attention to where you are going
- Adjust your pace to suit the walking surface (E.g. wet, rough, icy sloped or cluttered).
- In winter, walk like a penguin, that is:
  - Bend slightly and walk flat footed
  - Point your feet out slightly like a penguin
  - Keep your center of gravity over your feet as much as possible
  - Take shorter, shuffle like steps
  - Keep your arms at your sides (not in your pockets)
  - Go S-L-O-W-L-Y
- Make wide turns at corners
- Close cabinet doors and drawers
- Hold handrail when going up or down the stairs
- Walk when using stairways – don't run or rush
- Keep stairways uncluttered
- When carrying a load, be sure that there is clear visibility over or around the load.



## Looking for Answers? Below 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="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

**You are invited to attend the  
Annual Christmas Party and  
Awards Ceremony hosted by ICE**

December 5<sup>th</sup>, 2019

11:30 am – 3:00 pm

Marlborough Park Community Centre  
6021 Madigan Dr. NE, Calgary, AB



**Ugly Sweater and Pizza Party**

Lunch will be served at 12:00 pm

RSVP by November 30, 2019

We will be having an  
Ugly Christmas Sweater contest – wear your worst!