

CALGARY

ECAT

Employee & Client
Assistance Team
403-819-0583

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

INSIDE THIS

POLICY REVIEW	2
HEALTH AND SAFETY MEET- ING MINUTES	4- 5
Tips for Staying Healthy and Happy This Winter	6

**TIME SHEET
HAND-IN**

- **February 15th, 2019-**
For all shifts worked
between February 1st
and February 28th.
- **February 28th, 2019-**
For all shifts worked
between February 16th
and February 28th.

UPCOMING:

- **HEALTH AND
SAFETY MEETING-**
February 14th 2019 at
10:00 AM
- **RPAC MEETING-**
February 12th 2019 at
10:30 AM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

MADISON

Madison started services with ICE in July, 2018. Madison lives at home with her family in the community of Airdrie; she is an avid sports fan, enjoys completing puzzles and building Lego at home.

Upon starting services with ICE, Madison and her family identified that she would like support staff to help her obtain a volunteer and/ or paid position in her community and to build friendships with others.

Madison now volunteers at the Food Bank and Soap for Hope once per week. She and the ICE support staff are working on her goal of staying focused during her tasks as this can be challenging for her at times. She is also working on adding additional volunteer hours in other areas.

Madison is a very social person and is open to trying new activities and meeting new people. With the support of her ICE staff she enjoys attending social events and participating in crafts/ games. Her interest in these has given her the opportunity to build new friendships.

Madison also likes activities that allow her some quiet time; these activities include completing puzzles, looking at magazines, and working on her math skills with the assistance of her ICE support staff.

We're very happy to have Madison as part of ICE. She has a great sense of humour and is a very kind and caring individual.



Employee Spotlight



Sharon has been a valued employee with ICE since 2013. She is always eager to learn and assist ICE clients, especially in times of need and transition. Sharon assists Madison in working on her goals as she wants Madison to be successful in everything she does.

Madison and Sharon make a great team. Sharon, thanks for all your hard work and dedication.

**ICE OFFICES WILL BE
CLOSED
MONDAY FEBRUARY 18TH,
2019 FOR THE FAMILY DAY
CIVIC HOLIDAY**



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

Policy Review

**(Selected sections of ICE policies 2.3.15 and 3.3.4 are reproduced here, please refer to the Policy manual for the complete policies).*

2.3.15 OVERALL FACILITY WATER TEMPERATURE MONITORING AND SAFE PRACTICES

Failure by the employee to perform water temperature monitoring and documentation as per the policies outlined below will warrant disciplinary action.

A. Thermometers

Each residential home operated by I.C.E. will have two thermometers and an extra set of batteries. Support home operators are responsible for purchasing their own thermometer to monitor water temperatures. Specifications for thermometer type are provided by the program supervisor.

B. Plumbing Hardware – Installation

Installation of plumbing hardware (e.g. pressure balance valve, thermostatic valve) is mandatory in residential and support homes. The extent of the modifications varies between the two program types. Installation sites may include at the hot water tank to control overall facility hot water, all potential bath/shower sites, kitchen sink taps and in apartment complexes at the bathroom taps as access to the hot water tank for the facility is not possible. See below for program specifics.

C. Safe Water Temperatures:

Overall facility: overall facility acceptable water temperature (at the hot water tank) is not to exceed 49 degrees Celsius. If the overall facility water temperature is less than 45 degrees or greater than 49, water tanks are to be adjusted. Follow up will be required to achieve the acceptable water temperature. This temperature is measured at the kitchen plumbing fixture and the procedure is outlined below.

D. Corrective Action

If the recorded temperature exceeds the standards cited above then follow the procedure listed below to lower the reading.

Turn down the hot water tank if accessible, re-take the temperature after a period of 2 hours and report the reading to your supervisor. Your supervisor will instruct you as to whether a plumber needs to be contacted or household routines altered. When temperatures exceed the acceptable values by 5 degrees or more a GI will need to be completed and policies followed for this process.

Updated October 2018

3.3.4 MANDATORY EMPLOYEE / SUPPORT HOME OPERATOR TRAINING

4. Water temperature monitoring for bath/shower and of the overall home training is mandatory for all field employees. Prior to employment, all employees must attend either an in-service (PET) or one to one training with their supervisor. All employees must pass the in-service written exam and be shadowed before being able to provide bath/shower assists. The shadow is to be administered annually there after in accordance to a general date for the agency which is February. Note that support home operators and their respite receive this training, must be shadowed, sign participation forms and be re-shadowed annually as above. **Refer to Policy 2.3.14—Bath/Shower Safe Water Temperature Monitoring and 2.3.15 Overall Facility Water Temperature Monitoring And Safe Practices**

\$100 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!

Congratulations these recipients!



Ose O.



Donna M.



Bev J.



Richard S.



Tanya D.



Arjun R.



Belinda A.

ICE THANK YOU CARD INCENTIVE WINNER



Angela Richard received a thank you card from her coordinator for reporting a near miss incident where she was an advocate for her client while in the community. She won an Insta—Pot appliance.

Other thank you cards

Kristine C and Andrew I. received thank you cards from their manager for catching and reporting pharmacy medication packaging errors.

Anoop M received a thank you card from his coordinator for reporting a hazard of an icy parking lot.

Gladys M received a thank you card from her coordinator for assisting her client to plan and successfully host her birthday party.

Beatrice K received a thank you card from ECAT for covering in a different home.

Joyce D received a thank you card from her coordinator for picking up extra shifts and always going out of her way for her client.

Justina A, Olubokola (Buky) A, and Adams A received thank you cards from the ECAT coordinator for staying at shift longer than scheduled for booking purposes.

Eugenia K, Justina A, Cheryl C, Harmanjeet K and Laurie S received thank you cards from the ECAT coordinator for picking up last minute shifts.

Sharon R received thank you cards from her CR Manager for picking up a staff and client and driving them to their destination.

Sherry R received a thank you card from her coordinator for assisting her client to create an ugly Christmas sweater.

Aji M received a thank you card from her manager for taking her client out to see the Christmas lights after her shift was over for the day.

Iris B received a thank you card from her manager for her 10 years of excellent service and a wish for a happy retirement.

ICE CELEBRATES LONG TERM STAFF!

Fisseha K	13	February 20, 2006
Megan J	8	February 15, 2011
Esteban A	7	February 2, 2012
Destiny I	3	February 3, 2016
Jacqueline M	3	February 19, 2016
Stephanie B	2	February 16, 2017
Val (Ramel) M	2	February 16, 2017
Dean K	1	February 1, 2018
Ange S	1	February 23, 2018

Annual Bath / Shower

Assist Shadows

As per policy, February is the month for all ICE staff to complete their annual water temp shadows.

Please arrange this with your immediate supervisor.

Supervisors are to complete a training participation form for each employee and submit to the office Personnel department.

Please refer to Policy 2.3.14 Bath/Shower Safe Water Temperature Monitoring and Policy 3.3.4 Mandatory Employee / Support Home Operator Training)

Health and Safety Meeting Minutes

January 17th, 2019

(Minutes have been condensed for publication)

3.1 Review of 'Regional Health and Safety Meeting Minutes Review other region's minutes especially sections 3.2 and 3.3. Edmonton- December 5, 2018- Meeting Minutes

November 14, 2018

Client and staff were out in the community when client expressed that he wanted to stop at a local liquor store to purchase a bottle of whiskey. Staff attempted to redirect the client and encourage him not to purchase/use substances recommended by the client's psychiatrist. The client spat in the staff's face. The client left the store and returned home with no further aggression. Follow up included: staff advised of their rights and advised to seek medical attention; continued monitoring of the use of alcohol and improved communication between staff and client regarding stressors or anxiety felt by the client; ensuring client is engaged in community access and awareness of client's wanting to use/purchase substances to help alleviate stressors/hallucinations and how to prevent it; and consult with RPAC. **Additional recommendations:** staff not to restrict client purchases; staff to observe and report actions of concern; development and update of Risk Assessment and Positive Approaches.

Additional Recommendations: Staff would benefit from Harm Reduction training.

November 23, 2018

Staff was sitting when the next staff arrived for shift change. Rushing to answer the door, the staff twisted their right foot. Recommendations—staff to be mindful when getting up and to not rush in the future.

Recommendations: Review health and safety responsibilities (Policy 3.5.2) with staff, including the staff's responsibility to work safely. **Additional Recommendations:** Do not rush and be aware of your surroundings.

November 28, 2018

The client was intoxicated and was becoming aggressive with staff because he wanted his (PRN) medication and authorization hadn't been given. The client grabbed the client's finger and twisted it. The client let go of the staff's finger and then took the staff's metal coffee cup and threw it against the wall. Later the staff noticed a steak knife sitting on the dresser in the client's room. The client was asked about it and stated that people better start paying attention to him or he may harm staff. When the client went to the washroom, staff confiscated the knife. Later the client wanted to "play fight" with the staff. Staff attempted a safe distance but the client grabbed staff's wrists. Staff were able to get out of the hold using PBI techniques. The client grabbed the coffee pot and smashed it on the floor. After that the client seemed to calm down and went to bed.

Following the incident: The psychiatrist and addictions counsellor were updated; Staff were retrained on the client's Planned Procedure and it was reviewed that in an event like this (violence, threat of violence, weapons), they are to immediately contact 911; A Room Search protocol was developed;

A Lifeline communication system was installed in the apartment; The client's Risk Assessment and Hazard Assessment and Control documents were updated regarding the newly identified threats.

Internal Incident investigation was completed.

Recommendations: Consider using instant coffee or a Keurig style coffee dispenser (therefore no glass coffee pot needed) and unbreakable cups and dishes in the program. Continue to consult with RPAC, the psychiatrist and the client's addictions counsellor

for strategies to reduce the client's substance abuse. Ensure all staff working with this client receive training on the revised Risk Assessment and hazard control measures (Room Search Protocol, use of Lifeline system); call ECAT for additional staffing support when the client is intoxicated and showing signs of agitation.

Additional Recommendations: Staff to leave apartment into hallway and call 911. Provide client with PRN in midst of crisis (when safe to do so and with authorization) and avoid power struggle. Staff may benefit from Harm reduction training.

South: December 11, 2019- Meeting Minutes

November 21, 2018

Staff was accompanying a client to their art class. Staff parked and both went in to attend the class. When they returned to the vehicle the staff noticed that the vehicle was unlocked. Upon investigating it was noted that some staff and client belongings were missing. Staff reported the incident to the police.

Incident Investigation Completed.

Recommendations: Review with staff the importance of locking the doors of the vehicle (Review of policy 2.4.5 Use of Staff Vehicles).

Additional Recommendations: Staff to put valuable items in trunk of car. Staff could also park in more visible/populated areas to avoid breaking and entering.

November 29, 2018

Staff were driving with a client and the client became upset and grabbed the staff's shoulder (the client was seated in the back-seat passenger side as per policy). Staff pulled over when it was safe to do so and the client seemed to be calm. Staff proceeded on the trip and then the client tried to open the back door of the vehicle. Staff again pulled over to talk to the client. The staff let the client know that the trip was cancelled and they drove home. On the way home, the client again tried to open the back door.

Incident Investigation to be Completed.

Recommendations: Review of policy 2.4.5 Use of Staff Vehicles with the staff. The staff should not have continued on the trip but instead contacted ECAT for assistance. ICE will examine alternatives to driving including public transportation and Assess-a-Ride services.

Additional Recommendations: Positive Approaches could be implemented with a stressor indicating, "Safety while Transporting clients," for future safety while utilizing public transportation. Develop/Add risk to Risk Assessment. Expand education for staff during PET in regards to transporting clients in staff vehicle.

Grand Prairie/NW: December 2018- Meeting Minutes:

No Incident Investigations to review as a Health and Safety Meeting was not held in December. B) **Review of Regional Health and Safety Meeting Minutes – Section 3.3 (Near Miss Incidents)**

Edmonton: December 5, 2018- Meeting Minutes

November 9, 2018

Staff turned the light switch on to get into the laundry room and noticed that the light bulb burnt out and that there was a "bad odor." Staff changed the light bulb to a new one and the following day, staff noticed again that the light was burnt out the next day. Staff notified the supervisor of a possible electrical concern. Building maintenance was contacted and it was documented in the Hazard Log in the staff communication book to not touch the switch until the landlord has followed up with the issue.

South: December 11, 2018- Meeting Minutes

No near miss incidents to report.

Grande Prairie/Northwest: December 2018 – Meeting Minutes:

No incidents to review. Health and Safety Meeting not held in December.

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

October 9, 2018—Client was upset waiting for staff to complete cleaning

tasks. Client became impatient. Staff sked client for some time to finish cleaning up. Client forcefully hit staff with an open hand on the shoulder while staff was getting ready. Staff called ECAT and kept a safe distance. Client attempted to hit staff once again during the activity, however staff blocked the hit.

Incident Investigation Completed.

Recommendations: A Functional Assessment has been submitted to Qualified persons for approval. Lifeline was installed in the home and a protocol was developed and trained to all staff. Client has ongoing appointments with mental health nurse to discuss strategies on how to cope with stressors. Strategies discussed at the monthly team meetings.

November 2, 2018

A staff arrived to client's home to provide team training. Client became agitated and wished to travel in staff's car rather than use public transit. Client called regular staff names on the way to the client's appointment. Client also hit staff on the leg with their cane.

Incident Investigation Completed.

Recommendations: A Functional Assessment has been submitted to Qualified persons for approval. Client has ongoing appointments with a mental health nurse to discuss strategies on how to cope with stressors. Strategies discussed at the monthly team meetings. Staff could park a block away from apartment or avoid conversation topic of driving personal vehicle to work.

November 20, 2018

Staff was getting ready with the client to take them to their appointment. Staff could not locate client's transit pass as other staff had accidentally taken it home after shift. Client became verbally aggressive towards staff.

Client later asked staff for another favor to which staff declined. Client became verbally aggressive towards staff, grabbed staff's phone and hit them in the face with it. Staff suggested for client to calm in their room. Client continued with verbal aggression and staff attempted to exit the home into the hallway. The client blocked the exit and the staff asked client to apologize. Client eventually apologized.

Incident Investigation Completed.

Recommendations: A Functional Assessment has been submitted to Qualified persons for approval. Client has ongoing appointments to discuss strategies on how to cope with stressors. Strategies discussed at the monthly team meetings. Staff to avoid power struggles with client. In the future, staff could also provide client with the appointment time one hour earlier than actually scheduled for to avoid tardiness.

November 21, 2018 -Staff was putting away a file while listening to a conversation with other staff. Staff slammed finger in cabinet drawer.

Incident Investigation Completed.

Recommendations: Staff to complete one task prior to another and to pay attention to their surroundings.

November 21, 2018

Client and staff went shopping in the afternoon. Staff reminded client that they only had \$20.00 to purchase items. This agitated client and client became verbally aggressive towards staff. On the way to the bus stop, client hit staff with force on the back.

Incident Investigation Completed.

Recommendations: HACD (behavioral section) was reviewed with staff. *See recommendations on Nov 2nd incident.*

December 7, 2018

Staff exited a restaurant's entrance where they slipped on ice. Staff twisted their right leg and landed on their right wrist. Staff report-

ed the injury to the office and to the restaurant staff. Restaurant staff were using hot water to clean the front entrance as hot chocolate had spilt which turned into ice.

Incident Investigation Completed.

Recommendations: Staff reported hazard to building management. Staff should wear gripped shoes and pay attention to their surroundings.

December 7, 2018

Staff and client parked at a facility where the wheelchair ramp was protruding. A community member ran over the ramp with their vehicle damaging the ramp.

Incident Investigation Completed.

Recommendations: A traffic safety cone was purchased to place beside the van when loading or unloading. Staff could also turn on the hazard lights on the vehicle.

December 19, 2018

Client and staff were working out at the gym and the trainer had left them for a brief portion. While staff was walking backwards, staff tripped and fell over a large exercise ball landing on their back and both hands.

Incident Investigation Completed.

Recommendations: Staff was reminded to use the hazard identification card before commencing an activity. Staff to read updated HACD for the non-residential program. Staff to be reminded to support/motivate the client and to participate in less strenuous activities. Scan environment for equipment in between activities and remove potential hazards.

3.3 Evaluation of current Near Miss Incident Investigations: No incidents to report.

3.4 Review of COR Audit and Action Items—Members of the committee reviewed the Terms of Reference. The committee reviewed portions of the changes to the COR audit questions for the upcoming audit. Next meeting, the committee will complete reviewing the changes and begin reviewing each sections of the COR report.

3.5 Review of Master Hazard Assessment and Control Document

Calgary—The group reviewed pages 16-19 in the Master Hazard Assessment and Control document

Community Access: there was a recommendation to add smoke (from forest fires) to the Biological Hazards section

Elevator Use: It was recommended to add pets as a hazard under the psychological/physical hazards. It was also suggested to add wheelchair/scooters/walkers to the physical hazards.

Edmonton- December 5, 2018-Meeting Minutes

Appendix A - Section#4- Safe Practices for Control of Slips, Trips and Falls – Change the first subheading to “Prevention and Control of slip and trip hazards”

Add: “Avoid community access during severe weather conditions (E.g. freezing rain conditions)”

South- December 11, 2018- Meeting Minutes

The group reviewed pages 28 –33 No additional recommendations

Northwest – December 2018 – Meeting Minutes: None reviewed as no meeting was held in December 2018.

3.6 Policy Review: 3.5.2 Workers right to Refuse Dangerous work

4.0 OTHER BUSINESS

4.1 ICE PAGE- Safe snow shoveling/clear snow from walkways/driveways

4.2 Health and Safety Committee (HSC)– Worker election to be held to fill one position on the HSC. Workers can submit their vote at the office or e-mail their choice into Brigitte at byvon@icenterprises.com by February 15, 2019. The New committee member will be announced in the March 2019 ICE Pages.

4.3 HSC members have completed the, “Alberta Health and Safety Committee Representatives,” training for Canadian Centre for Occupational Health and Safety (CCOHS).



Tips for Staying Healthy and Happy this Winter

It's that time of year again. Although the winter season begins with a bit of holiday cheer, many people, including you and the clients you support, may feel a little "off" as the cold weather drags on. Often, our bodies are just responding to the darker and colder days.

We are governed by circadian rhythms, our body's natural clock that helps regulate important functions including sleep/wake cycles and mood. These rhythms can be thrown off by the winter season. The sky gets brighter later in the morning and darker earlier in the evening; yet, our hectic schedules require us to keep going as if nothing has changed. This shift, along with other factors – including genetics and body chemistry – may affect your and your client's mental health.

Exercise

With a lack of sunshine to keep you energized, it's tempting to want to spend your evenings hibernating under the covers instead of being active. But remember, exercise is known to increase your levels of serotonin and endorphins, leading to a happier mood. If you can, instead of avoiding the cold, embrace the cold weather and get out in sunlight. Take a walk outside when weather conditions allow for it or at least keep active while staying indoors. Join a gym class, walk on a treadmill while watching TV, or try out a new lively game on Wii.

Socialize

Building and maintaining social networks is an important way to keep a positive outlook. When you're feeling down, it's natural to want to isolate yourself from others. But spending time with family, friends, and other people is a sure way to lighten your mood. To meet new people, try taking a class or volunteering. If you can't bear the thought of leaving your cozy home, then organize and invite your friends over for regular game nights or TV nights. Remember, it's also important to assist your clients in building these same social networks.

Take vitamin D

In the summer, you normally get the vitamin D you require from the sun. However, you may not be getting a sufficient amount of vitamin D during the winter because of decreased exposure to sunlight. Many studies have suggested

a link between vitamin D deficiency and poor mood. Although more research is needed to confirm that this vitamin can lift your mood, supplementing with vitamin D during the winter months will give you many of the other benefits you may be missing. These include enhanced calcium absorption and proper bone health. Ensure you consult with a doctor before you/your clients start on any vitamin regimen.

Keep a regular sleep schedule

Research has shown that lack of sleep may actually lead to anxiety, mood disorders, and depression. To keep a regular sleep-wake cycle, make sure you go to sleep and wake up at the same time every day, even on weekends. Keep your bedroom quiet and dark and create a ritual to help you relax, like reading a book or listening to music. It's equally important to encourage clients also to stay on a regular schedule and have activities planned for them during the day.

Eat well

When you're feeling down, it's natural to want to turn to comfort foods that are loaded with fats and sugars. But constant consumption of these carbs-containing comfort foods can cause weight gain. Stick to healthier foods that will keep your energy levels up, such as fruits and vegetables, whole grains, and foods packed with protein. This will keep you healthy while giving you the energy you need to stay active and social until a brighter season comes along.

Light therapy

If you can't ever seem to catch the sunlight or you think you may need more help, ask your doctor about light therapy. Light therapy involves sitting in front of a light box or wearing a special visor for about 30 minutes each day.

Light therapy is evolving as an effective depression treatment.

If following these tips does not help lift your/your client's mood, make sure you consult with doctor or arrange a doctor's appointment for your client. A doctor's appointment should also be made if you/your client are experiencing feelings of hopelessness and helplessness, lose interest in things that you normally find enjoyable, have difficulty concentrating, have trouble sleeping, or experiencing any significant changes in weight. If you notice these symptoms tend to occur in winter months, you may suffer from seasonal affective disorder (SAD) and may benefit from medical treatment.

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.

Training

PET (Pre-Employment Training)

February 19th—21st, 2019

9:00AM-5:00PM

PBI (Proactive Behaviour Intervention)

February 22nd, 2019

9:00AM-5:00PM

As described on the ICE website



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

Want to Make a Difference? Learn new skills?

1 CANDIDATE FOR WORKER REPRESENTATION ON THE CALGARY ICE HEALTH AND SAFETY COMMITTEE IS URGENTLY NEEDED!

**If I decide to let my name stand for election as a worker
HSC representative what are the requirements?**

- Submit your name for candidacy on the HSC by February 15, 2019 by contacting Brigitte Yvon (CR Manager).
- Monthly attendance at scheduled Health and Safety meetings (Approximately 2- 2.5 hours paid),
- A firm commitment to participate on the committee for a minimum 1 year term.
- Completion of 16 hours of paid Health and Safety Training.
- Willing to participate in incident investigations, training development projects, site inspections. (All time spent on assigned Health and Safety activities will be paid time.)

ELECTION OF THE REQUIRED WORKER HSC
REPRESENTATIVE WILL BE COMPLETED BY
FEBRUARY 28th, 2019.

WORKERS MAY VOTE AT RECEPTION AT THE ICE
OFFICE OR EMAIL THEIR CHOICE OF REPRESENTATIVE TO BRIGITTE YVON.

byon@icenterprises.com .

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

<https://www.canada.ca/en/health-canada.html>

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.

<https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957>

Linking Albertans to a wide range of health information and service options.

<https://work.alberta.ca/occupational-health-safety.html>

Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities.

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

The OHS site provides access to a wide range of information bulletins and on-line training options

<https://work.alberta.ca/occupational-health-safety/resources.html>