

FEBRUARY 2020

CALGARY

ECAT

Employee & Client
Assistance Team
403-819-0583

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

INSIDE THIS ISSUE:

POLICY REVIEW 2

**HEALTH AND
SAFETY MEET-
ING MINUTES** 5

**BURNS AND
SCALDS** 6

TIME SHEET HAND-IN

• February 15th 2020

For all shifts worked be-
tween February 1 and Feb-
ruary 15.

• February 29th 2020

For all shifts worked be-
tween February 16 and
February 29th.

UPCOMING:

HEALTH AND SAFETY MEETING

February 13th, 2020
1:30pm

RPAC MEETING

February 11th, 2020
10:30am

ICE PAGE

Making it Happen!- Supporting Social Inclusion

JORDAN

Jordan started services with ICE Calgary in October 2009. In November 2018, Jordan started his day program with ICE and Jordan has been thriving! Jordan is an extremely friendly gentleman who enjoys attending sport events in the community. He has several unique collections of items signed by hockey and football players. Jordan is very social but sometimes struggles to try new things. With the help of his staff, Jordan is enjoying meeting with his friends at the Village Square where he swims and uses the public library.

Jordan started volunteering at Village Square in January 2019 where he cleans gym equipment in the gym. Two weeks later, Jordan received a Certificate from the city of Calgary for his dedication. He takes pride in helping others and has been enjoying his position. Parents and staff have noticed that Jordan's confidence and security have increased since starting his day program with ICE. With assistance from his staff and Jordan's dedication, he has been able to maintain his volunteering position. To stay motivated, Jordan's staff has been encouraging and praising him. This helps him to stay focus on his volunteering tasks. Jordan continues to be involved in bowling with other individuals on Thursdays, practicing floor hockey and swimming regularly with his staff's support. Last summer, Jordan volunteered at Global Fest which is an annual culture celebration in Calgary as a greeter and received a lot of praise from his supervisors. Jordan is planning to go back there this coming summer.



Employee Spotlight

Nova Lee has been an employee with ICE since November 2018. Nova Lee is an outstanding staff who received the Award of Excellence during ICE Calgary awards ceremony. Jordan's parents have noticed a lot of improvements in their son. Jordan's mother gave a speech during ICE Calgary Christmas party thanking Nova Lee for assisting Jordan achieving his goals.



FAMILY DAY FEBRUARY 17, 2020



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

2.4.5 THE USE OF STAFF VEHICLES

**(Selected sections of ICE policy 2.4.5 are reproduced here, please refer to the Policy manual for the complete policies).*

The following is to apply:

1. Employees are discouraged from using their personal vehicles in their work duties. This may be allowed under the following circumstances:
 - employees must have a valid driver's license;
 - employees must have a minimum of two million dollars automobile liability insurance. A copy of the actual current insurance is on the employee's file
 - the vehicle must be in good mechanical condition;
 - the vehicle must be driven safely, obeying all laws;
 - seat belts and other restraint devices must be used by all occupants of the vehicle;
 - the client will ride in the back seat, passenger side. This is not a client/guardian choice. If a client's circumstance is such that riding in the back seat poses a hazard to their health/well-being, an "Agreement To Transport A Client In The Front Seat Of A Staff Driven Vehicle" form must be completed and approved by the appropriate Manager. This form must be reviewed annually.
 - infants or children less than 40 lbs. are not to be transported by employees.
2. A client will never be left alone in a vehicle for any reason.
3. Road and weather conditions should be considered prior to any outing keeping in mind client and employee safety and security. The employee is not to drive if the weather is unacceptable.
4. Employees using their vehicles must have an approved First Aid kit in their vehicles at all times.
5. Employees are not to drive client friends/family members.

Transporting Clients with Behavioral Issues:

1. An employee should not take a client in their vehicle if at any time the employee deems it would be unsafe for the client or themselves. It is imperative a review be conducted prior to any further transportation in private vehicles. Protocols can be developed to ensure safe transportation for both client(s) and employee. This may mean limiting a client to public transportation with or without an escort. Taking public transportation, walking, or staying home are options with many clients, as appropriate.
2. If any of the following conditions apply, permission must be obtained from the Community Support Coordinator/Community Team Coordinator. If the trip is to continue, extra precautions will be taken as instructed:
 - The client has any history of aggression while riding in a vehicle;
 - The client is not familiar with riding in a vehicle or can become easily agitated;
 - The client has been showing signs of escalation or aggression in the 3 hours previous to the planned trip;
 - The client is not agreeable to the planned trip.
3. In all cases, the following will occur:
 - The employee will be aware of the client's potential behaviors and how to deal with them;
 - The client must sit in the back seat, passenger side;
 - Any loose objects (ex. snowbrushes, tools, clothes) will be stored out of reach of the client;
 - The client will have their seat belt fastened at all times.
4. If a client shows any signs of aggression or escalation while in a moving vehicle:
 - The employee will pull off the road as soon as it is safe to do so;
 - The employee will attempt to de-escalate the client and/or obtain assistance as appropriate by using available assistance, calling 911 or the I.C.E. office or ECAT if after hours.

Creating Excellence Together
Standards 3 and 15: Relationships

Standard 3, Quality of Life and Standard 15, Quality of Service, speak about "Relationships." The Quality of Service Standard 15 is about how staff support the client or individual with his or her relationships. The standard has 6 indicators as part of level 1 with questions to explore with each indicator. In addition, there are two level 2 indicators.

Level 1 Indicators

Staff support the individual to visit with his friends or family members as appropriate.

How do you support the individual to spend time with friends of family, if they choose? For example, we may pre plan activities involving the clients friends and family.

Staff support the individual to meet new people and support and facilitate the development of positive relationships with family and friends.

Who does the individual have relationships with and in what ways do you feel that these relationships are positive and healthy? How do you help the individual with barriers that might limit their ability to make and keep friends? For example, booking DATS or accompanying them to meet with his friends.

Staff support the individual to deal with harmful relationships or the consequences of a relationship that involves risk.

What supports has the individual been able to access in the areas of dignity, risk and choice with regards to their relationships?

Can you provide an example of how you supported an individual to deal with a harmful relationship? For example, you may talk to the individual regarding healthy relationships.

Staff support the individual to cultivate natural supports.

How do you as staff help the individual to develop friendship outside of just you as paid supports or her network of friends or family. For example, helping the individual to make connections with neighbours or going to activities of interest (art classes) in his or her community.

Staff support the individual to access generic services that give opportunities to develop friendships with like-minded people.

What are some activities or place the individual attends that are not sponsored by the service provider? For example, attending Special Olympics or sports events, clubs, or hobbies.

How is the individual supported to explore and access generic services in the community? For example, shopping for groceries or clothing.

Level 2 indicators:

Staff Support the individual to develop safe close or intimate relationships.

How are you able to support the individual to maintain close or intimate relationships in a safe manner? For example, offering clients to attend a Health Relationships Course offered at the ICE office or discussing boundary issues with the individual.

Staff are trained in creating opportunities for the individual to establish connections in the community.

What training do you receive around creating opportunities for the individual to establish natural supports or to be socially included in the community? As part of Pre-Employment Training, all staff receive Social Inclusion Training, which discusses the ideas of social inclusion and natural supports and how to go about providing supports in these areas to individuals we support.

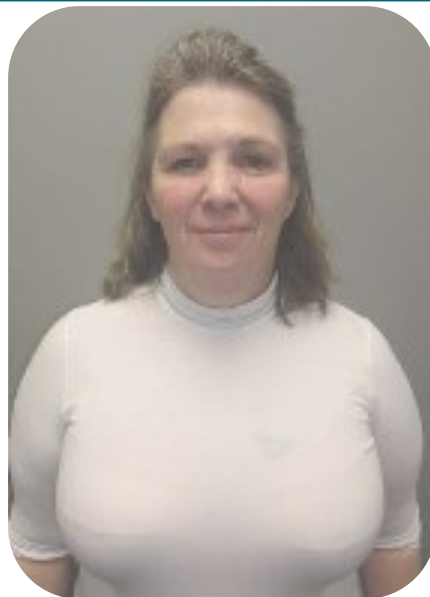
ICE THANK YOU CARD INCENTIVE WINNER

Jeff S and Diane S received thank you cards from their coordinators for being flexible with their schedules to accommodate their clients' wishes to attend special holiday festivities.

Leslie S received a thank you card from her CSC for accommodating client preference and a meeting location.

Caroline N received a thank you card from Booking Coordinator for going above and beyond during a stressful time for your client.

Esteban A received a thank you card from his CSC for going above and beyond in assisting his client to be successful at his job.



Joanne Heck won the incentive draw for Thank You cards! She won a **Braun Multi Quick 5 Blender** for her hard work. Joanne received 3 thank you cards for reporting and fixing a hazard at the home.

Sunday O, Abiola S, Dolap A and Aminata J received thank you cards from ECAT and the Booking coordinators for taking shifts on very short notice and dealing with difficult situations.

Megan J received a thank you card from her CSC for helping her client attend an event she enjoys.

Aminata J received a second thank you card from her coordinator when she took immediate action regarding client concerns.

Thank you everybody for your dedication and hard work at I.C.E!

Training

PET (Pre-Employment Training)

February 25—27, 2020
9:00am-5:00pm

PBS/PBI (Proactive Behavioral Intervention)

February 28, 2020
9:00am-5:00pm

Promoting Safety

February 3, 2020
1:00pm-5:00pm

Clients Rights and Client Conflict Resolution

February 5, 2020
12:15pm-2:45pm
Located in Airdrie

Multicultural Appreciation for Client

February 12, 2020
9:30am-10:30am
Located at ICE Office

Epilepsy Training

February 11, 2020
9:00am-11:00am

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/>

Congrats Long Term ICE Calgary Employees!

Staff	Years	Date
Fisseha K.	14	February 20
Megan J.	9	February 15
Esteban A.	8	February 1
Jacqueline M.	4	February 19
Val M.	3	February 16
Dean K.	2	February 1
Ange S.	2	February 23
Mathias F.	1	February 8
Rahul T.	1	February 22
Meshack A.	1	February 25
Onyinye O.	1	February 25
Rebecca N.	1	February 25
Gillianne C.	1	February 26

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.



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>

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

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

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

Health and Safety Committee Meeting Minutes

January 16, 2020

(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 – December 4, 2019 Meeting Minutes

November 3 and November 5, 2019

A support home operator (SHO) was in the kitchen with the client and directed him to go up to his room as his incontinence briefs were leaking, however, after the client requested a snack, which she gave to him. The client then started to hit himself and the SHO directed him to stop. The client then hit the SHO. On November 5, 2019, the client wanted to get out of the doctor's office and pushed the SHO, who was in the doorway out of the way. Follow up included; discussing with SHO to maintain a safe distance when client is agitated; Family Physician increased client's anti-psychotic medication; and consultation with RPAC/Behavioral Consultant.

Incident Investigation in Process

Recommendations: PBI/CPI re-training.

November 7, 2019

When Edmonton office staff got up out of their chair, their left foot got caught up in mouse cord and fell on their knee. Follow up provided included first aid applied, including putting ice packs on knee. The employee's work station had recently moved.

Incident Investigation Complete

Recommendations: All employees' workstations in the area inspected and clear of hazards. Ensure new ergonomic checklists completed for all staff when they change workstations.

November 21, 2019 & November 26, 2019

Staff slipped and fell down outside of the office in the parking lot of the Edmonton office. Parking lot conditions were icy. Follow up included: first aid applied and reviewing not to rush and to "Walk Like A Penguin" as per the signage; walkway re-shoveled and safety salt re-applied (as in one case where it was snowing when the staff fell).

Incident Investigations in Progress.

Recommendations: A pair of ice cleats be purchased and available for use by program staff; call property management when parking lot conditions are icy.

November 21, 2019

Staff was reaching into her bag to get a thermometer to measure water temperature and when she grabbed the device, it got tangled with another lanyard and the staff stabbed themselves in the hand. Recommendations included: Staff advised to handle sharp objects with care.

Incident Investigation in Progress.

Recommendations: Ensure to use water thermometer with a cap; look at where you are reaching when getting anything that is sharp.

November 30, 2019

Client threw her stereo across the room and started to bang on the dining room table and was screaming and swearing loudly stating the people are stealing the client's stuff. The Support Home Operator ensured that himself and her friend were at a safe distance during the incident. Follow up included: A psychiatrist visit was booked; continue to monitor client; and develop positive approaches in consultation with RPAC.

Incident Investigation in Progress.

Recommendations: N/A - nothing further.

Edmonton – December 4, 2019 Meeting Minutes

November 30, 2019

Staff was in kitchen with the client who, when he tried to heat up food in the microwave, but missed pushing the start button and then discovered it wasn't hot. The client then blamed the staff and pushed them.

Incident Investigation in Progress

Recommendations: staff to always pay attention to what client is doing and to retake PBI, ensuring that they maintain a safe distance from the client at all times.

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

November 6, 2019

Staff and client came out of the library and found that a community members vehicle was parked only a few inches away from staff's car. Staff and client went into all the businesses around to find the community member to move the vehicle. Staff found the community member, who apologized and stated that they were running late for work. As the community member pulled out of the stall, they turned into staff's vehicle scratching staff's tire and hub cap. Client and staff were not in the vehicle. Follow-up: Staff stated that they will park away from businesses if possible.

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: N/A for December 2020

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: Environmental Quality Audits completed: 2 Rosalind C (1), Stephanie M (1). One random inspection was completed by Opeoluwa.

3.5 COR Audit Review- COR began in Edmonton September 30, 2019 and is in the process of being completed and submitted to the Continuing Care Safety Association for review. The HSC review COR element 8. A COR Quality Audit started January 6, 2020.

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

The HSC reviewed pages 24-29 in the Hazard Assessment Control Document.

Food Storage: It is recommended to add storing food items in cool/dry areas under the Engineering Controls. It is also recommended to add de-frosting freezer once or twice a year to the Safe Work practices.

Handling exposure to Raw Meats: No additional recommendations.

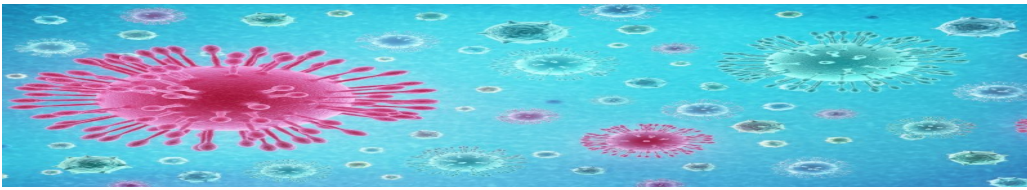
Electric Stove/Oven. Use of Gas Stove Oven: It is recommended to add resources of safe handling in the Health and Safety binder.

4.0 Other Business

Ideas or upcoming ICE page articles: Frostbite or extreme cold weather. Health and Safety Training updates. New HSC member will require to complete Workplace Inspections training, Hazard Assessment and Incident Investigations training.

NEXT MEETING DATE: February 20, 2020 @1:30 p.m.

Infection Prevention and Control for Coronavirus



What is Coronavirus?

Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases, including Severe Acute Respiratory Syndrome (SARS). Novel coronavirus is a new strain that has not been previously identified in humans.

How did it originate?

A pneumonia outbreak was identified in Wuhan, China on December 31, 2019. So far, there have been over 5900 confirmed cases in China and the disease has killed 132 people. It has begun to spread to other countries.

Has Coronavirus spread to Canada?

Three confirmed cases have been announced in Canada as of the ICE newsletter publication date. No cases have been confirmed to date in Alberta.

What are the symptoms?

- Common signs of infection include respiratory symptoms include:
- Fever,
- Cough,
- Shortness of breath/breathing difficulties.
- In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.



How can I prevent myself and my clients from getting the disease?

- Frequently clean hands by using alcohol-based hand rub or soap and water and teach your clients to do the same.
- Practice “good respiratory etiquette” to help prevent the spread of disease. Use a tissue or raise your arm to your face to cough or sneeze into your sleeve. Once you use the tissue to cover a cough or sneeze, throw the tissue right away. Stay home when you are sick.
- Use Personal Protective Equipment (PPE) and Standard Precautions
- Avoid travel to regions where Coronavirus is known to occur, such as China.

If you do come from an area which is experiencing Coronavirus and are experiencing symptoms such as fever or cough you need to contact Health Link (Phone # is 811). Alberta for advice prior to visiting your doctor and share with them your previous travel history. Follow Health Link and your physician’s direction.

Notify your ICE supervisor or ECAT after hours to report it and follow their direction.

If you are travelling, avoid close contact with people suffering from a fever or cough and avoid touching your eyes, nose and mouth.

Follow food safety guidelines, including to properly cook meat and ensure that you handle raw meat, milk, or animal organs with care to avoid cross-contamination with uncooked foods.

Ensure that if you are in an emergency room or medical clinic with a client, that you are regularly using hand sanitizer/ washing hands and encourage the client to do the same. Also, avoid sitting close to someone with signs of respiratory illness where possible.

Stay updated on Public Health Announcements related to Coronavirus. ICE will also provide updates as further information is released.