

## CALGARY

### ECAT

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

After office hours  
Phone do no accept text  
messages— staff need to  
call ECAT.

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### TIME SHEET HAND-IN

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

### UPCOMING:

- **HEALTH AND  
SAFETY MEETING**  
– January 18th, 2017 at  
1:30PM
- **RPAC MEETING–**  
January 10th, 2017 at  
10:00AM

## Making it Happen!- Supporting Social Inclusion

William is originally from the Northwest Territories; he moved to Edmonton 13 years ago. He is a quiet and well-mannered young man whose long term goal is to live independently. New to services with ICE in May 2016, William started working right away to build his skills for making daily decisions, budgeting and managing his home. With some assistance from his ICE staff supports, he identified rental properties of interest to him and went to view them. He found an apartment of choice, completed the application process and moved in. William now maintains the cleanliness and orderliness of his home and takes a lot of pride in his residence.

William says the support he receives from ICE has helped open up many opportunities for him. He wanted to give back to his community by volunteering and so with a bit of assistance he explored the Edmonton volunteer website. William found some places of interest to him then completed their application processes; he was soon offered a volunteer placement completing meal preparation in the kitchen at the Hope Mission shelter one day a week. He was also interested in adding another volunteer position at the Society for Protection of Cruelty to Animals (SPCA) however, he ran into a barrier related to their training requirements. William remained undaunted, he still wanted to increase his volunteer hours, so he decided to approach his current volunteer placement about offering his time a second day each week and they welcomed the offer.

To expand his social connections, William expressed an interest in meeting other individuals from the north receiving services through ICE. His ICE supports then arranged for him to meet some of these persons for coffee. William enjoyed conversing with the others and was pleasantly surprised at the common interests they shared. He has since developed friendships with members of this group and enjoys inviting them over for visits.

Another goal for William has been to increase his physical activity for the health benefits. To achieve this, William and ICE staff sat down together and

riding the biking trails of Edmonton's beautiful river valley and he looks forward to more cycling in the future.

William has many interests. He is keen about fishing, which is part of his background and cultural heritage. ICE connected William with Alberta Fish and Wildlife where he obtained his fishing license and Wildlife Identification Number (WIN) card. With staff support and accompanied by some of his new friends from the north, William has been on numerous expeditions exploring options for trout fishing in and around the Edmonton area. He looks forward to ice fishing this winter. William has also decided to learn to ice skate so ICE staff have been assisting him to connect with local indoor and outdoor ice rinks. He recently decided to sign up for skating lessons and looks forward to meeting people who share this interest through the classes. All of these new opportunities have provided William opportunities to develop his social skills and build valued connections within the Edmonton community.

William has developed many new skills since coming to ICE and continues to do so with all his hard work, dedication and focus to succeed. His road to becoming fully independent is definitely heading in the right direction. Congratulations, William!



explored the variety of opportunities available to him through the City of Edmonton using their leisure booklet. William identified that he had never ridden a bicycle but really wanted to. He and his supports explored this further and priced out new and used bikes and helmets. Now William is the proud owner of his own bike! Because safety is an important part of riding a bicycle, William and his ICE supports then went on line and studied safe biking requirements. This summer, William was able to enjoy



## Employee Spotlight

Jimmy Kayonga started with ICE in October, 2014. He has a nurturing nature and a strong desire to see the individuals he supports succeed. Jimmy is empathetic and patient and he naturally creates a sense of calm and trust. He has a realistic outlook, encourages self-sufficiency, and recognizes the abilities of his clients while still providing necessary individualized and appropriate supports.

Great Job Jimmy!

### **President's Annual Open House Address**

One of the highlights of our operations is our strong commitment to assisting the people we serve to advance towards their goals and outcomes. In order to do that, we need motivated staff, support home operators and management.

All staff and support home operators providing direct supports as well as all supervisors, managers, and administration staff are directly responsible for safe working conditions. People need to feel safe on the job.

ICE voluntarily participates in an annual audit to evaluate our employee health and safety processes through the Certificate of Recognition (C.O.R.) program.

Each year, a thorough audit of our Health and Safety systems is completed. We have been involved in the program for many years. Many of you have participated in the annual audits.

Our results remain positive.

To achieve those positive results, our staff



and support home operators need to understand our Health and Safety program and specifically their responsibility towards maintaining safe work environments as per ICE policy and Occupational Health and Safety legislation.

The 2016 COR audit results will be shared with everyone in the New Year.

It's extremely important that each staff member is aware of the audit action plan and take the necessary steps toward continued improvement.

Employees & Support home operators need to feel safe and supported in their work. They need to know how important it is to identify hazards in the workplace, address those hazards, and report the hazards to a supervisor.

Internally and on a regular basis, formal inspections are completed including random inspections, monthly safety inspections, EQA's,

ICE invites public health and the fire department to our residential programs for safety inspections. The results are shared with staff and areas of concern are addressed.

Going forward, my message to all staff and support home operators is to be aware of the Health and Safety policy and continue to be diligent in your reporting practices.

# Policy Review

## **2.3.15 COMMUNITY REHABILITATION-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.

In homes operated by I.C.E. (residential, support homes and respite homes) **where all clients do not require a bath/shower assist** the overall facility water temperature will still be monitored and hot water tanks are to be turned down to an acceptable level so the temperature **will not exceed 49 degrees Celsius**. If providing nonresidential services the employee is not able to monitor or control the overall facility water temperature but must follow *Policy 2.3.14 for approved bath/shower assists*.

### **Monitoring Water Temperature – Overall Home**

- Run the kitchen hot water faucet for 30-60 seconds.
- Measure the temperature of the water. To do this place the supplied digital thermometer into the flowing water from the faucet.
- Temperature must not exceed 49 degrees Celsius.
- Record temperature in logs located on the inside of a kitchen cabinet
- If temperature exceeds 49 degrees Celsius turn down the hot water tank. Turn on the kitchen sink hot water tap and run it for a few minutes to deplete current hot water supply. Retake the temperature in 2 hours and record.
- *If you are having difficulty reaching this temperature level, contact your immediate supervisor.*

### **Monitoring Water Temperature – Bath/shower sites**

- Run the bath/shower hot water faucet for 30 – 60 seconds.
- Measure the temperature of the water. To do this place the supplied digital thermometer into the flowing water from the faucet. For a shower put the thermometer into a container and then place this into the water spray of the shower. Measure the water temperature maintaining the placement of the container under the water spray of the shower.
- Temperature must not exceed 40 degrees Celsius.
- Record temperature in logs located at the bath / shower site.
- If temperature exceeds 40 degrees Celsius turn down the hot water tank. Turn on the hot water tap and run it for a few minutes to deplete current hot water supply. Retake the temperature in 2 hours and record.
- *If you are having difficulty reaching this temperature level, contact your immediate supervisor.*

### **Residential programs operated by I.C.E.**

Residential support staff will monitor the overall hot water temperature of their home **daily**. This is done by taking the temperature

of flowing water from the kitchen plumbing fixture. Temperatures are documented on logs. Completed water temperature logs will be filed in the Daily Planner each month and a copy will be sent to the main office attached to the monthly safety inspection checklist.

During monthly safety inspections, random audits and EQAs extensive water temperature monitoring will be completed as part of the agency's preventative strategies for risk management. Water temperatures will be taken and documented at various sites in the home. Sites to be monitored will be the kitchen plumbing fixture, potential bath/shower sites that the client is able to access and at any additional plumbing fixture that has a regulator. A list of sites that are to be monitored will be located in the orientation manual of each home.

### **Support Home Operators**

The support home operator will monitor the overall hot water temperature of their home **and** at potential bath/shower sites **weekly** and document their findings on logs. I.C.E. will provide the operator with the water temperature logs that will be required. These logs will be attached to the monthly support home operator checklist. The SHO also completes their Monthly Safety Checklist which includes water temperature monitoring. In addition, the I.C.E. employee monitoring service will take and document the water temperature of the home and at all potential bath/shower sites on their monthly visit and document their finding on the monthly support home operator checklist. At the onset of service and annually thereafter the water temperature of the home and at bath/shower sites will also be recorded on the initial/annual support home operator checklist.

### **Support home Operator Respite**

Respite operators will monitor **daily** water temperatures of the facility **and** at potential bath/shower sites while the client is in respite service.

### **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 reading and report 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.

## **OFFICE CLOSURE**

*The office will be closed on January 2nd, 2017 for the New Years' Holiday*

*Please contact ECAT on this day.*

# CALGARY ICE MOMENTS!



Bhupinder Mann was thanked by her supervisor for her interest in joining the Health and Safety committee and promoting her Health and Safety knowledge in the community. Bhupinder won a 3 piece quilt set. Congratulations!

## ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Denise S	21	January 24th, 2017
David A	11	January 19th, 2017
Greta W	10	January 22nd, 2017
Erika B	6	January 21st, 2017
Eugenia K	1	January 4th, 2017
Barbara G	1	January 4th, 2017
Jacqueline K	1	January 20th, 2017
Raji V	1	January 22nd, 2017
Marilyn R	1	January 26th, 2017

## Training

### Other Thank-you Cards Received for November Draw

Sherry R and Denise F received a thank you card for their support to a co-worker in the community

Sherry R Received a thank you card for reporting a hazard in the community

#### PET (Pre-Employment Training)

January 24th-26th, 2017  
9:00AM-5:00PM

#### PBI (Proactive Behaviour Intervention)

January 28th, 2017  
9:00AM-5:00PM

As described on the ICE website

## \$100.00 Referral Incentive Program Winner



Stephanie Nordin

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!

# CREATING EXCELLENCE TOGETHER

## Creating Excellence Together Standards 3 and 15: Relationships

Standard 3 of the Quality of Life and Standard 15 of the Quality of Service Discusses “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

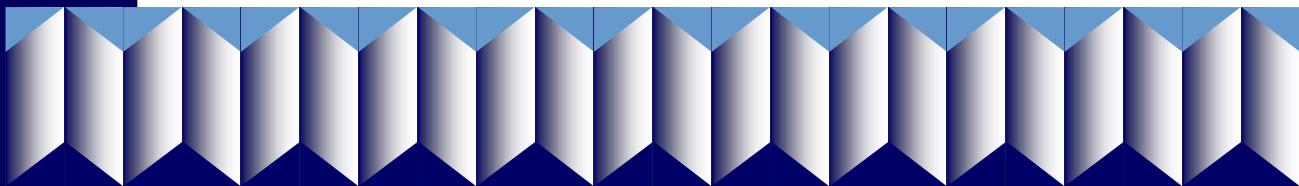
- 1. Staff support the individual to visit with his friends or family members as appropriate.** How do you support the individual to spend time with friends or family, if they choose?
- 2. Staff support the individual to meet new people and support and facilitate the development of positive relationships 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.
- 3. 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.
- 4. 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.

- 5. 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:

- 1. 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.
- 2. 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.



# Health and Safety Meeting Minutes

<p><b>INDEPENDENT COUNSELLING ENTERPRISES</b>      Health and Safety Committee Meeting Minutes      Date: November 17, 2016      Calgary</p> <p><b>STANDING ITEMS</b></p> <p>A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)      B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)</p> <p><b>3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations):</b></p> <p><b>September 23, 2016</b>      Client was confused and angry with staff as she wanted medication for dizziness. Staff informed client medication can only be given at prescribed medication time. Client was angry and yelling profanity at staff. Staff gave space allowing client to calm. Client called asking for staff to help remove coat. When staff assisted client to remove coat, client grabbed staff's arms, shaking and yanking them downwards. Staff removed self and initiated safe distance from client.      Recommendations: Staff directed to leave apartment if client escalates. Medical appointment booked for treatment of client illness. Staff to not engage in assisting client when they are agitated.      Incident Investigation completed.</p> <p><b>3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):</b></p> <p><b>October 30, 2016</b>      Client asked staff to turn on humidifier and was giving staff direction on how to turn on. Client became verbally abusive towards staff stating they were doing it wrong, grabbed staff's arm and tried to shove humidifier towards staff.      Recommendation: Staff to follow PBI and keep safe distance from client. Staff to turn humidifier on when client is out of the room. Staff to be trained on how to operate humidifier.      Near Miss Investigation completed.</p> <p><b>3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations)</b>      Tabled until the next meeting.</p> <p><b>3.5 Review of Master Hazard Assessment and Control Document</b>      Tabled until the next meeting.</p> <p><b>Other regions review &amp; and recommendations and regional response to recommendations :</b>      Edmonton      Tabled until the next meeting.      South:      Reviewed Pages 40 - 44      Changing Light Bulbs – No recommendations      Use of Ladder – No recommendations</p>	<p>Use of Floor Mats – No recommendations      Seasonal Yard Work – Recommend to divide this section into winter yard work and summer work as the associated tasks are very different.</p> <p>Grande Prairie:      Reviewed the HACD. Pages 12-21.      Use of Sharps – No recommendations.      Cooking/Food Preparation</p> <p>Food Storage – No recommendations.      Exposure to Raw Meats – No recommendations.      Use of Electric Stove/Oven – No recommendations.      Staff Use of Household Appliances      Recommendation: Mitigation- Small appliances to be stored at mid-body range to avoid reaching or bending which could cause strains or injuries.</p> <p><b>3.6 Policy Review</b> 3.5. 8- Eliminating/Mitigating/Controlling Work Site Hazards/2.5.4- Harm Reduction</p> <p><b>4.0 OTHER BUSINESS</b>      ICE Page Health &amp; Safety Article suggestions – Holiday decoration safety</p> <p>NEXT MEETING – January 18th, 2017</p> 
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# Annual Christmas Open House



## HEALTH AND SAFETY COMMITTEE

*Health and Safety Committee- Chair Khrystyna Herman, CSC  
Nikki Novak, CRM Jasmine Hazaell, Member Cheryl Carter, CSC  
Sam Campbell, Community Connections award winner Lori  
Jones, Regional Manager Deanna Rachkewich, President  
Geneve Fausak, not pictured-Bev Jerrett and Joanne Heck*



## SENIOR MANAGEMENT

President Geneve Fausak, Regional Manager Deanna  
Rachkewich, Vice-president Mike Rutherford, Quality  
Auditor Kaitlin Smith

Across five regions of Alberta ICE employees provide excellent service. Supervisors, co-workers, clients, family members and managers are encouraged to formally recognize ICE employees who go “above and beyond” in their duties by filling out a special “Thank You” card available from any ICE office. The completed cards are entered in a draw box in each region’s main office and cards are drawn each month for great prizes.

**Each year in December, ICE employees who have received a minimum of three Thank you cards (from different sources) have their names entered into a special province wide draw for a \$1000.00 cash prize.**

The 2016 provincial incentive draw winner was Junilyn Villanueva of Edmonton. Congratulations, Junilyn !



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## 10 YEAR SERVICE AWARDS

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*Mohammed Ayedi, Regional Manager Deanna Rachkewich, President Geneve Fausak*

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## 10 YEAR SERVICE AWARDS

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*CSC Nikki Novak, 10yr employee Maxine Bailey, CRM Linda Doherty*



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## 10 YEAR SERVICE AWARDS

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*10yr employee David Abatan, CRM Linda Doherty, CSC Nikki Novak*

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## 10 YEAR SERVICE AWARDS

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*10yr employee Fisseha Kelemework, Regional Manager Deanna Rachkewich, President Geneve Fausak*



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## RESIDENTIAL HOME OF THE YEAR

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Residential Home of the Year- CSC Nikki Novak, Denise Sielecki, CRM Linda Doherty, Mon(Jordan) Adhikari, Mohammed Ayedi, Esteban Adrogue, Regional Manager Deanna Rachkewich, President Geneve Fausak, not pictured-Jose Rosa, Edwin Jayme and Rincy Kuriakose



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## HEALTH AND SAFETY AWARD

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Health & Safety Chair Khrystyna Herman, H&S award winner Bill Damer, Regional Manager Deanna Rachkewich, President Geneve Fausak



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## 10 YEAR SERVICE AWARD

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CSC Nikki Novak, 20yr employee Denise Sielecki, CRM Linda Doherty



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## EMPLOYEE OF EXCELLENCE

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CSC George Kabeja, Employee of Excellence award winner Shelly Rulli, Regional Manager Deanna Rachkewich, President Geneve Fausak



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### NON- FIELD EMPLOYEE AWARD

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*Non -field staff winner CRM Whitney Dunham, Regional Manager Deanna Rachkewich*



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### COMMUNITY CONNECTIONS AWARD

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*CSC Sam Campbell, Community Connections award winner Lori Jones, Regional Manager Deanna Rachkewich, President*

## 2016 COR Audit Results

ICE has now received the results of our 2016 Certificate of Recognition (COR) internal audit as approved by the Continuing Care Safety Association.  
Our Agency achieved 98%!

Copies of the 2016 COR audit report are now being distributed internally. The report will be available for review by all ICE employees in the Health and Safety binders at ICE offices and residential programs. Implementation plans are already underway for the agency to address the recommendations for improvement as provided in the 2016 report.

Thank you everyone for your excellent efforts and ongoing commitment to Health and Safety at ICE!