

**JANUARY 2020**

**CALGARY**

**ECAT**

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

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

**INSIDE THIS  
ISSUE:**

<b>POLICY REVIEW</b>	<b>2</b>
<b>HEALTH AND SAFETY MEET- ING MINUTES</b>	<b>4- 5</b>
<b>2019 ANNUAL OPEN HOUSE</b>	<b>6- 7</b>

**TIME SHEET  
HAND-IN**

- **January 15th 2020–**  
For all shifts worked  
between January 1<sup>st</sup> and  
January 15<sup>th</sup>.
- **January 31st 2020–**For  
all shifts worked between  
January 16<sup>th</sup> and January  
31<sup>st</sup>

**UPCOMING:**

- **HEALTH AND  
SAFETY MEET-  
ING–** January 16th,  
2020 at 1:30PM
- **RPAC MEETING–**  
January 14th, 2020 at  
10:30AM

# ICE PAGE

**Making it Happen!– Supporting Social Inclusion**

**Michael**

Michael is an extremely friendly young man, who has a good work ethic and a great personality. He has been able to use this to his advantage in gaining employment at Goodwill, where he works as an administrative assistant 3 days per week. Michael's managers at Goodwill call him, "The face of the company" as he is usually the first person that people visiting the offices see. Michael enjoys his job and believes the best part of his job is helping people who need assistance.

Michael has been with ICE for 2 years and, with help from his staff Hassan, he has worked hard on his goals. When Michael first started with ICE, he had just moved out of his parent's house and was working on being more independent. Michael worked hard at learning how to keep his home tidy, while also learning to be more confident in the kitchen with direction and support from staff.

When talking to Michael, he will tell you that his favorite meal to cook is chicken, spinach, and feta gnocchi, a very fancy treat!

In addition to an increase in cooking Michael has also shown an interest in trying to be more physically active. With support from Hassan, this summer Michael was able to join a Special Olympics golf team. Michael has enjoyed the friendships he has made, as well as the physical activity he gets walking 18-holes. On top of golf, Michael enjoys going to recreation centers where he runs the track, works out, and goes swimming.



**Employee Spotlight**



Hassan has been with ICE for 2 years and those individuals he supports speak very highly of him and are grateful for how much he cares for them. When asking Hassan what he likes about working with ICE, he says that he really enjoys helping people and enjoys seeing the progress that they make in their lives.

**ICE OFFICES WILL BE  
CLOSED NEW YEARS  
DAY, WEDNESDAY  
JANUARY 1<sup>ST</sup>, 2020**



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

### 2.2.3 INFORMED CONSENT AND DOCUMENTATION REQUIREMENTS

*\*(Selected sections of ICE policy 2.2.3 are reproduced here, please refer to the Policy manual for the complete policies).*

1. Clients and/or their guardians have an absolute right to informed consent.
2. Informed consent is a free choice to participate in or to avail themselves of services offered by Independent Counselling Enterprises. In order to make this choice, clients and/or guardians must be informed of the full implications of the service including benefits, risks, costs and other pertinent information.
3. Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign a partial delegation of medical consent form and consent to administer medications that are also kept on the client's file. All documents are to be renewed annually.
4. Non-Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign consent to administer medications should medication delivery occur during service delivery. This form will be kept on the client's file. All documents are to be renewed annually.
5. Where release of health information is required the client / guardian must sign the agency Health Information Release Consent (HIA).
6. Clients and/or guardians can withdraw consent at any time. This decision must always be respected by Independent Counselling Enterprises employees. Should consent be withdrawn, employees are to notify their supervisor immediately and document the details of the situation in a contact note.

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

Staff	Years	Date
Denise S	24	January 24, 1996
David A	14	January 19, 2006
Greta W	13	January 22, 2005
Eugenia K	4	January 4, 2016
Jacqueline K	4	January 20, 2016
Raji V	4	January 22, 2016
Nahnciaa R	2	January 23, 2018
Goreth N	1	January 16, 2019
Rita O	1	January 16, 2019
Jennifer F	1	January 16, 2019
Sajith J	1	January 16, 2019
Eloghosa O	1	January 23, 2019
Aswathy J	1	January 23, 2019
Abhilash P	1	January 23, 2019

### 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!**



Sajith J.



Ope F.



Kendra F.

## ICE THANK YOU CARD INCENTIVE WINNER



Harmanjeet K received a thank you card from her supervisor for reporting a hazard at the residence to the building management, her CSC and then resolving the hazard herself. Harmanjeet received a King Size Plush Comforter.

Your efforts for health and safety are appreciated!



### Other Thank You Cards

- \* **Tarah M** and **Mary N** received thank you cards from their supervisors for identifying hazards in the community and assisting their clients to avoid them
- \* **Tanya D** received a thank you card from her supervisor for noticing a hazard and reporting it to the landlord to have it fixed.
- \* **Latifat J** received a thank you card from booking for remaining on shift later than booked even though she had an early shift the next day.
- \* **Jeff S, Bill D** and **Parminder K** received thank you cards from their supervisors for going above and beyond to ensure their clients well-being.
- \* **Violet N** received a thank you card for reporting a hazard to the building manager at a public place to ensure the safety of all people who entered the building.
- \* **Shelly R** received a thank you card from her supervisor for assisting her client and another client to expand their experiences in a creative way.

### Training

#### PET (Pre-Employment Training)

January 20 - 22, 2020

9:00am - 5:00pm

#### PBI (Proactive Behavioural Intervention)

January 23, 2020

9:00am - 5:00pm

#### ASIST

January 29 - 30, 2020

9:00am - 5:00pm

#### Brain Injury

January 16, 2020

9:30am - 10:30am



### 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**  
**December 12, 2019**

*(Minutes edited for publication)*

**3.0 Standing Items**

- 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 – November 6, 2019 Meeting Minutes**

**October 8, 2019**

Staff reported to TC that client was agitated after going to the A.C.T. Centre to a dance and refused to get into the car with him. Manager assisted and the client appeared to calm down. Staff drove the client home and when they reached home, the client punched the staff in the head. Follow up: the TC spoke to the guardian, who stated that the client stated that they were upset because clients from the client's previous residence were there and it had brought back bad memories to the client. It was decided that the client would not go to the A.C.T. Centre on Tuesdays, as his previous group home clients are scheduled to go on that day.

**Incident Investigation incomplete.**

**Recommendations:** Staff should not transport clients in their vehicles when clients are agitated.

**October 15, 2019**

After a client came back to his residence from being AWOL, there was concern about the client's well-being. A room search was conducted and the manager found a steak knife in the client's room. The item was removed from the client's room. Follow up included; double staffing being put in place to ensure the safety of the client, his roommate and the staff, staff retraining on AWOL Protocol and Risk Assessment, Room searches to be conducted when it is safe to do so, psychiatrist updated, and service review of the client to be completed.

**Incident Investigation incomplete.**

**October 25, 2019**

Client had gone AWOL and obtained alcohol. Client then drank the alcohol, became intoxicated and became verbally and physically aggressive, including using racial slurs, breaking into the medication cabinet to obtain cigarettes and chain smoked them. When they ran out of lighter fluid, they used the stove element to light their cigarette. Follow up included: Continue to redirect client from drinking alcohol and follow their alcohol consumption agreement, staff to review that client has an extra lighter in the storage cabinet for use rather than using the stove element to light his cigarette.

**Incident Investigation incomplete.**

**Recommendations:** Client to take cultural sensitivity training.

**October 26, 2019**

The manager entered the residence and noticed a burning smell. She noticed that two burner elements were on and were bright red. An empty pot on it was beginning to burn on the one element. The manager immediately turned the burners off. The manager also went into the client's room and noticed a glass container with several tealight candles. Staff also removed them from the residence. Follow up included: double staffing the residence, staff reminded to be diligent regarding fire safety, psychiatrist to be updated, ensure high risk monitoring for the client, service review to be completed.

**Incident Investigation Incomplete**

**Additional Recommendations:** RPAC Consultation.

**October 31, 2019**

Staff was trying to get a binder out of the filing cabinet and her wrists

bent back when she went to grab it. Follow up included to not fill the filing cabinet drawer so full with binders.

**Recommendations:** Staff to review file cabinet safety memo (June 2019) and paperwork section of HACD (p. 108-109).

**South- November 5, 2019 Meeting Minutes**

**October 9, 2019**

Staff was with a client in a store. The client became upset at the staff's attempts at re-direction and became verbally aggressive. The client then raised their hand and staff thought they were going to hit them. Staff hurt their back as they twisted awkwardly and attempted to move away from what they perceived as a strike.

**Incident Investigation in Progress**

**Recommendations:** RPAC involvement for the client. Staff to review PBI techniques and keep a safe distance when a client is upset.

**October 30, 2019**

When staff arrived at a non-residential shift the client was visibly upset and demanded the staff give them money. The staff explained they were unable to give money to clients and the client then began to be verbally aggressive toward the staff. Staff explained that they would be leaving the shift and would return when the client was calm. Staff went to their car and the client followed. Staff got into the car and locked the door for safety. The client hit their fist on the trunk of the car causing damage to the car. Staff left as soon as it was safe to do so.

**Incident Investigation in Progress**

**Recommendations:** Staff to review PBI/ CPI techniques. Continued RPAC involvement for the client. Client shift times reviewed and changes made to the program.

**Northwest- November 05, 2019 Meeting Minutes**

No incidents in previous month.

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

**Edmonton – November 6, 2019 Meeting Minutes**

**October 16, 17, and 24, 2019**

On 3 separate occasions, staff was directing the client and the client got upset and spit towards the staff as well as was swearing and was using racial slurs towards the staff. On October 16<sup>th</sup>, the staff directed the client to drink less water and questioned his wanting to go to the bank. On October 22<sup>nd</sup> the staff directed the client to pick up laundry from his floor. Follow up included: Review of client's Planned Restrictive Procedures with staff, including using incentive plan, review of staff actions with RPAC Committee as well as the client taking cultural sensitivity training.

**South- November 5, 2019 Meeting Minutes**

No Near Miss Incidents to Report.

**Northwest- November 5, 2019 Meeting Minutes**

**October 22, 2019**

Client was filling washing machine with water to do laundry when staff suggested to start the washer. Client stormed upstairs and threw the pot of soup that was on the stove. He then retreated to his room attempting to strike staff on the way by. Staff reminded to follow clients PRP for Compulsion and Aggression, staff scheduled to retake PBI/PBS.

**Near Miss in progress.**

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

**November 12, 2019 & November 18, 2019**

During both incidents, staff were attempting to assist client to remove their soiled briefs in the bathroom. When staff reminded client to take off their pants and briefs, client became physically aggressive. In the first incident, client hit the staff's right hand. In the second incident, client threw their sunglasses at staff as well as was verbally aggressive toward staff. In both cases, staff provided client with reassurance, space and called the office for support. Client did not remember both instances in a few short minutes. Follow-up: RPAC consultation, staff to provide client with soft object to keep hands busy with during personal care and staff to continue providing agitated client with adequate space.

**Incident Investigation in Progress.**

**November 27, 2019**

Staff and client were getting ready to leave a parking lot. Staff looked both ways before reversing their vehicle when a vehicle hit the staff's rear bumper. The weather conditions were slippery, cold and snowy. Staff also stated that the community member was speeding. Staff reported the incident to ECAT immediately. No injuries. Follow-up: staff was not at fault for incident as the motor vehicle accident was out of their control. However, staff could recommend rescheduling program during bad weather days.

**Incident Investigation in Progress.**

**November 27, 2019**

Client was in a very agitated state and left the house abruptly. Staff grabbed all necessary items before leaving the home, however this caused for staff to lose site of client. Upon staff searching for client in the community, staff slipped and hit their head on a light pole. Staff contacted ECAT to report incident and went to a clinic shortly after.

**Incident Investigation in Progress.**

**Recommendations:** Use ice grips.

3.3 Evaluation of near miss investigations.

**November 6, 2019**

The building fire alarm sounded very early in the morning when client was having a bath. Despite numerous attempts by staff, the client refused to exit the bathtub. Staff informed the fire fighters that client was in their apartment and fire crew then stated that it was carbon monoxide detector and staff was able to monitor the client. EPIC assessment revised. CSC completed a social story for client to enhance their fire safety awareness. CRM contacted the Calgary Fire Department to discuss incident and ways to support client and fire crew in future incidents and were advised to call 911 in the future to provide information on evacuation refusals or difficulties (even if emergency crews are already there). Additional fire drills to be completed when client is engaged in preferred activities.

**Incident Investigation in Progress.**

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns - None for November 2019.

3.4 B) Inspections completed - Brigitte Y and Khrystyna H completed an EQA on November 25, 2019. Brigitte Y completed a random inspection on November 21, 2019.

3.5 The Health and Safety Committee reviewed COR element 7. Brigitte Y also discussed that her qualifying audit to become a certified COR auditor has been confirmed for December 30<sup>th</sup>, 2019. A Pre-planning meeting will be held with Regional Management and the health and safety co-chair.

3.6 Hazard Assessment and Control document (H.A.C.D.) - The Health and Safety committee reviewed pages 20-23 in the Hazard Assessment and control document.

Cooking – under physical hazard add cutting yourself; Cooking - under engineering controls add food thermometer; Cooking- under engineering controls add splash guards

3.7 Policy review: **3.5.3 - Health and Safety Committee**

**4.0 Other Business**

- A formal election was held at the ICE office for the HSC worker committee member. Since three members put there name forward, an election was held. The election voting booth closed on November 30, 2019
- All committee members have almost completed all required inspections or audits for the year. Those that have one left are expected to complete by the end of December 2019.
- Ideas for upcoming ICE page articles: use of ice grips.

**NEXT MEETING DATE:** January 16, 2020 @ 1:30 p.m.



## CREATING EXCELLENCE TOGETHER (CET)

Creating Excellence Together Standards are made up of two levels of achievement available for community disability service providers to support and guide their organizations in quality improvement in the provision of services to individuals. These levels flow from a primary level of service outcomes and performance Accreditation Level I, to an advanced level of performance achievement, Accreditation Level II.

Accreditation Level I achievement provides the service providers outcomes of how they measure against the Level one standards and indicators for *Quality of Life, Quality of Service and Organizational Framework* in the quality service they provide.

Accreditation Level II achievement contains additional indicators and information a service provider needs to allow it to move forward in its service performance. To achieve Accreditation Level II, it is expected that all Accreditation Level I indicators will be met and a significant in depth review of the *Organizational Framework* will be conducted.

Accomplishing Accreditation Level II achievement in organizational and service excellence is a major undertaking and reflects a service provider's drive to be the best that it can be.

ICE will be participating in a C.E.T survey June, 2020 and will be participating in the advance level of performance achievement, Accreditation Level II.



## 2019 Annual Christmas Open House

Independent Counselling Enterprises hosted it's annual Calgary Christmas Open House and Employee Award Celebration on Thursday December 5<sup>th</sup>, 2019. Those in attendance enjoyed a pizza party and an "Ugly Sweater" competition. Employee awards were also presented honoring ICE staff for health and safety, excellence in service delivery and length of service.



### 15 Year Service Awards

Leslie Schmid (left) and Theresa Walker (right).  
Presented by Ada Ozonwanji (center)



**10 Year Service Awards**  
Ivy Wright (pictured), Jody Hunter, John Van Kastere (unable to attend the party).



### 20 Year Service Award

**Tanya Dusang** (right)  
Presented by Nikki Novak (left)



**Best "Ugly Sweater" Winner**  
**Michael L.**



**Health & Safety Award Winner**  
**Brigitte Yvon** (right)  
Presented by Khrystyna Herman (left).





**Community Connector Award**  
**Justin Shumbusho (right)**  
 Presented by Ada Ozonwanji (left).



**Award of Excellence**  
**Nova Lee Brown (right)**  
 Presented by George Kabeja (CSC, left)

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

This annual awards ceremony event provides an opportunity to reflect and acknowledge the accomplishments of the people we serve, direct service staff, administration, supervisors, and management. This awards ceremony is primarily recognizing direct service staff who made a significant positive impact on the people they support and the agency.

The management team at ICE also work hard every day to have a direct positive impact on service and employees. I witness the work of our management team every day. They are a dedicated group who I greatly respect and appreciate.

A significant focus over the course of the past year is ICE's ongoing commitment to our Health and Safety program.

ICE remains involved in the voluntary Certificate of Recognition program (COR). This is not a legislated requirement but agencies such as ICE are committed to provide the resources towards positive Health and safety outcomes.

COR requires extensive Health and Safety systems along with significant oversight from the employer. COR requires companies to create a culture of Health and Safety in the workplace. This is a challenging but worthy process. An internal COR audit was recently completed. The results are not yet available but will be shared. I anticipate another very successful result. ICE has accomplished results over 96% for the past 15 years.

I urge everyone to maintain their knowledge and practice of our Health and Safety policies and as required in the OHS legislation. We will continue to provide training and information to all of our staff.

Everyone's goal is that all employees are safe in their work places, report hazards, address hazards, communicate to each other and supervisors so we are all able to safely end our shift and go home.

Our success is possible through maintaining positive relationships with experts to guide us in the right direction. Those people include:

Disability Services PDD division

Governments of the NWT and Nunavut

Alberta Health Service - Public Health

Inspections Group

Guardians / families / advocates

People receiving service

In closing, congratulations to our 2019 award recipients.

On behalf of ICE, I wish all of you a safe and peaceful holiday season.

*Genevieve Fausak*

