

# ICE PAGE

CALGARY

2015

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## RPAC Meeting

July 7th, 2015 @ 10:30 am

## Team Leader Meeting

July 8th, 2015 @ 1:30 pm

## Health and Safety Meeting

July 15th, 2015 @ 1:30 pm

## TIME SHEET HAND-IN:

### July 15th, 2015

For all shifts worked between July 1st and July 15th, 2015

### July 31st, 2015

For all shifts worked between July 16th and July 31st, 2015



# ECAT

Employee & Client Assistance Team

403-819-0583

## Support Home Operator Spotlight

*Linda*

Linda is a Support Home Operator with ICE in Edmonton. She is a reliable and positive person who supports one client in her home. Linda makes sure that this gentleman enjoys many opportunities to be socially involved in the community according to his interests which include Special Olympics bowling and riding horses at the Whitemud Equine Centre. With a strong belief in furthering education, Linda



also encourages this person's ongoing learning via creative and fun skill building activities such as writing cards/messages to his family outside the city. Linda says what she enjoys

most about being a Support Home Operator is making a positive difference in her client's life; as a result she notices positive changes in her life too.

Linda is not new to the role of caregiver. In addition to being a parent, foster parent, and caregiver to both her parents, Linda has also worked as a nurses' aide, a day home operator and a respite worker. She has a Bachelor of Arts in Professional Communication and enjoys writing for both print and online publications. Her favourite topic is kindness and Linda writes a regular blog called Kindness Matters

([www.lindajwilkinson.com](http://www.lindajwilkinson.com)).

In her spare time, Linda enjoys scrapbooking, spending time with her family and doing volunteer work in the community.

## TRAINING

### Pre Employment Training (PET)

July 14th and July 15th, 2015

9:00 am - 5:00 pm

### Documentation and Reporting Practices

July 8th, 2015

1:00 pm - 4:00 pm

### WHIMIS

July 16th, 2015

1:00 pm - 4:00 pm

Learn about WHIMIS and MSDS

### Hoarding Disorder

July 29, 2015

1:00 pm - 4:00 pm

Courses are as described on the ICE website

ICE Quality Auditor, Kaitlin Smith visited each of the Calgary Residential Programs on June 9th, 2015. Kaitlin's role is to ensure ICE Policy and Procedure is being followed across ICE services throughout Alberta.

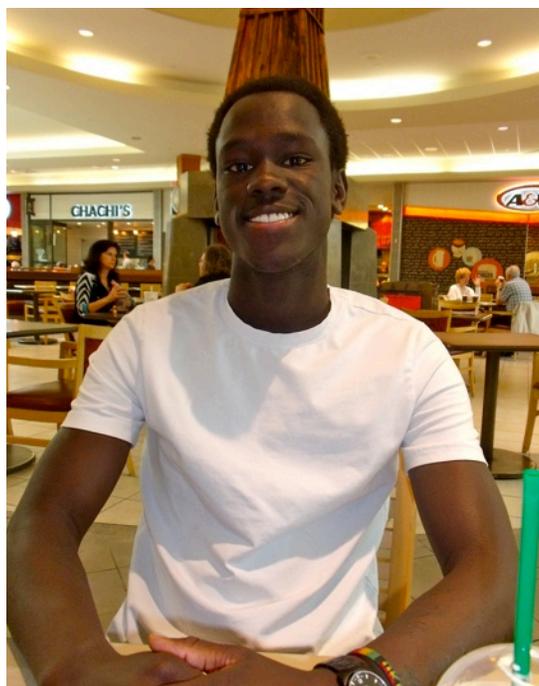


## Client Success Story

### Okello

Okello is a 20 year old gentleman who moved to Calgary 15 years ago from Sudan, Africa. He moved here with his aunt, uncle, older brother and sister. Okello had to leave his mother and three other siblings behind. He has not seen his family for over 15 years. Okello later moved with a foster family when he was 10 years old. Okello is very appreciative of what his foster parents did for him. Okello shares that not only did they show love to him but they also taught him how to receive love. He remembers having bedtime stories read to him each night.

Okello received supports from ICE while residing with his foster family. During this time he



continued to strive for independence and recently made the decision to live on his own. Okello's mother had one wish for him, it was to get a better education and future. Her wish came true as Okello graduated from St Francis High School in 2013 and now works as a cook at Joey Tomatoes restaurant. Okello's goals last year were to live independently, receive his driver's license and purchase a car. He successfully met all three goals.

Okello continues to have regular contact with his foster family. He enjoys reading and his favorite author is John C Maxwell who is a pastor, author and motivational speaker. Okello would like to become a motivational speaker as well. Hopefully he will be able to achieve this dream in the coming years with support from ICE. We congratulate Okello for meeting his goals and wish him all the best.

## Spring and Summer Weather Hazards

Severe spring and summer weather in Alberta ranges from hail and heat waves, to thunderstorms and tornadoes. It is by knowing what to expect and how to prepare for it, that we can protect ourselves and our property from these weather hazards.

### Pay Attention to daily weather forecasts and Environment Canada's Public Weather Alerts

Listen to weather reports and adjust daily routines for clients and staff accordingly.

Environment Canada issues public alert bulletins through the media (television/ radio) as well as through the Weatheradio service and Weatheroffice website.



The type of alert used depends on the severity and timing of the event:

- **Special Weather Statements** are less urgent but are used to let people know that conditions are unusual and could cause concern.
- **Watches** alert you about weather conditions that are favorable for a storm or severe weather, which could cause safety concerns. If staff hear of a Weather Watch in their area, they need to take care and plan for client/staff safety. Staff should continue to monitor the public alert system and follow recommendations for safety as provided as Watches may quickly progress to become Warnings.
- **Warnings** are provided as certainty increases about the path and strength of a storm system. **A Warning is an urgent message that severe weather is either occurring or will occur.** Staff need to stay on top of such situations and take the appropriate action as advised.

### Heat and Humidity Safety

- Avoid working or exercising intensely if it is very hot or humid outside, and head for cooler conditions if your body becomes overheated.
- If working outdoors is an absolute necessity, drink plenty of liquids and take frequent rest breaks. Be sure to maintain salt levels in your body and avoid high-protein foods. Watch for signs of serious medical conditions, such as heat exhaustion and heat stroke.
- If being active outdoors is an absolute necessity, drink plenty of liquids and take frequent rest breaks. In hot, humid

conditions, there is a considerable risk of heat stroke and sun burn.

**Ultraviolet Rays** - Ultraviolet (UV) rays are the sun's rays that can cause sunburn. Long-term exposure to UV rays is associated with skin aging, eye cataracts, weakening of the immune system, and skin cancer.

- The amount of UV that you receive depends on both the strength of the sun's rays (measured by the UV index) and the amount of time you spend in the sun. The higher the UV Index number, (the UV Index is a 0 - 11+ scale) the stronger the sun's rays, and the greater the need to take sun safety precautions.

### Sun protection tips:

Reducing your time in the sun (particularly between 11:00 a.m. and 4:00 p.m., from April to September), and seek shade when outdoors.

Cover up by wearing a broad-rimmed hat, a shirt with long sleeves, and wrap-around sunglasses.

Use "broad spectrum" sunscreen (with both UVA and UVB protection) with a sun protection factor (SPF) of 15 or higher.

### Storm Safety

ICE requires residential programs to have storm readiness plans and supplies in place. It is also important for staff working within community based programs to plan for severe weather. Take the opportunity now to choose the best shelter in your regular daily environments. Choose a meeting place to gather after storms to ensure that everyone is safe and accounted for. When a Weather Warning is issued, stay calm and follow your plan.



### High Winds

Strong winds, and especially gusty winds, can cause property damage or turn any loose item into a dangerous projectile, and create unsafe traveling conditions that affect your ability to safely steer your car. When there is a threat of high winds in combination with a storm as in the case of a severe thunderstorm or tornado, your first priority is to take shelter.

- Close all windows and doors, and secure loose outdoor objects or move them inside.
- Go to the basement or to a small interior room in the centre of the house, such as a closet, bathroom or hallway, on the lowest floor of the building. If this is not an option, take cover under a stairway or sturdy table and use a cushion or mattress to protect your head.

- Stay away from all windows, doors and exterior walls, in particular those facing the storm, and avoid buildings with large,



unsupported roofs such as arenas, supermarkets, and barns.

- If you are boating or swimming, head for land immediately.
- Do not travel.
- If you are in your car, open the windows slightly and park off the road with your brakes set, away from tall objects and power lines. Do not leave your car if there are downed lines nearby. In the event of a tornado, abandon your vehicle and move at a right angle to the storm's path. If this is not possible, find a low-lying area, such as a ditch, and lie flat. Hang onto a small tree or shrub if you can.

### Lightning Safety

Lightning is an electrical discharge caused by a build up of static electricity between thunderclouds, or between thunderclouds and the ground. It can deliver as much as 100 million volts of electricity and strike a target up to 16 kilometers away, making it an extremely dangerous form of severe weather. Each year lightning kills approximately 10 Canadians and injures approximately 100 to 150 others. Thunder is the noise created when air suddenly expands from the heat of a lightning discharge. By counting the seconds between a flash of lightning and a thunder clap, you can tell approximately how close the lightning is to you: each second will represent about 300 meters.

### Tornados

A tornado is a violently rotating column of air extending between a cloud base and the surface (when over water, it is called a waterspout). Most tornadoes develop in the late afternoon and early evening but may occur outside of this timeframe, including overnight.

### How to keep safe:

- The first and most important thing to remember is that if you can hear thunder, you are within striking distance of lightning. Take shelter immediately. If you cannot find a sturdy, fully enclosed building with wiring and plumbing, get into a metal-roofed vehicle. Stay inside

for 30 minutes after the last rumble of thunder.

- Once indoors, stay away from electrical appliances and equipment, doors, windows, balconies, fireplaces, and anything else that will conduct electricity, such as sinks, tubs and showers. Avoid using a telephone that is connected to a landline.
- If you are in your car during lightning, do not park under tall objects that could topple, and do not get out if there are downed power lines nearby.
- If you are caught outside, don't stand near tall objects or anything made of metal, and avoid open water. Take shelter in a low lying area.
- If caught on the water in a small boat with no cabin during thunder and lightning, quickly get to shore.



## Floods

During heavy rains, avoid roadway underpasses, drainage ditches, low lying areas and water collection areas. They can unexpectedly flood or overflow. **DO NOT TRY TO DRIVE ACROSS A FLOODED ROAD.**



You can't tell the condition of the road under the water.

Stay away from power lines or electrical wires during floods. Know potential risks for flooding in your area and plan an escape route to higher ground but keep in mind the threat from lightning which is greater on high ground.

Monitor the provincial government flood forecasts and warnings.

*Source - Spring and Summer weather Hazards - Weather and Meteorology - Environment Canada*

## Policy Review

### 2.4.1 GUIDELINES FOR PLANNING ACTIVITIES

1. Independent Counselling Enterprises activities are planned to be effective as well as safe in their operation.
2. General guidelines apply in planning activities: involve the client in planning activities;
  - consider the client's abilities and interests in relation to the activity;
  - consider the client's likely level of safety and well being while participating in the activity;
  - determine the relationship of the activity to the client's cultural and religious heritage;
  - ensure the activity fits in with other scheduled activities and daily routines;
  - ensure activities are age-appropriate;
  - plan the activity in incremental steps (i.e.: putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition;
  - address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities;
  - arrange an appropriate meeting place. Have phone numbers and other information available ahead of time;
  - all group activities require supervisor review and approval before they take place;
  - in the event of an emergency (i.e. accident or injury) employees are to ensure they have all emergency contact names/phone-numbers including their supervisor and ECAT/911 to call for immediate assistance (**see Policy 2.7.3 Critical And General Reporting Incidents and Policy 3.3.6 ECAT Supervision**)
3. Aquatic activities must include the following precautions:
  - the presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
  - in circumstances where I.C.E. clients have access to private pool facilities through their residence a pool safety protocol (**refer to Master Forms Binder: Orientation Manual Section B and Residential Monitoring Manual Section F**)
4. Overnight trips are not to be planned for any client unless the employee receives approval from their supervisor. The following apply:
  - Approval must be given by the Manager in consultation with the Chief Operating Officer only after a written proposal has been submitted outlining the nature of the trip, the duration of the trip, expenses to be incurred (including employee monetary compensation with an agreement signed by the employee), location of nearest medical/emergency facilities and staffing during the time away.
  - Proposals are to be submitted a minimum of one week prior to the planned trip.
  - It is not expected nor is it this agency's policy that employees take clients on holidays. Often trips are contingent on employees volunteering time unless clients can access programs where supervision is included in the holiday.
  - Any time away must not be a financial hardship for the client and their personal budget must be able to support the holiday.
  - If funding is being requested from an outside source (i.e. Office of the Public Trustee) sufficient time must be provided in order to meet their documentation processes as per OPT Policy.
  - Guardians must be aware of and support the holiday and sign all necessary permission forms prior to the excursion.
  - If the travel is out of country I.C.E. requires further supporting documentation including having a copy of the client's valid passport and of their proof of travel insurance.
  - Employees must have access to reliable communication such as a telephone or cell phone and contact the office once per day for an update.
  - If the location of the holiday is isolated two employees must be present at all times.
  - A first aid kit must be carried.

*Updated October 2012*

## Calgary ICE Moments!



**Maxine Bailey**

**June 2015**

**Incentive Thank-you Card Draw Winner**

Maxine received a thank you card for reporting that a chair in the staff office was broken and safely disposing of it.

**Other Thank-you Cards Received for June's Draw**

Tanya Dusang received a thank you card for helping secure a step stool below a client's window in a residential home.

Bill Damer reported a safety issue en route to a scheduled activity and found a safer route to use.

Niza James helped to pack and unpack at two residential homes that moved location.



**ICE Calgary Congratulates Long Term Employees!!!**



STAFF	YEARS	DATE
Don B	17	July 23rd
George K	10	July 1st
Andrew I	5	July 27th
Iris B	7	July 21st
Patsy S	3	July 18th
Olukemi A	2	July 30th
Maaza H	1	July 29th
Niza J	1	July 29th

**ICE offices will be closed**

**Wednesday**



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

Employee Referral  
Incentive Program \$100  
Recipient!

**Theresa Walker**

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!



**ICE has a TD Group RSP plan!**

Refer to Policy 3.4.18  
**ICE FUTUREBUILDER RSP.**

If you are eligible, ICE will match your contributions!

To sign up, please contact **Linna Roem** at 780-453-9664

## Health and Safety Minutes Calgary Health and Safety Meeting - May 20th, 2015

### 3.0 STANDING ITEMS

#### 3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents

Edmonton: April 1, 2015 minutes  
**March 5th, 2015**

Staff arrived on shift after an overnight heavy snowfall. Staff worked from 8am – 10 am to clear heavy snow and ice from residential walkways. The next day the staff experienced back pain and medical follow up was completed.

**Recommendations:** Staff are encouraged to recognize their personal capacity and to work within it. Follow guidelines for safe shoveling (see Health and Safety binder resource section). Warm up muscles before shoveling; use ice melt; shovel small amounts (1-2) inches at a time; use an ergonomic shovel /body mechanics/ ergonomics for safe shoveling ; take frequent breaks to avoid over exertion, seek help from other staff / clients or hire a snow-clearing service.

Incident Investigation has been completed.  
No Further Recommendations

#### **March 20, 2015**

Staff was assisting one client to eat their meal. Another client was behind staff observing the person eating their dinner. The client watching staff became verbally aggressive and then kicked staff in the back.

**Recommendations:** Consult with RPAC regarding behavioral supports. Have staff organize the environment during meal times to implement PBI techniques so neither the staff (nor the client eating) are vulnerable with their back to the other clients. Offer both clients food at the same time to avoid potential conflicts.

Incident Investigation to be completed.

**Additional recommendations:** Staff to be retrained on PBI

#### **March 24, 2015**

Staff was seated on the sofa at a residential program completing paperwork when a client (with sensory challenges and a previous behavioral pattern of biting) came and sat beside them. The client and staff were interacting positively but after awhile the client grabbed the staff's hand and bit it.

**Recommendations:** Consult with RPAC regarding behavioral supports for this client. While client social interactions are

to be encouraged, staff must maintain appropriate boundaries and space (PBI) for their safety. Due to the history of previous aggressive behavior (biting) and the fact that staff are not able to effectively predict when this may occur, appropriate space parameters are necessary.

Incident Investigation to be completed.

**Additional recommendations:** staff recommended to take CPI

South: April 14, 2015 minutes  
No Current Internal Incidents

Grande Prairie / Northwest:  
April 9, 2015 minutes  
No Current Internal Incidents

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

Edmonton: April 1, 2015 minutes  
No Current Near Miss Incidents

South: April 14, 2015 minutes  
Staff was with a client when backing up out of a spot in a busy parking lot. Their vehicle's bumper tapped the bumper of another vehicle directly behind them. No damage was done to either vehicle.

**Recommendations:** Staff to use more caution especially when in a busy parking lot and when backing up. Staff to be offered AMA mission possible driving course. If possible schedule appointments at less busy times to avoid congestion. Use public transit whenever possible.  
Near Miss Investigation in progress  
Additional recommendations: staff to check surroundings carefully before backing up.

Grande Prairie / Northwest:  
**April 9, 2015 minutes**  
No Current Near Miss Incidents

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

No Current Internal Incidents

**3.3 Evaluation of current Near Miss Incident Investigations:**

**April 24, 2015**

Staff and client were walking across street on cross walk. Client stumbled over staff's foot and staff reached out to stabilize client from falling. Client grabbed staff's hand which then caused staff to also stumble and fall onto client causing no injury.

**Recommendations:** Allow enough time to get to bus stop to avoid client rushing. Staff not to attempt to catch client when they are falling.

Near Miss Investigation Completed

#### **3.4 Review of COR Audit and Action Items**

**Committee had a discussion on 2014 COR audit recommendations** - sections 2.5 & 2.7– Pgs 33 & 34. The committee recommended that if there are any changes to the H.A.C.D it is to be reported to the manager and the H.A.C.D to be updated immediately to reflect changes. In addition a new form be made for any new hazards. The form to contain the date, hazard, review and sign off. Form can be kept at the back of the H.A.C.D binder for quick reference.

#### **3.5 Review of Master Hazard Assessment and Control Document Calgary**

Reviewed Office Related Work section  
Page 6-9

Paperwork – Writing – add use of comfort grips for pens/pencils  
Computer Use – add take frequent breaks

Other regions review & and recommendations:

South

Review of pages 16 – 20.

- Exposure to raw meats – recommend adding using a meat thermometer and having hand sanitizer at each residence to the Safe Work Practices section.
- Staff use of household appliances – recommend moving using the microwave into its own category as there are many more hazards and risks associated with using a microwave as opposed to coffee maker or toaster.

Grande Prairie:

General HACD Pages 30-35

No changes or additions recommended.

Edmonton

Committee discussion was held on potential revisions for the (H.A.C.D) for 2015 to address 2014 COR audit recommendations - sections 2.5 & 2.7– Pgs 33 & 34. The committee also discussed the related legislated requirements for hazard/control records management.

**3.6 Policy Review** - 3.1.2 Personal information and documentation requirements & 3.3.1 Professional development

#### **4.0 OTHER BUSINESS**

ICE Page Health & Safety Article suggestions – disaster preparedness (forest fires/floods)

**NEXT MEETING – July 15, 2015 at 1:30 pm**

# You are invited to our Farewell to Summer BBQ!



**THURSDAY, AUGUST 27TH, 2015  
11:30 AM TO 2:30 PM  
MARLBOROUGH PARK  
COMMUNITY  
CENTER  
6021 MADIGAN DRIVE N.E.  
SMALL HALL**

**We will be serving BBQ Beef on a Bun, Coleslaw and Baked Beans  
Lunch will be served between 12 pm and 1 pm.  
Please call to confirm attendance by  
August 21, 2015 at (403) 219-0503**