

# ICE PAGE

CALGARY

2016

## Contents:

- **Dehydration and Heat Stroke** - Pg 2
- **Health and Safety Meeting minutes** - Page 3
- **POLICY REVIEW** - 3.8.1 Professional Conduct - Page 5

## Health and Safety Meeting

July 20th, 2016 @ 1:30 pm

## RPAC Meeting

July 12th, 2016 @ 10:00 am

## Team Leader Meeting

July 6th, 2016 @ 1:30 pm



# ECAT

Employee & Client  
Assistance Team

## 403-819-0583

after office hours

Phones do not accept text messages.  
Staff need to call ECAT.

## TIME SHEET HAND-IN:

### Jul 15th, 2016

For all shifts worked between July 1st and July 15th, 2016

### Aug 2nd, 2016

For all shifts worked between July 16th and July 31st, 2016

## Making it Happen!

*Supporting Social Inclusion*

Keith is a kind natured gentleman who lives with his mother and has a great love for animals. He has been with ICE since 2009. Keith's goal was to find work at a local pet store in Calgary. Keith with the support of his ICE staff, Susan applied for various positions over time. Keith eventually found a position helping with animal care at a local store. Keith assisted there for over 3 years.

As time went on Susan encouraged Keith to expand his skills and he applied to volunteer at the Rehabilitation Society. Keith was accepted and he began helping with recycling and mopping the floor. Keith did extremely well at the Rehabilitation Society; he made several new friends and commented that he felt his services there were appreciated. Because of Keith's success there his position

eventually changed to one of employment.

During Keith's annual review in 2014, Keith made a decision that he wanted to save money. He used to spend his money buying DVDs, CDs and treats. Once Keith made up his mind to save money, he worked hard at only making



purchases that he needed as opposed to buying impulse items he did not need. Keith researched his community and found out that he could access many DVDs and CDs from the public library and he could save money purchasing special interest DVDs and CDs by waiting until they came on sale.

Due to his success at saving his employment funds, Keith has been able to make a difference to a cause he cares deeply about. On December 24, 2015, Keith chose to donate \$115.00 to the Calgary Humane Society. Keith is very proud about contributing this money in order to assist animals in need of care. A few months after his donation, Keith was presented with a thank you card with a picture of a specific dog from the Calgary Humane Society. The card shared how Keith's donation had improved this dog's overall health and quality of life.

Congratulations to Keith for becoming such a well respected hard working individual in his community!

## Employee Spotlight

Susan Moseley-Josiah began her journey with I.C.E. March 23, 2011. Susan was introduced to Keith and they began creating a professional and successful work relationship. Susan has been a great role model and a positive influence for Keith throughout the years. As a team they enjoy working together researching new opportunities and ways in which



Keith can meet his goals.

Susan is loyal and dedicated to providing excellent client support. It is because of staff members like her that ICE individuals are able to successfully meet their goals and become valued members of the community in which they live. When she is not working, Susan enjoys spending time with her family. A special thank you to Susan.

## Dehydration and Heat Stroke

Dehydration and heat stroke are two very common heat related conditions that can be life threatening if not treated.

### What is Dehydration?

Dehydration can be a serious heat-related condition and a side-effect of diarrhea, vomiting and fever.

### How is Dehydration Caused?

This is caused when the body loses water content and essential body salts such as sodium, potassium, calcium bicarbonate and phosphate. Under normal conditions we all lose water from our body through sweat, tears, urine and stool. In a healthy person, this water is replaced by drinking fluids and eating foods that contain water. When a person becomes so sick with fever, diarrhea or vomiting or if an individual is overexposed to the sun, dehydration occurs. Occasionally dehydration can be caused by drugs such as diuretics, which deplete body fluids and electrolytes. Whatever the cause, dehydration should be treated as soon as possible.

### What are the Symptoms of Dehydration?

It is critical to recognize the symptoms of dehydration, the following are common symptoms of dehydration although each individual may experience symptoms differently. Symptoms include:

- Thirst
- Less-frequent urination
- Dry skin
- Fatigue
- Light-headedness
- Dizziness
- Confusion
- Dry mouth and mucous
- Increase heart rate and breathing

### Treatment for Dehydration

In cases of mild dehydration, simple rehydration is recommended by drinking fluids. Many sport drinks on the market effectively restore body fluids, electrolytes and salt balance. For moderate dehydration, intravenous fluids may be required, although if caught early enough, simple rehydration may be effective. Cases of serious dehydration should be treated as a medical emergency, and hospitalization, along with intravenous fluids is necessary. Immediate action should be taken.



### What is Heat Stroke?

Heat stroke is the most severe form of heat illness and is a life threatening emergency. It is the result of long, extreme exposure to the sun, in which a person does not sweat enough to lower body temperature. The elderly, infants, persons who work outdoors, and those on certain types of medication are most susceptible to heat stroke. It is a condition that develops rapidly and requires immediate medical treatment.

### What causes Heat Stroke?

Our bodies produce a tremendous amount of internal heat and we normally cool ourselves by sweating and radiating heat through the skin. However in certain circumstances, such as extreme heat, high humidity or vigorous activity in the hot sun this cooling system may begin to fail allowing heat to build up to dangerous levels.

If a person becomes dehydrated and can not sweat enough to cool their body, their internal temperature may rise to dangerously high levels, causing heat stroke.

### What are the symptoms of heat stroke?

The following are the most common symptoms of heat stroke:

- Headache
- Dizziness
- Sluggishness or fatigue
- Seizure
- Hot, dry skin that is flushed but not sweaty
- A high body temperature
- Loss of consciousness
- Rapid heart beat
- Hallucination

### How is Heat Stroke Treated?

It is important for the person to be treated immediately (call 911) as heat stroke can cause permanent damage or death. Some immediate first aid measures you can take while waiting for help to arrive include:

- Get the person indoors
- Remove clothing and gently apply cool water to the skin followed by fanning to simulate sweating
- Apply ice packs to armpits and the groin
- Have the person lie down in a cool area with their feet slightly elevated.

### How to avoid dehydration and Heat Stroke

- drink plenty of fluids during hot weather and outdoor activities. Sport drinks are good choices, avoid coffee, tea, soda and alcohol as these can lead to dehydration.
- Wear lightweight, loose-fitting clothing in light colours,
- Schedule vigorous activity such as sports for cooler times of the day
- protect yourself from the sun by wearing a hat, sunglasses and using an umbrella,
- Take frequent drink breaks and mist yourself with a spray bottle to avoid becoming overheated.

**Health and Safety Minutes**  
**Calgary - Health and Safety Meeting - May**  
**18, 2016**

**3.0 STANDING ITEMS**

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

Edmonton: April 6, 2016 meeting minutes  
**March 13th, 2016**

Client escalation occurred when the client realized she was missing her wallet and thought the staff had it. Client cornered staff and hit them. The police were called. Two employees were injured.

Internal Incident Investigation Completed.

**Recommendations:** If a client is agitated and aggressive exit the apartment / home. Do not go into an office or other closed room as you may be cornered. Assume active PBI / CPI postures at first signs of agitation i.e. on your feet, facing the client, ready to access an exit. RPAC is involved with this client for further supports.

**March 14th, 2016**

A staff came 15 minutes early to their shift and was talking on their personal cell phone at the program. This situation agitated the client and they started to escalate. A power struggle with the staff and client took place. The client then feigned remorse and asked staff for a hug. Once close to the staff the client scratched and bit the staff. 911 was called. The program manager was able to talk to and calm the client.

Internal Incident Investigation to be completed.

**Recommendations:** Arrive on time for shifts but not too early especially if clients are sensitive to transition times. If early, staff can spend time outside of the program to avoid a client escalation. Avoid power struggles with the client when they are agitated. Maintain appropriate personal boundaries at all times especially with high behaviour clients.

**Additional Recommendations:** Staff may benefit from a PBI/CPI refresher. Staff to put electronic devices away when they have arrived at work, so they can be debriefed and informed during staff shift change over.

**March 17th, 2016**

Staff coming on shift found burn marks on the siding of the house. When the staff asked the client about the burns the client admitted to doing the damage with a lighter. The client had exited the house in anger earlier when he was redirected over

extra food. The staff on shift had not followed and monitored the client as they believed the client was just cooling off their temper outside. Staff was unaware the client had brought home a lighter from their day program.

Internal Incident Investigation to be completed.

**Recommendations:** Monitor clients from a safe distance when they storm off angry. Many clients are impulsive and while angry have the potential to complete dangerous impulsive actions. Steps to be added to this client's Planned Procedure related to checking bags coming home from the day program for hazardous items.

South: April 5, 2016 meeting minutes  
 No Current Internal Incidents

Grande Prairie / Northwest: Apr 14, 2016  
 No Current Internal Incidents

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

Edmonton- April 6, 2016 minutes  
 March 30th, 2016

Staff called to report there was a "spicy" smell causing some coughing and other respiratory discomfort. Staff brought clients out to the balcony and put a towel on the bottom of the door. It was later determined that there was an altercation that took place in the building, not ICE involved, and pepper spray had been discharged in the hallway.

**Recommendations:** the spraying of the pepper spray could not have been avoided because it was an outside source. Staff handled the situation well.

South – April 5, 2016 minutes  
 No Current Near Miss Incidents

Grande Prairie / Northwest – April 14, 2016  
 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:**

No Current Near Miss Incidents

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

Reviewed Element 3 – Hazard Control

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

Committee reviewed master HACD general section pages 75-83 for items that should be in the section specific to non-residential work.

Item's that would be included in the Non-Residential HACD should include;  
 Exposure to Insects  
 Lifting and Moving  
 Use of Telephone (Landlines) to be changed to use of phones located out in the community  
 Use of Cell Phone  
 Paperwork (remove use of rubber filing finger)

Other regions review & and recommendations and regional response to recommendations. :

Edmonton

Continued development of a separate HACD section for Non-Residential supports. Pages 71-79 were reviewed  
 Extended workday- possibly applicable  
 Exposure to allergens- applicable  
 Exposure to smoking- applicable although there would be no facility section  
 Exposure to Personal Scented products &  
 Exposure to noxious odours- applicable  
 Staff illness at work- applicable  
 Exposure to insects/pests- could be applicable in respite. It was discussed that respite workers should refer to the general section of the HACD.

South

Reviewed Pages 1 through 8.  
 Driving with clients: no changes  
 Outdoor activities: suggestion to break this down a bit more as the category is very broad. Possibly separating it into winter outdoor activities and summer outdoor activities. Also suggested recreational outdoor activities should be separate from daily or more routine outdoor activities.  
 Accessing the Community: no suggestions  
 Use of Sharps: no suggestions

Grande Prairie:

Reviewed the General HACD  
 Bed Making  
 Washing/Mopping Floors  
 Vacuuming  
 Laundry Tasks  
 Garbage Handling and Disposal  
 General Housekeeping Tasks  
 Storing and Using Household Cleaners  
 Changing Light Bulbs  
 Use of Ladder  
 Use of Floor Mats

*Health and Safety Minutes cont.*

**3.6 Policy Review**

3.5.1 – Introduction

3.5.2 – Assignment of Responsibilities

**4.0 OTHER BUSINESS**

ICE Page Health & Safety Article suggestions – Fire Safety - forest fires.

NEXT MEETING – July 20, 2016 @ 1:30pm.

# Calgary ICE Moments!

## June 2016 Incentive Thank-you Card Draw Winner



Iris Bennett received a thank you card for assisting a client declutter their home. Iris won a Bonaire Tower Fan. Thank you for assisting to ensure the safety of the client and staff.

### Other Thank-you Cards Received for the June Draw

Joyce Dewane received a thank you card for assisting a client declutter their home for the Health and Safety of the client and the staff.

Barbara Golebiowski received a thank you card for reporting a fire hazard in a Residential home to the office, other staff in the home and the landlord.

Arjay Acero received a thank you card for assisting with technology and equipment challenges at ASIST training.

Sam Campbell and Donna Mikl received thank you cards for providing organizational support for the ASIST trainers and participants.

## TRAINING

### **Pre-Employment Training (PET)**

July 19, 20, 21, & 22nd, 2016

9:00 am - 5:00 pm

*As described on the ICE website*

### **CPI**

July 27th & 28th, 2016

9:00 am - 4:30

N95 Fit Testing

Various Dates at Residential Homes



## **\$100 Employee Referral Incentive**

**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**



## Policy Review

### 3.8.1 PROFESSIONAL CONDUCT

As an employee of Independent Counselling Enterprises Inc., certain standards of Professional Conduct are expected to be maintained at all times.

1. Independent Counselling Enterprises employees are expected to conduct themselves as professionals while representing the agency at all times.
2. The employee is to ensure that the client's rights (see **Policy 2.2.1 Client Rights and Responsibilities**) are maintained.
3. Employees will maintain a professional approach with clients, their support network, other professionals and their coworkers. The employee is therefore to refrain from use of profanity, shouting, issuing of verbal or physical threats, malicious gossip and the use of statements that are slanderous or considered to be

abusive. Professional boundaries are to be maintained between the client and the employee as well as with the client's support network.

4. Employees have the responsibility to:
  - Be punctual.
  - Be properly prepared for each assignment.
  - Perform job duties in accordance with the agency's policies and procedures.
  - Complete appropriate documentation accurately and within specified time frames.
  - Only work what has been assigned or scheduled and not to alter a working shift in any way unless approval from the appropriate supervisor had been obtained.

Updated October 2015



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

Staff	Years	Date
Don B.	18	July 23, 2016
George K.	11	July 1, 2016
Iris B.	8	July 21, 2016
Andrew I.	6	July 27, 2016
Patsy S.	4	July 18, 2016
Kemi A.	3	July 30, 2016
Maaza H.	2	July 29, 2016
Abbie N.	1	July 8, 2016

ICE offices will be closed Friday, July 1, 2016 for the Canada Day Holiday.



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