

ICE PAGE

CALGARY

2016

Contents:

- **COR Action Plan Progress Update - PART 2 - Pg 4**
- **POLICY REVIEW - 3.6.3 Employee Appeal Procedure- Pg 5**
- **Training - Pg 6**

Health and Safety Meeting

June 15th, 2016 @ 1:30 pm

RPAC Meeting

June 14th, 2016 @ 10:00 am

Team Leader Meeting

June 1st, 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:

June 15th, 2016

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

June 30th, 2016

For all shifts worked between June 16th and June 30th, 2016



Making it Happen!

Supporting Social Inclusion

Amanda is a kind and independent woman who enjoys being an active member of her community. Because Amanda loves dogs and was interested in volunteer work, her ICE Support Home Operator, Lynn encouraged Amanda to explore helping at the Grande Prairie SPCA. Lynn then helped Amanda to get set up for an orientation to volunteer at the animal shelter. At the SPCA Amanda regularly walks dogs and visits with other animals such as cats. Amanda is a caring person and she has been providing this attention to the animals at the SPCA for two years now.

Amanda has a job at Goodwill but recently expressed interest in obtaining another job to increase her income and hours of work per week. Due to Amanda's commitment to her current job and her volunteer position she was looking for

employment that would fit well into her schedule.

When a custodial employment opportunity arose at the local campus of Alberta College of Massage Therapy



(ACMT), ICE staff discussed the option with Amanda. Krystal, Amanda's ICE support worker was there ready to enthusiastically support her in the new job role so Amanda decided to take the job.

Amanda began her new position in April, 2016. Dawn at ACMT says of Amanda's role, "We are very grateful to be able to support local services and are very happy with the work she is doing. Amanda is doing fantastic work and is keeping staff, students and clients in a hygienic and safe environment."

Krystal is presently supporting Amanda on a weekly basis on the new work site as Amanda continues to develop her independent work skills. Krystal says that Amanda is showing growth and confidence in her abilities. With just a bit of support she is now completing her required duties in an efficient and thorough manner. Amanda takes pride in the work she does at her new job position.

Continued on page 2

Making it Happen cont.

Amanda also participates in sessions at the Grande Prairie Lions Learning Centre on Thursday mornings. There a group of adult learners and their support workers meet to work on skills for math and reading etc. The last Thursday of every month this group goes to the Eastlink Recreation Centre and walk the track and enjoy activities on the court downstairs using balls, badminton and other equipment. Amanda really enjoys learning and socializing as part of this group.



Staff Spotlight: Krystal Tomchuk

Krystal has continuously demonstrated flexibility and a willingness to support ICE clients with respect and enthusiasm. Thank you Krystal for your strong work ethic and willingness to always go the extra mile for our clients!

Photo:

Krystal Tomchuk (left) with Amanda at her worksite at ACMT.



Denise Sielecki

Denise received a thank you card from her supervisor for providing new ICE management a thorough orientation upon their first visit. She won a Cuisinart Blender.

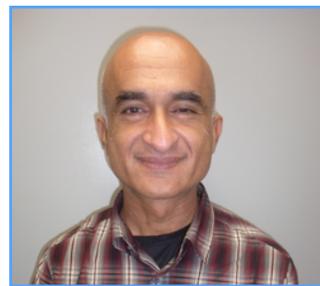
Other Thank-you Cards Received for May Draw

Theresa Walker received a thank you card for providing new ICE management a thorough orientation upon their first visit.

Maxine Bailey and Kelle Williams received thank you cards for assisting a co-worker in a situation where a client was in medical distress.

Lindsay Hagerman received a thank you card for being flexible with her schedule to meet her client's needs.

**Congratulations Employee Referral Incentive
\$100 Recipient**



Hyder Syed

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 - April 20, 2016

3.0 STANDING ITEMS

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

Edmonton: March 2, 2016 meeting minutes
February 12, 2016

Near noon hour staff was travelling within a busy parking lot to pick up groceries and food for a client celebration. The roads were icy. Staff and another driver collided when unable to stop their vehicles. The staff reported being stressed at the time of the incident.

Internal Incident Investigation Completed.

Recommendations: Seek assistance from other staff and consider alternative options to travel during poor weather conditions. This will reduce stress and the chance of a driving collision, i.e. ordering in food for delivery; run errands in non-peak hours, plan an alternate menu from supplies on hand.

Additional Recommendations: Staff may benefit from Mission Possible Driver Awareness Training.

February 14, 2016

Staff arrived 15 minutes early for shift and the client was agitated. The staff went to use his phone but the client grabbed it scratched the staff and bit him on the shoulder. The staff left the residence. ECAT and the manager were called and recommended calling police as necessary. The client went into his bedroom and the staff returned to the program. The manager attended at the scene.

Internal Incident Investigation to be completed.

Recommendations: Ensure regular refresher training for team members on the client's Planned Procedure and use of PBI techniques. Inform staff of client agitation in advance of shift arrival if possible. Staff is to avoid use of phones and completion of documentation in front of agitated clients. Arrive on time for shift but not excessively early. Plan for and complete shift changes carefully as transition times create anxiety for many individuals.

February 20, 2016

Staff was returning to the residence with a client from a community outing. It was snowing and during the walk from the car the client slipped and was falling. Staff tried to stop the client from falling and fell themselves striking their head and injuring their hand and wrist.

Internal Incident Investigation to be completed.

Recommendations: Prepare for weather conditions by listening to weather forecasts and then ensuring clients and staff wear appropriate apparel (boots, ice grips etc.) for the anticipated conditions. Hazards of snowy, icy walks at residences must be cleared, salted and sanded ongoing as conditions require. Steadying a client for safety is appropriate but staff should avoid trying to prevent a fall in full motion as often this will result in injuries for both persons, both client and staff.

No Additional Recommendations.

South- March 1, 2016 meeting minutes
No Current Internal Incidents

Grande Prairie / Northwest: -March 10, 2016 meeting minutes

February 17, 2016

Staff was accompanying client while delivering flyers. It had recently snowed and staff stepped on a patch of snow covered ice. Staff slipped on the ice hitting his head and back on the ground. Supervisors were called at the office and relief was offered if staff wished to seek medical attention. Second staff on shift checked with injured staff regularly throughout the remainder of his shift. Injured staff finished his 48hr shift the following morning and chose to seek medical attention at that time.

Incident Investigation was completed.

Recommendations: Staff was reminded to wear appropriate footwear and avoid snow covered areas when possible.

No Additional Recommendations.

March 4, 2016

Staff was transporting clients from a residence to a medical appointment. Staff stopped safely at a stop sign to wait for a break in traffic when it would be safe to pull onto a main road. While stopped at the stop sign staff vehicle was hit from behind by another vehicle. Staff called to report the accident. Supervisor met staff and clients at the medical appointment and booked relief for staff

Incident Investigation was completed.

Recommendations: No recommendations as staff was not at fault.

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

Edmonton- March 2, 2016 minutes

February 5th, 2016 - Staff and a client were leaving the residence for an outing. Outside the door the staff noticed a very strong gas odour. The staff and client left the area and called the ATCO Emergency Line. ATCO promised a response. Staff continued with the client's community outing. Staff was called by ATCO that there had been a gas leak outside the home where a connection pipe had come loose and that ATCO had repaired it.

Recommendations: Good response by staff. It is best to immediately remove yourself and clients at least one block of distance from the location of a possible gas leak for safety.

South -March 1, 2016 minutes
No Current Near Miss Incidents

Grande Prairie / Northwest -March 10, 2016
No Current Near Miss Incidents

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

March 24, 2016

Client was upset due to damaged smoking receptacle earlier in the day. This lead client into being anxious and agitated throughout the day.

Evening staff went to administer medications to client sitting on the bed. Client hit staff across the chest when asked to take meds. A few seconds later client threw water from a glass towards staff, water hit the wall.

Recommendations: Staff to ensure that smoking receptacle was repaired and lock installed. Staff informed that medications are to be administered at kitchen table. Staff to review Positive Approaches. Better communication at shift change.

Incident Investigation Completed.

3.3 Evaluation of current Near Miss Incident Investigations:

March 24, 2016

Unknown person got on the balcony and tried removing smoking receptacle. Item was found damaged the following day below the balcony.

Recommendations: Receptacle repaired and locked to the balcony. Staff to make sure that windows and patio door is locked at night.

Sliding door bar lock was purchased for additional staff and client safety. Near Miss Investigation completed.

3.4 Review of COR Audit and Action Items

Reviewed Element 2 – Hazard Identification and Assessment.

3.5 Review of Master Hazard Assessment and Control Document

Committee reviewed master HACD general section pages 62-74 for items that should be in the section specific to non-residential work. This information will be sent to Edmonton upon completion.

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

Edmonton

Pages 51 – 55 Applicable areas noted.

Pages 57 – 70 Applicable hazards for Lifts and Transfers, wheelchair use, mobility, seizures, leaving the worksite after dark, stairs. Add Elevators and escalator hazards to list.

South

Reviewed Pages 1 through 8.

Working with People – Suggest adding cultural awareness to the training section (if applicable) in a program.

Driving – suggestion made to expand recommendations for inspecting vehicle prior to use.

Grande Prairie:

Reviewed the General HACD pages 18-25

3.6 Policy Review - 3.5.5 – Employee Work Related Injury, Illness, and Near Misses

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions – Seasonal allergies.

Training- discussion about upcoming client and employee fire safety will occur in May.

NEXT MEETING – June 15th, 2016 at 1:30pm.

COR Action Plan Progress Update - PART 2



Last September ICE completed the 2015 internal Certificate of Recognition (C.O.R.) Audit process and goals were developed to enhance health and safety within the company based on recommendations that came out of that review. In December 2015 after approval by the Continuing Care Safety Association the audit report was made available to ICE employees in the red Health and Safety Binders at residential programs and ICE offices across the province. By then work was already underway to address the recommendations of the report. This is part two of a two part article reviewing progress on the COR action plan for this year.

Goal – Ensure all ICE employees are aware of their legislated responsibilities to report all work related incidents and injuries.

- Efforts are ongoing to educate staff regarding reporting requirements including:
 - During P.E.T,
 - at unit/team/ SHO meetings,
 - By providing ongoing “Hurt at Work” reporting reminders in the ICE page.
 - Provision of “Hurt at Work” packages at office and residential sites.
 - Review of incident reporting requirements during employee evaluations. (Part of the review of policy 3.5.2)

Goal – Enhance identification of “root causes” in agency incident investigations.

- Managers/ Coordinators have been provided the opportunity to attend in-house training on Incident Investigation and determination of “root causes”.
- Managers have been provided with some helpful handy incident investigation tools to

help them effectively determine root causes.

- Corrective actions from investigations will improve with effective determination of Root Causes for incidents.
- A “Risk Criticality Ranking” system was explored for use as part of page two procedures on GI’s and CI’s to determine if it would help to get investigation reports completed in a more timely manner. After review, this rating system it was determined “cumbersome” and a simpler process for accountability desired. A second option where managers review required investigation completion at monthly provincial teleconference meetings has since been implemented.

Goal – increase employee awareness that incident investigations are being shared with employees.

- Information on incident investigations from across the province are shared at ICE Health and Safety Committee meetings monthly and are recorded in the minutes. These minutes are printed in the ICE Newsletter and posted at offices, residential programs and on the ICE website.
- Weekend, overnight and relief staff as well as other regular staff are to be encouraged to read and sign off on review of monthly regional H&S minutes containing investigation information.

Goal – to develop a separate section of the ICE Hazard Assessment and Control Document that focuses specifically on Non-residential hazards and controls.

- ICE Health and Safety committees have been working on this goal monthly in each region during H&S meetings. Information on this project is included in the H&S meeting minutes and the new section will appear in the 2016 HACD document due for release at the end of June 2016.

Goal – To complete COR Action Plan Items

- ICE is continually working on COR action plan goals as per the information shared in this article.

Policy Review

3.6.3 EMPLOYEE APPEAL PROCEDURE

Any employee with an appeal will follow this procedure:

1. A verbal discussion should be initiated with the appropriate supervisor within 24 hours of the events leading to the appeal. The supervisor will attempt to resolve the appeal to the satisfaction of all parties. Informal documentation is required to be entered into C-Views at this stage.
2. If the supervisor and the employee cannot reach resolution, they can meet with the appropriate Manager for a further meeting. This meeting will take place no later than 72 hours after the original meeting with the supervisor. Minutes of the meeting will be documented.
3. Should the appeal require further mediation due to extraordinary circumstances, the Manager or the employee may request an additional meeting with the Alberta Manager of Operations. This meeting should take place no later than 72 hours after the Alberta Manager of Operation receives the request. The President is to be notified of the meeting and of the outcome. If a final resolution is required the President will make the decision. The President's decision is final and all parties are bound by this decision.
4. Should the situation warrant (e.g. harassment, abuse) the employee has the option to bypass his / her immediate supervisor and be heard by upper management.
5. The employee may request to be supported by a co-worker or by mutual agreement a neutral third party will be sought at any step in this process.
6. Employees who have been terminated **do not** have the right to the Appeal Procedure.

Updated April 2016

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



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

ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Bill D.	21	June 7, 2016
Jose R.	16	June 3, 2016
Maxine B.	10	June 10, 2016
Aline K.	5	June 3, 2016
Rachel A.	1	June, 1, 2016
Arjay A.	1	June, 4, 2016
Pam B.	1	June, 4, 2016
Bhupinder M.	1	June, 19, 2016
Amitha N. S.	1	June, 19, 2016
Gideon G.	1	June, 22, 2016
Cindy M.	1	June, 22, 2016

TRAINING

Pro-active Behaviour Intervention

June 7th, 2016
9:00 am - 1:00 pm

Crisis Prevention Intervention Training One day Refresher

June 22nd, 2016
9:30 am - 4:30 pm
Held at the Marlborough Park Community Centre
6021 MADIGAN DRIVE NE



Pre-Employment Training (PET)

June 20th, 21st & 22nd, 2016
9:00 am - 5:00 pm
As described on the ICE website

Crisis Prevention Intervention Training Full Course

June 29th & 30th, 2016
9:30 am - 4:30 pm
At the office



Fire Safety

On May 17, Shelley Steele, a Community Safety Officer with The Calgary Fire Department conducted a Home Fire Safety in-service for ICE clients and staff.

This in-service was highly informative and covered topics such as the importance of smoke and carbon monoxide detectors, escape planning and offered cooking and smoking safety tips. We would like to thank Shelley for coming out and helping all of us to be more aware and safe.

You are invited to our
Stampede Warm-Up Barbeque

FUN



GAMES

**THURSDAY, June 23, 2016
11:30AM TO 2:30PM
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 12pm and 1pm

**Please call to confirm attendance by
June 17, 2016 at (403) 219-0503**