

CALGARY

ECAT

Employee & Client
Assistance Team

403-819-0583

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

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TIME SHEET
HAND-IN

- **June 15th, 2018 –**
For all shifts worked
between June 1st and
June 15th.
- **June 30th, 2018 –**
For all shifts worked
between June 16th
and June 30th.

UPCOMING:

- **HEALTH AND
SAFETY MEETING**
June 21st, 2018 at
9:30 AM
- **RPAC MEETING**
June 12th, 2018 at
10:00 AM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Lonnie

Lonnie is a happy and energetic gentleman who almost always has a smile on his face. ICE staff have been supporting Lonnie in the community of Calgary since 2001. Lonnie wished to be employed and with the support of both his family and ICE staff he was able to obtain an employment position at Home Depot.

With the assistance of Lonnie's support network including the management staff from Home Depot a position was customized within the store to maximize Lonnie's strengths and abilities. Lonnie has maintained this position for the past 9 years.

Lonnie has faced some roadblocks along the way including some health concerns but he has successfully



managed these. ICE staff assist Lonnie in completing tasks such as recycling, watering plants, emptying garbage and other janitorial tasks as necessary to meet these challenges. Lonnie continues to require some support while at work to ensure his health and safety. Ongoing team work and flexibility by all parties has been the key in breaking down the various barriers that have arisen

within Lonnie's employment and also within a volunteer position Lonnie enjoys at Carewest.

Carewest is a public care provider in Calgary delivering long-term care, rehabilitation and recovery services, as well as community programs. Lonnie socializes with residents and helps them participate in activities. His pleasant nature, winning smile, kind heart and positive energy are always welcome in the resident's lives.

Lonnie's contributions are so valued that he was recognized in the Carewest magazine last October. Lonnie shares that he enjoys volunteering at Carewest and is particularly happy with the warmth with which the residents greet him. Well done, Lonnie!

Employee Spotlight

Cindy Marr



Cindy began working with Lonnie in 2015. She is a kind and caring person. Cindy shares that she enjoys supporting Lonnie in the community. Her easy-going nature has aided in them building a great relationship together. Cindy is encouraging Lonnie to explore the community further to develop new skills and learn more about his city. Cindy is very dedicated to ensuring Lonnie's success.

Thank you, Cindy for all you do.

POLICY REVIEW

Excerpts from Policy 2.5.1 are included here.

Please refer to the ICE Policy Manual for the full policy.

Positive behavior management practices will be used as the preferred method of behavior management and will be aimed at increasing the client's sense of self-worth and improving his/her ability to positively influence their environment. It is this agency's belief that any intervention should demonstrate a respect for the client and ensure personal dignity is maintained. Choice is fundamental to the success of intervention.

The client, employee and/or the general public's safety and well-being are of utmost importance when behavior's of concern, either anticipated or unanticipated, occur. The actual behavior and the resulting consequences are key components that will significantly determine how the agency will respond. The more severe the behavior or the consequences, the more immediate the agency intervention.

A. Responses to Unanticipated / Emergency Situations:

I.C.E. is committed to ensuring the health and safety of its employees, clients, and the community. In the event of an unanticipated behavior or situation of concern the I.C.E. employee will respond in the least intrusive manner, ensuring the health and safety of themselves, the clients, and others in the area.

1. An unanticipated behavior or situation of concern occurs when a client: Places his/her self or others at risk of immediate physical harm (i.e. unexpectedly runs into the street, approaches an aggressive dog, etc.) Engages in significantly inappropriate, socially unacceptable, or illegal behaviors that may jeopardize their ability to safely participate in the community (i.e. attempts theft, public disrobing etc.) Engages in actions that could cause significant property damage (i.e. fire starting, kicking/striking vehicles etc.)
2. Employees will use the least intrusive intervention necessary to resolve unanticipated/emergency situations. Refer to **Appendix A Continuum of Positive Behavior Supports**. The continuum lists interventions in ascending order based on the intrusive nature of the procedure. I.C.E. recognizes and supports this continuum. Responses will focus on the safety of the client and the support staff.

Positive approaches: The best response to the individual at the present time to produce positive

outcomes. Examples:

- Provide calm, clear, and consistent verbal direction (i.e. "Please wait on the sidewalk for the green light and "Walk sign" so you stay safe.)
- Provide the client with choices/options
- Set boundaries i.e. "That is private property and we don't have the right to go there."
- Maintain a safe physical distance/environment (i.e. allowing the client space, keeping others at a safe distance)
- Use of verbal repetition, calming gestures, and a non-confrontational approach to diffuse the situation.

If a situation can not be safely resolved using Positive Approaches staff may need to proceed to the use of Restrictive Approaches.

Restrictive Approaches: The least intrusive unplanned response by support staff to individuals engaging in an unanticipated situation and/or behavior of concern which requires an immediate intervention to ensure safety.

- **Employees will call 911 for police support when:**
- There are weapons involved,
- There is an imminent risk of physical assault/danger towards self, others in the community and /or the client.

3. Immediately after the incident/crisis has passed:
 - Employees are to reconnect with the client,
 - re-establish communication,
 - recognize the clients emotional state, provide verbal / physical reassurance.
4. Employees need to contact their supervisor immediately, if after hours they will call the ECAT Supervisor.
5. Employees are to complete a Critical/General Incident Report. The appropriate supervisor will ensure that follow up is completed as per **Policy 2.7.3 Critical and General Reporting Incidents** and will:
 - Contact individuals as required i.e. guardian, funding source etc.,
 - Problem solve with the client to develop strategies for the future
 - Do a thorough de-briefing with all involved.
 - Forward designated Critical/ General incidents to the Restrictive Procedures Advisory Committee for review and follow up.

**ICE OFFICES WILL BE CLOSED
MONDAY, JULY 2nd FOR CANADA DAY**



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

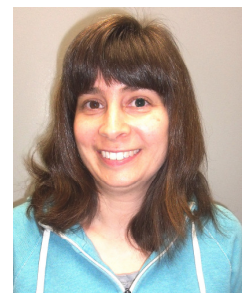
403-819-0583

\$100.00 ICE Employee Referral Incentive Program

This month's recipient,

Jacqueline Kernohan.

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements & completes their three month probation with a minimum of 120 hours worked, receive \$100.00!



Announcements

ICE is very pleased to announce the promotion of Brandy Thompson to Chief Operating Officer, and of Colette Wanchulak to the position of Edmonton Regional Manager.



Brandy Thompson



Colette Wanchulak

Congratulations!

TRAINING

PBI (Proactive Behaviour Intervention)

June 5th, 2018
9:30 am - 4 pm

Workplace Violence, Harassment & Bullying

June 27th, 2018
1:30 - 3:00 pm

This is a new workshop. It will inform staff what workplace violence, harassment and bullying looks like and how to deal with it when or if it happens.

ICE CALGARY

CONGRATULATES LONG TERM EMPLOYEES!

Bill D.	23	June 7
Maxine B.	12	June 9
Arjay Acero	3	June 4
Bhupinder M.	3	June 19
Gideon G.	3	June 22
Cindy M.	3	June 22
Stephanie M.	2	June 10
Vaishaliben D.	2	June 23
Caroline N.	1	June 21

MAY THANK YOU CARD INCENTIVE WINNER

Shelly Rulli

Shelly received a Thank You card from her supervisor for reporting a potential hazard with her client's shoes. Shelly won Purdy's chocolates.

Thank you for your safety diligence!



OTHER ICE THANK YOU CARDS RECEIVED

Maria M. received a thank you card from her CSC for reporting 8 different hazards while out in the community.

Fisseha K. received a thank you card from a CSC for taking a short notice shift and for his dedication and reliability.

Joanne H. received a thank you note from her client for her humor, kindness and cooking skills.

Health and Safety Committee Meeting Minutes May 24, 2018 Calgary

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)

Edmonton (Incidents, Recommendations, Additional Recommendations):
April 4, 2018

March 18, 2018 (Property Damage)

A client with mental health concerns (not cooperative with taking their medication) became agitated. They had not slept and had possibly secretly consumed alcohol. The client began damaging property in the residence (walls, a file cabinet, a dresser, the door to the medication cabinet.) Staff left the apartment for their safety. ECAT and 911 were called. The manager and police responded to the residence. The client was taken to the hospital and admitted. *Note:* The team had been working diligently to get the client psychiatric care prior to the incident.

Recommendations: Clients with mental health challenges who are noncompliant with medication regimes require careful monitoring and at times intensive agency/ guardian advocacy in order to access necessary mental health supports. These supports are required to maintain the safety and stability necessary for successful community living.

No Additional Recommendations

March 20, 2018 Regular staff at a program was completing household cleaning tasks. A client in the residence became upset as he said he was allergic to the smell of the cleaning solution. The client became verbally abusive towards the staff. The staff contacted the ECAT supervisor to report that the client had been making racial slurs against him.

Additional Recommendation: to use non scented cleaning solutions. Choose different times for cleaning (i.e. when client is not in the home or evenings/overnight staff), ensure there is proper air flow in the home and if possible open windows.

March 26, 2018

A client was being supported by their regular staff. The client became agitated and harassed the staff calling them names including racial slurs. The client grabbed snow and put it on the staff's head.

Additional Recommendations:
Staff to follow PBI skills.

Recommendations for the above March 20th and March 26th incidents:

The supervisor of each of the above two programs is recommended to meet with the client and their support network to discuss the harassment behavior and explain that such actions towards ICE employees by clients are unacceptable.

The employees in each circumstance will be asked if they feel safe to continue supporting the client.

The supervisor is to ensure that information on

the potential for this type of behavior by the client is listed in the site specific hazard and control document, as well as on C-Views to be shared with employees in advance as a potential hazard when booking for shifts to support the client, and on the Risk Assessment as applicable.

Consult with RPAC /the training department for ideas for teaching appropriate social skills to clients displaying such behavioral patterns (i.e. a client version of cultural sensitivity).

ICE employees will be receiving training on Workplace Violence, Harassment and Bullying in the near future.

Incident Investigations to be completed:

March 24, 2018

A relief staff was booked for a weekend shift at a residential program. Once on shift the staff was asked to assist with personal care duties requiring the use of gloves. The staff knew they were allergic to latex gloves available but as these were the gloves available at the site, they went ahead and used them. The staff had an allergic reaction that later required treatment.

Recommendations: Staff are required to cooperate with the agency to protect their health and safety. Steps that could have been taken: Informing the Booking Coordinator of the allergy at the time the shift was booked so that safe PPE for the staff could be made available at the program for the shift. (A note about the employee's allergy/ PPE glove requirement has since been recorded on C-views with the employee's consent.) There was petty cash at the residence that could have been used to visit a nearby drug store to purchase safe non-latex gloves for the employee. Call an ECAT supervisor for direction if not sure how to safely proceed. ECAT may assist to locate another ICE program nearby (same building complex) with PPE safe for the employee.

Incident Investigation to be completed.

No Additional Recommendations.

South (Incidents, Recommendations, Additional Recommendations):

April 11, 2018

April 3, 2017 – A client was upset about medication security measures at a new home. Management and guardian had had several meetings with the client before the move to let the client know about the expectations however the client was still upset about his medications being locked. Client tried to drag the whole medication cabinet down the stairs. Staff stood between the client and the stairs to try and stop the client. The client grabbed onto the staff's upper arm to get them to move out of the way.

Recommendations: Staff should not get into a power struggle with the client. Staff should not get between a client and an object they desire. Staff to review PBI/CPI training – could possibly have used skills to deescalate the client before they became so upset.

Additional Recommendations: Medication cabinet to be secured to wall prior to client moving into home.

Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations):

April 3, 2018

No Internal Incidents to Report

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

Edmonton (Incidents, Recommendations, Additional Recommendations): **April 4, 2018**

March 30, 2018

Staff were cleaning a client's room and found two sharp knives. One on the window ledge behind a picture frame, and another one under the client's bed.

Recommendations: Due to the potential for the client to hide knives, it is recommended to consult with RPAC regarding safety planning i.e. development of a room search protocol, complete regular sharps counts, and ensure all sharps and medications are carefully secured as per policy. It is also recommended to review ICE policy regarding sharps with the client.

No Additional Recommendations

South (Incidents, Recommendations, Additional Recommendations):

April 11, 2018

No Near Miss Incidents to Report

Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations):

April 3, 2018

No Internal Incidents to Report

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations):

April 2, 2018

Staff was seated in the living room assisting client cut wool for her rug hooking. Client's 2 cats were playing and suddenly one of the cats jump onto staff's lap which resulted in 4 scratches on staff's leg and staff completed first aid.

Recommendations: Ensure regular nail care is completed on cats either by client or professional grooming company, recommend pets are kept away from staff when using yarn as this may attract the cats. Suggest to client to purchase nail covers on cat's nails. Encourage staff to wear long pants or put blanket on legs as a barrier to cat scratches.

Incident Investigation Completed

April 26, 2018

Staff was assisting client (using approved transfer belt) to the toilet. Client stumbled and proceed to stumble forward, staff had hands on transfer belt and managed to pull the client back stopping him from falling forward. From this action staff felt pain in shoulders and lower back.

Recommendations: Review with staff proper use of transfer belt, review with staff policy on lifts and transfers. Client to be assessed by Occupational Therapist as client's needs and stability are changing.

Incident Investigation Completed

3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):

April 20, 2018

Client and staff arrived at movie theater and found it closed. Staff suggested walking to nearby restaurant to wait and eat lunch until theater opened. After 5 minutes of walking, client stopped and started stomping feet. Staff stopped and waited. After a few minutes staff showed client her arm to help support her walking. Client then grabbed onto staff's neck and began pinching staff. Staff stepped away. Client then grabbed staff's arm and started scratching staff. Staff then gave client space. Client escalated, staff tried to redirect client by asking if she would like to sit down at a children's play place. Client then grabbed staff's arm again and started scratching. Staff gave space to allow client to calm down and client was picked up by guardians. Staff informed that no injury occurred with the scratching/pinching.

Recommendations: Review with RPAC for support. Ensure staff is aware of business hours of different activities and have referred activities available if there is a change in routine. Ensure staff is aware of client's needs and triggers (i.e. change in routine, overstimulating environments.) Review with staff PBI. Client now has a loaner wheelchair that will be used when out in the community.

Near Miss Investigation Completed

April 30, 2018

While client was getting ready for bed, staff saw a pair of drinking glasses in client's room, removed them and put them in dishwasher. Client took the drinking glasses back into her

bedroom. Staff explained that the glasses belong inside the dishwasher as they were dirty. Client immediately escalated towards staff, threatening to get staff into trouble and raising her voice. Staff engage L stance and kept safe distance as client tried to corner staff and hit him. Staff went to use the house phone to contact ECAT, client disconnected both phones, went to her bedroom slamming the door and cooled down.

Recommendations: Remind staff to not engage in power struggles with client, especially during bedtime routines as during this time client is more likely to be come easily agitated. Have client more involved in cleaning her room, develop a cleaning schedule. Wait to call ECAT as calling during an escalation can agitate client more and jeopardize staff safety (i.e. disconnecting phone).

Near Miss Investigation Completed

3.4 Review of COR Audit and Action Items

Reviewed COR Action Plan Element 1-2

Reviewed Bill 30 Part 3 – Joint Work Site Health and Safety Committees and Health and Safety Representatives pages 26 -34. See below requirements that are needed;

*Committees shall consist of at least 4 persons, where half represent front line workers (who are not associated with management). The employer appoints the employee representatives.

- i. Quorum of at least half of the HSC committee to be present, those present must include both workers and employers members (supervisors and managers) and at least half of

those present must represent workers.

Committee shall have 2 co-chairs, one chosen by the employer member on the committee and the other chosen by the front-line members on the committee.

- i. The co-chairs to alternate in serving as chair and participate in all decisions of the committee.

- li. Co-chair must ensure minutes are recorded and approved copies to be given to the employer and posted or provided by electronic means at the worksite within 7 days after HS meeting.

- iii. Committee members names and contact information are to be posted at every worksite where workers are represented by the committee.

Committee members are to commit to a term of not less than one year and may reapply for another term.

HSC are to meet at least quarterly (*ICE exceeds this with meeting monthly*)

Co-chairs may call a special meeting to deal with urgent concerns at the work site.

HSC must convene a special meeting if requested to do so by an officer

The amount of time allowed for HSC members or HS representative annually for training is the greater of 16 hours or the number of hours the worker normally works during 2 shifts.

(continued in table below).

3.4 Continued—Edmonton Element 3-1

Addition of 5 information sections specifying Safe Work Practices to the index section of the ICE Master Hazard Assessment and Control document (HACD).

3-2

Development of Terms of Reference for regional ICE Health and Safety Committees including membership requirements including member designates representing front line staff from both residential and non-residential programs.

3-1 The committee discussed potential Safe Work Practices of value for the ICE HACD. The following suggestions were provided:

- Caregiver – Self Care
- Strategies for Safe Provision of client physical assistance/ mobility supports
- Kitchen / Cooking Safety
- Responding to behaviors of concern in community locations
- Communication Tips for effective reporting

Committee members will request input from teams/ other front line employees and bring additional suggestions to the May 2nd Health and Safety meeting.

Ask for input from ICE employees within the May ICE Page newsletter edition to identify areas/topics where additional Safe Work Practices would be beneficial. Feedback to be provided to the H&S Chairperson in each region. (May 1 – newsletters)

Corinne will collect additional information on Bill 30 legislated requirements related to joint worksite health and safety committees and representatives. She will share this information with the other regions (at SWOT April 25th) and the Edmonton subcommittees both residential and non-residential. (By May 2nd)

3.5 Review of Master Hazard Assessment and Control Document

Reviewed Pages 6 – 13

Meetings / Communication, Driving, Driving with Clients : all no additional recommenda-

tions

Use of Public Transit: recommend adding under biological – exposure to bed bugs/lice (with a lower probability). Also recommend to add use hand sanitizer.

South:

Committee reviewed Appendix A from the Health and Safety Binder. Some ideas for additional resources in this section include: A resource for understanding mental illness.

H&S minutes cont.

A resource for respect in the workplace, something that gives examples of what is acceptable and what is not to go along with the CCSA training on workplace bullying and harassment

Grande Prairie / Northwest:

Reviewed Working with High

Behaviours pg. 2-9;

3.6 Policy Review: 3.5.3 Health and Safety Committee was discussed in relation to recent Bill 30 legislation and possible necessary revisions.

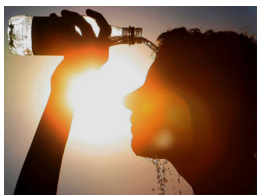
4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions

- Summer weather; wearing hats, sunscreen and drinking plenty of water. Protection against mosquitos, ticks, and other pests.

NEXT MEETING – June 14, 2018 at 10 am

Spring and Summer Safety Tips



In Canada we eagerly look forward to the warmer weather of spring and summer, but it is important to be aware that there are seasonal hazards to be considered. These include weather events such as hail, heat waves, floods, tornados and fires as

well as pest hazards such as mosquitos and ticks. It is by knowing what to expect and how to prepare for it, that you will be able to protect yourself from hazards. Here are some safety tips for addressing outside hazards as we move through the spring and summer seasons.

Check the weather report and plan daily events according to weather forecasts and/or storm warnings. Plan ahead and identify the best possible shelter for each work site/ location so you know where to go for shelter during severe storms. When a warning is issued, stay calm and follow the plan.

Take shelter from high winds and tornados in a small interior room in the centre of the building, such as a closet, bathroom or hallway, on the lowest floor possible. 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 or supermarkets. Do not travel in your vehicle. If you are boating or swimming, head for land immediately. Lightning can deliver as much as 100 million volts of electricity and strike a target up to 16 kilometres away. It is an extremely dangerous form of severe weather. Each year lightning kills approximately 10 Canadians and injures approximately 100 to 150 others. 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. Indoors, stay



away from electrical appliances and equipment, doors, windows, 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.

There are two types of summer heavy rain, large scale weath-

er systems that last several days, and short lived thunderstorms that drop significant rainfall in a short period of time. Downpours from thunderstorms can produce flash flooding. Make sure you know the potential risks for flooding in your area and plan an escape route to higher ground. During heavy rains, avoid roadway underpasses, drainage ditches, low lying areas and water collection areas. They can unexpectedly flood or overflow. **NEVER 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.



Keep an eye on the thermometer and take precautions in the heat.

Reduce the risk of sunburn and skin cancer by wearing long sleeves, a wide-brimmed hat, and sunshades. Use sunscreen with an SPF of 15 or higher. During hot weather, drink plenty of liquids. Pay attention to signs of heat-related illness, including high body temperature, headache, dizziness, rapid pulse, nausea, confusion, or unconsciousness.

Wood tick



Most bug bites are harmless, but some mosquitoes and ticks spread viruses and bacteria that can make you sick. Due to our changing climate, pest borne diseases like Lyme disease appear to be increasing. Some of these viruses and bacteria

are very serious – and may be deadly. Protect yourself from mosquito and tick bites:

- Use bug repellent containing DEET (also called bug spray or insect repellent).
 - Wear long-sleeved shirts, long pants, and socks to cover your skin.
 - Check everyone for ticks after spending time outside.
 - Take a shower within 2 hours after being outside to help wash away ticks.
- Put dry clothes in the dryer on high heat for 10 minutes to kill ticks.

Summer is also one of the most dangerous seasons for fire-related injuries and deaths. Never throw a lit cigarette, match or cigar out of a car window or onto the ground. It could ignite dry vegetation. Never stub a cigarette out in a plant pot as the organic material in plant potting soil is flammable, instead use safe smoking receptacles for cigarette disposal. Always follow the campfire rules for the area where you are camping or living. At some times fires may be prohibited for a good reason. (Environment Canada- <http://www.ec.gc.ca/meteo-weather/default.asp?lang=En&n=6C5D49>)