

ICE PAGE

CALGARY

2016

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TIME SHEET HAND-IN:

March 15th, 2016

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

March 31st, 2016

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

Health and Safety Meeting

March 16, 2016 @ 1:30 pm

RPAC Meeting

March 8th, 2016 @ 10:00 am

Team Leader Meeting

March 2nd, 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.

Making it Happen!

Supporting Social Inclusion

Jayden joined the ICE team last spring. He wanted to make new friends and be able to socialize with them. He was extremely shy and struggled with going out into the community, meeting and talking to people. At first Jayden did not even want to leave his house. With the support of his day staff, Denise, Jayden is now active in the community.

The first week of services, his staff would come to his home and they would chat until he was comfortable getting into her car. From the car they started to meet a few peers for coffee in the morning. Jayden would always have his music on loudly so he did not have to listen to others.

Slowly with support he turned the music down. Soon he would still have his earplugs in but the music was off. The next step was Uno. This card game seemed to work magic. Jayden learned how to play and soon he was actively competing against his peers. This was followed by talking and then laughing. This led to him



becoming involved with several different groups of peers from multiple agencies. They go to movies, play darts, pool, basketball, bowl and talk about music, computer games and drums. Jayden is an accomplished drummer.

Jayden volunteers at Any Time Fitness and the Airdrie Library. He was reluctant to volunteer at the library until his staff asked him to help his peers. Every Wednesday morning the library hosts a program where clients play Wii bowling and participate in a story. Jayden now sets up the chairs, the screen, the Wii game, and assists his peers to play the game. His knowledge of computer games allows him to be an excellent aide.

Jayden is now comfortable with his peers, he has made numerous friends and he has become a social butterfly.

Staff Spotlight - Denise F.

Denise has been with Jayden since he started at ICE. She has taken the time to learn about computer games to open the communication door with Jayden. She watched him closely to ensure his growth continued through any difficulties. By telling Jayden “I’ve got your back no matter what happens you are safe”, she gave Jayden the feeling of security he needed to open himself up to others. When you sit and speak with Denise about Jayden, her eyes shine with pride, all of her comments are positive and you can tell that she genuinely cares for him. She is a dedicated, caring and extremely supportive individual. Thank you Denise for all of your hard work and dedication.



Hurt at Work?

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately** to an ICE supervisor or manager. In the event of an injury the employee will follow all agency policies and procedures.

While not all injuries are reportable to WCB, all injuries and work related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow up may be completed for the safety of all parties.



SPRING

ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Tanya Dusang	17	March 18, 2016
Richard Sabiteka	5	March 10, 2016
Susan Moseley-Josiah	5	March 23, 2016
Sharon Radder	3	March 16, 2016
Linda Scarlett	1	March 3, 2016
Denise Falkenberg	1	March 9, 2016

\$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!

Policy Review

2.3.5 COMMUNITY REHABILITATION- ADMINISTRATION OF MEDICATION

(Below are sections of Policy 2.3.5 please refer to the ICE Policy manual for the complete policy.)

Employees:

1. **Consent/Training/Storage:** Independent Counselling Enterprises employees cannot administer medications outside an Independent Counselling Enterprises facility or home until the proper consent has been obtained and the employee has been trained in the administration of medications. Training includes review of policies, training of actual drug administration, accurate completion of a medication quiz and a medication shadow. At all times I.C.E. policies and procedures must be followed. This will ensure that medication can be properly secured and stored for accurate administration and the safety of all those in the environment. The medication will be bubble/pouch packed and stored in a locked medication cupboard. Liquid medication safely stored. Medications will be clearly labelled and organized by client. Documentation system is in place. **(Refer to Section B for further clarification.)**
2. **Consent Forms:** Consents will be required to be signed annually, and filed in the client's file, in order for medication to be administered to the client by I.C.E. employees. Typically I.C.E. does not administer medications in a non-residential setting however if deemed necessary consent must be obtained.
3. **Medication Delivery/Training:** All medication delivery must comply with the Administering Medications procedures that follow this policy. All residential employees and all other employees that may need to administer medication must complete the medication administration training and shadowing process (see **Policy 3.3.4 Mandatory Employee/Support Home Operator Training**).
4. Designated I.C.E. personnel who are knowledgeable of I.C.E. medication policies and procedures provide all medication training. A health professional reviews all I.C.E. medication policies and procedures on a regular basis.
5. I.C.E. employees cannot take direction from anyone other than I.C.E. personnel /health professional in the administration of medication in any setting, and under any circumstances. This is applicable to Support Home operators administering medications to dependent clients.
6. **Medication errors** include both omissions and commissions. The following circumstances are all medication errors:
 - Drug is either not administered or it is given to the wrong client.
 - The wrong drug is administered.
 - The drug is not given at the right time.
 - The drug is not given by the proper route.
 - The wrong dosage is administered.
 - Administered expired medication.
 - Not signing the MAR sheet after administering medications.
7. All medication errors will be carefully documented on the appropriate reporting incident form as soon as they are recognized. A supervisor will be informed at once.

8. As per **Policy 3.3.4 Mandatory Employee/Support Home Operator Training** re Medication Administration Training, all residential employees, upon completion of training and subsequent on-the-job shadowing, will be subject to the following error limitations:
 - Two (2) med. errors within a 60-day period will result in a re-shadowing of med. procedures.
 - Four (4) med. errors within a one-year period will result in complete re-training, including successful completion of written exam and shadowing.
 - Four (4) med. errors within 6 months will result in complete re-training, and corrective action (see **Policy 3.7.1 Process of Corrective Action**).
 - Medication errors are tracked in C-Views.
9. Any employee who either accidentally or knowingly and deliberately fails to report a medication error will be subject to disciplinary action. (see **Policy 3.7.1 Process of Correction Action**).
10. **Client Status- Independent or Dependent:** I.C.E. will support all individuals to be as independent as possible in administration of their own medication. An agency consent form is to be signed to authorize clients that meet all of the following criteria to administer their own medications with minimal guidance and monitoring by I.C.E. employees. These criteria are:
 - The client demonstrates an understanding of the purpose of each of their medications, and
 - The client demonstrates an understanding of the common side effects of each of their medications and knows what to do should such a side effect occur, and
 - The client is physically able to safely remove their medication from its packaging and administer the medication to themselves in accordance with physician and pharmacist instructions, and
 - The client is able to independently remember the times that their medications are to be administered, and consistently take their medications at those times without prompting.

I.C.E. is not responsible for direct medication delivery if the client is deemed independent as described above, and appropriate consents have been signed and are on file.

Residential Settings

11. All relief employees in the residences must read and understand the medication administration policy located in the home's orientation manual prior to administering any medications. Relief employees shall only administer medications when there is no regular staff available on shift to perform the administration.
12. In any and all situations and shifts where a regular home employee, who is trained for administering medications, can be present, the procedure of medication administration will automatically be their responsibility.
13. Medications in all residential settings will be properly stored and secured at all times for the safety of all residents.

Updated October 2015

Pre-Employment Training (PET)

March 16th and 17th, 2016
9:00 am - 5:00 pm
As described on the ICE website

Hoarding Disorder

March 18th, 2016
1:00 - 4:00 pm
As described on the ICE website

TRAINING



Client Rights

March 8th, 2016
1:00 - 3:00 pm

This workshop is geared towards clients to inform them of their rights. This will be held at the Grace Baptist Church in Airdrie,
Address: 1009 East Lake Blvd NE Airdrie, AB.

Spring - Health and Safety Hazards

Spring is a time to celebrate warmer temperatures and increased activity outdoors; however, it is important to be aware of health and safety hazards related to spring such as storm related weather and allergy symptoms.

Seasonal Allergies

Allergic Rhinitis or hay fever is a common problem in the spring. Symptoms may include a stuffy or runny nose with clear drainage, sneezing, itchy eyes and nose, sore throat, throat clearing and a cough that may be worse at night and in the morning.

Seasonal allergies are related to being exposed to outdoor allergens such as tree pollens, grasses, and weeds. The best treatment for hay fever is to avoid the allergens



through environmental controls. This includes keeping windows closed in the car and at home to avoid exposure to pollens and limit activities outside when pollen counts are highest. Tree pollen counts are highest in the early morning in the spring.

There are medications which may also be used to control the symptoms of hay fever.

Storm related weather

There are two types of heavy rains: large scale weather systems with long-term rainfall and short-lived thunderstorms with significant rainfall. Heavy rainfall within a short period of time can produce flash flooding. Each year more deaths occur due to flooding than from any other thunderstorm related hazard.

Safety for heavy rain:

- Monitor Environment
Canada weather forecasts for watches and warnings of spring snow storms, heavy rains and thunderstorms.
- Know potential risks for flooding in your area and plan an escape route to higher ground but keep in mind that the risk of lightning is increased on 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. It takes just 12



inches of rushing water to carry away most vehicles and 6 inches of fast moving flood water can knock over an adult. It is **NEVER** safe to walk or drive into flood waters.



Health and Safety Minutes Calgary - Health and Safety Meeting - January 20, 2016

3.0 STANDING ITEMS

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

Internal Incidents

Edmonton: Dec 2, 2015 meeting minutes
November 23, 2015 – Staff's vehicle was struck from behind by another vehicle and they were injured. It was poor winter driving conditions. Staff driving was not at fault.

Incident Investigation to be completed.

Recommendations: Avoid unnecessary driving in bad weather. Staff was on an errand to pick up coffee for the clients at the residence when the incident occurred. Staff may benefit from attending a Mission Possible driving awareness course.
No additional Recommendations.

November 25, 2015 – Staff was travelling in the community and was stopped at a red light. A car struck their vehicle from behind, causing an injury. Staff was not at fault.

Incident Investigation completed.

Recommendations: Staff may choose to take the Mission Possible driving awareness course.

Additional Recommendations:

Suggested to take public transit, and/or drive during less busy times.

South: Dec 1, 2015 meeting minutes

November 16th, 2015 – Staff was driving with a client; staff had stopped at a red light when the vehicle was struck from behind. This accident was the fault of the other driver, there is nothing ICE staff could have done to prevent it.

Incident Investigation Completed.

Recommendations: Take public transit whenever possible.

Additional Recommendations:

Recommended to drive during less busy times during the day. Staff may choose to take the Mission Possible driving awareness course.

Grande Prairie / Northwest: Nov 12, 2015

No Current Internal Incidents

Dec 10, 2015

No Current Internal Incidents

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

Edmonton: Dec 2, 2015 minutes

November 23, 2015 - A client was agitated regarding a disappointment they

had experienced earlier in the evening. Just before shift change the client exited their room and saw the staff completing documentation reporting. The client asked what the staff was writing about them, and became angry and physically aggressive.

The client aggressed towards the staff who gave space by stepping out of the apartment and contacting ECAT. The client spoke with a family member and calmed down and went to bed. Staff was not hurt.

A Lifeline alert system has since been added for staff safety at this program.

Near Miss Investigation to be completed.

Recommendations: Consult with RPAC regarding additional behavioural supports/ staff training. Writing general or critical incident reports in front of (or in a location open to) an agitated client is not a good idea. Staff may need to leave the area before writing such reports and contacting ECAT for assistance.

Additional recommendations:

Recommended that staff not complete any documentation in front of the client.

During staff orientation this information should be provided to new staff so they are aware that this is may be a trigger.

South: Dec 1, 2015 minutes

No Current Near Miss Incidents

Grande Prairie / Northwest:

Minutes, Nov 12, 2015

No Current Near Miss Incidents

Minutes,, Dec 10, 2015

No Current Near Miss Incidents

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

No Current Internal Incident Investigations

3.3 Evaluation of current Near Miss

Incident Investigations:

Dec 7, 2015

Staff arrived at client's home where staff witnessed client having an argument with their roommate (not an ICE client) and threatening to harm the roommate.

Near Miss Investigation completed.

Recommendations: Consult with RPAC regarding additional behavioural supports/ staff training. Staff to contact the police if escalations include threats of harm. Staff to contact supervisor/ECAT and seek direction to effectively deal with particular situation.

3.4 Review of COR Audit and Action

Items -The new COR report was handed out to all Health and Safety Committee Members. Reviewed Conclusion

Management Leadership and Organizational Commitment
Hazard Identification and Assessment
Hazard Control

3.5 Review of Master Hazard Assessment and Control Document

H&S committee project for revisions for HACD was put on hold as committee is waiting for revised evaluation rating scale. Pages 1 – 8 reviewed
No revisions recommended for reviewed sections.

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

Edmonton

Entering or leaving the worksite after dark
Page 66 was discussed. Ideas were shared around parking lot safety during darker winter months and when working after hours.

The committee will begin development of a separate section of the HACD for Non-Residential programs starting in January.

South

A) Pages 47 - 50 Reviewed.

Medication Administration (oral, spray, ointment) – no changes

Blood glucose testing – recommend adding to the control that safe container for strips and sharps to be locked up in residential homes. Use of epi-pen – no changes, G or J tube feed / medications – no changes

Grande Prairie:

Nov 12, 2015

Office Related Work: all reviewed sections no additions or revisions recommended.

Dec 10, 2015

Reviewed Office Specific HACD: all reviewed sections - no additions or revisions recommended.

3.6 Policy Review - 3.5.4 – Working Alone

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions – Winter Blues
Reviewed Health and Safety Manual.
Suggested adding sewage back up and threat with a weapon to the emergency procedures. Also suggest that the binder could be more user friendly, having shorter descriptors so it's a quick reference guide.

NEXT MEETING – March 16th at 1:30pm.

Calgary ICE Moments!

February 2016 Incentive Thank-you Card
Draw Winner

Edwin Jayme



Edwin received a Thank You card from his Supervisor for reporting a furnace malfunction in a residential program and taking the initiative to have it repaired.

He won a 10 piece Pot and Pan set.

Great job!

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



**ICE offices will be closed
Good Friday, March 25th, 2016
and
Easter Monday, March 28th, 2016
for Easter**



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

Spring Time Change

**Daylight Savings Time begins
Sunday, March 13th
at 2:00 am!**



Turn your clock AHEAD one hour.