

MARCH 2018

CALGARY

ECAT

Employee & Client
Assistance Team
403-819-0583

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

**INSIDE THIS
ISSUE:**

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**TIME SHEET
HAND-IN**

- **March 15th, 2018 –**
For all shifts worked
between March 1st and
March 15th.
- **March 31st, 2018 –**
For all shifts worked
between March 16th and
March 31st.

UPCOMING:

- **HEALTH AND
SAFETY MEETING**
– March 15th, 2018 at
10:00 AM
- **RPAC MEETING–**
March 13th, 2018 at
10:30 AM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Michael

Michael is a quiet young man who enjoys making new friends. When Michael came to ICE a little over a year ago he had just moved from a large city and was brand new in Grande Prairie. Michael was quite shy when he first arrived and relied on ICE staff to help him get to know the city, learn local bus routes and to meet new people.

Michael spent several months living in an ICE residential program before feeling ready to tackle living on his own. At the residence, Michael and his staff worked hard on developing his skills for independent living including cooking and cleaning. Staff also provided Michael support with setting up and attending medical appointments on time and with expressing his



concerns at these appointments.

Once Michael felt ready to make the move to independent living, his ICE staff helped him work out a personal budget to determine what he could afford to pay for an apartment. Together the two completed a search for apartment vacancies and set up and completed apartment viewings. Michael found a place he liked and started organizing his move out/ move in process. With

the help of Karmel, he navigated how to set up his utility accounts and shopped for the items necessary to set up his household. By mid-June 2017 Michael was moved into his own place. Since then Michael has discovered he really enjoys his independence.

Michael is now more familiar with Grande Prairie and he regularly accesses the community independently by bus expanding his knowledge of the city. His staff initially assisted him to connect with some community social groups in order to expand his natural supports. After attending several events with staff, Michael started to feel comfortable and began attending events on his own. Michael is enjoying the friendships he has developed and feels comfortable attending meetings, coffee clubs, and BBQs when the weather permits.



Employee Spotlight

Karmel Langley is a friendly and social person. She has offered supports to Michael both at the ICE residential program and since he has moved out on his own. Michael feels at ease with Karmel. Her easy, outgoing personality helps him to break the ice when meeting new people and attending social events.

Thank you, Karmel for all you do!

Policy Review

3.4.12 LATENESS AND ABSENTEEISM

Attendance of employees is extremely important to the overall success of service delivery and hence the operations of the agency. It is recognized that on occasion, an employee may not be able to come to work or need additional time before commencing shift assignment. Sickness and other unanticipated events may require the employee to miss all or part of the work day.

1. Employees are responsible for notifying supervisors of lateness or absenteeism as soon as they become aware of these circumstances. If your need for time off is foreseeable, you must provide as much notice as possible. If it is not foreseeable, you must provide as much notice as practical, but in no event less than 4 hours prior to your normally scheduled starting time. When the employee does contact I.C.E. personnel, the employee must clearly indicate for how long you will be unavailable and when you expect to return or as the case may be when you will arrive at work.

2. Employees are to be prepared to commence their shift at the assigned shift start time that was provided during booking. Being present and unprepared to commence a shift does not constitute availability to complete work assignments and as such will be addressed during employee performance evaluations.

3. If an employee does not arrive at the scheduled time to relieve another employee, the employee who is waiting to be relieved will contact the supervisor. The supervisor will make alternative arrangements for coverage.

4. If the employee finds his/her shift has been cancelled or the client has not shown up, the supervisor should be contacted immediately.

5. Excessive absences, or lateness and excessive patterns of absences and lateness will lead to disciplinary measures. If you are absent from work for three (3) consecutive working shifts without notice, the agency will consider that the employee has voluntarily resigned his/her position.

(Refer to Policy 3.4.17 Job Abandonment)

Training

PET (Pre-Employment Training)

March 20-22, 2018

9:00 AM-5:00 PM

As described on the ICE website

PBI (Proactive Behaviour Intervention)

March 23rd, 2018

9:00 AM-5:00 PM

As described on the ICE website

Positive Behaviour Supports (PBS)

March 27th, 2018

9:30 AM-4:00 PM

Schizophrenia Training

March 13th, 2018

9:30 AM-11:00 AM

*Presentation by the Schizophrenia Society of
Alberta*

Harm Reduction

March 28th, 2018

1:00 PM - 4:30 PM

*Harm Reduction provides the frame work for understanding
principles around helping clients who use substances live
safer and healthier lives.*



**IMPORTANT TIME CHANGE REMINDER:
IT'S TIME TO "SPRING" AHEAD ON
SUNDAY MARCH 11TH, 2018 @ 2 AM**

THANK YOU CARD INCENTIVE WINNER



ANGELA RICHARD

Angela received a Thank You card from her supervisor for reporting a slippery floor hazard to the office and to the facility she was visiting with her client. Angela received another Thank You card from her supervisor for reporting icy patches on the walkway while walking with her client in the

OTHER INCENTIVE CARDS RECEIVED FOR FEBRUARY

Rosa S received a thank you card from her co-worker for always exhibiting kindness to their client and for reminding him to be cautious on the ice.

Denise F received a thank you card from her supervisor for assisting a relief staff to understand the information he received from the coordinator



ICE HAS A TD GROUP RSP PLAN!

Refer to Policy 3.4.18 FUTUREBUILDER RSP
If you are eligible, ICE will match your contributions!

To sign up, please contact:
**Independent Counselling Enterprises at :
780-453-9664**

ICE CALGARY CONGRATULATES LONG TERM EMPLOYEES!

Tanya D.	19 Years	March 3
Richard S.	7 Years	March 10
Susan J-M	7 Years	March 23
Sharon R	5 Years	March 16
Denise F	3 Years	March 9
Joanne H	2 Years	March 9
Johnson N	2 Years	March 21
Omar C	1 Year	March 14
Kristi S	1 Year	March 14
Glenis S	1 Year	March 21
Alida K	1 Year	March 27
Susan H	1 Year	March 28
Louise B	1 Year	March 29
Arjun RPJ	Year	March 29
Ronke O	1 Year	March 30

\$100.00 ICE Employee

Referral Incentive Program WINNERS



Mohammed Ayedi



Louise Bordat



Lindsay Harkema



Donna Mikl

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!

Health and Safety Meeting Minutes
Calgary—January 18th, 2018

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

Edmonton—November 15, 2017 Meeting Minutes

October 3, 2017

Client with mental health challenges went for a cigarette outside and came inside and was agitated. The client flipped a table and broke the television at their residence. Staff pressed the lifeline and removed themselves to a safe area. Police came to the residence and the client was taken to the Royal Alexandra Hospital for assessment and was later released.

Recommendations: Access the Mental Health Crisis line during time of crisis for individuals. After intense/ traumatic events, a supportive debriefing with staff is important. No further Recommendations as safety procedures were followed.

Internal Incident Investigation to be completed.

October 25, 2017

Client with mental health concerns was agitated and made death threats towards the staff working and others. The client then moved to get a fork from the utensil drawer. Staff pressed the lifeline to call for help and removed themselves from the area. Client ended up damaging the wall in the apartment hallway. Police arrived and took the client for a mental health assessment resulting in admittance to hospital. Staff was debriefed after this intense incident.

Recommendations: Staff to use the lifeline as soon as clients present verbal threats/ aggressive mannerisms and remove themselves from the situation immediately. **Internal Incident Investigation to be completed. Additional Recommendations:** staff to attend Mental Health First Aid (if they haven't been trained already)

October 30, 2017

Client asked their staff for another cup of tea. The staff responded, with the word, "No". The client became agitated and threw a mug at the staff and it hit them on the chest.

Recommendations: Staff need to avoid power struggles and honor client requests. In the event that there is a concern (i.e. health affect) related to such requests, staff are to use positive redirection strategies such as offering de-cafeinated tea or getting the client involved in other choices/activities. **Internal Incident Investigation completed. Additional Recommendations:** review PBI with staff.

October 30, 2017

Staff and client were walking on uneven concrete in the community. The client and staff were holding hands for client comfort. The client fell down and the staff trying to support them from falling was pulled down with the client. Both staff and client were injured. **Recommendations:** Staff to be trained in appropriate and safe support methods that do not include holding hands. Support is safer if the staff place their hand under the forearm of the client. In the event of a fall by the client this position allows the staff to support the client but also to release rather than be pulled down into an injury.

Internal Incident Investigation completed.

Additional Recommendations: looking into other assistive technology for client to utilize instead of holding onto staff, i.e. walker.

December 6, 2017 Meeting Minutes
November 7th, 2017

While intoxicated a client lit a cigarette inside the program. Staff attempted to redirect client from the behaviour and reminded them of the protocols in place. The client became agitated and grabbed the staff. Staff was not injured.

Recommendations: Staff should avoid getting into a power struggle with clients who are agitated and intoxicated regarding smoking or other issues. If initial efforts at redirection do not work, wait and discuss the situation at a later/ better time. Monitor the client while they smoke and then ensure safe disposal of the cigarette. **Incident Investigation complete**

Additional Recommendation: review with staff PBI – keeping safe distances

November 10th, 2017

While out in the community at a grocery store to get newspaper, a client tried to also take magazines and became agitated when this was addressed by staff. Staff and client returned to the residence and the staff tried to address the store incident with them, the client became agitated again and threw a chair and hit a wall.

Recommendations: Follow PBI training and give the client sufficient time to calm down before attempting to discuss concerns with them. Choose a time when the client is calm and open to feedback. Review behavioral strategies with RPAC as necessary.

Incident investigation to be completed.

Additional Recommendation: staff is looking into having the newspaper delivered to house to avoid client agitation of taking magazines. Staff to redirect client to free magazines that are available.

November 13th, 2017

When asked to clean their room, the client became agitated, entered the staff office and grabbed a ruler and threatened staff.

Recommendations: As per policy residential offices must be kept locked. Review policy with all staff on this team and follow up to ensure compliance. Review behavioral strategies for the client with RPAC.

Incident investigation completed.

November 20th, 2017

Staff was punched during an argument between two clients at breakfast time. Client tried to throw the staff's shoes outside. Client threw a container of Lysol wipes at the staff. Police were called to the program

Recommendations: RPAC follow up recommended for client support. Staff to intervene from a safe distance and not get in the middle of an altercation.

Incident Investigation completed.

South—November 8, 2017 Meeting Minutes—No Internal Incident to Report

December 13, 2017 Meeting Minutes- No Internal Incident to Report.

Grande Prairie / Northwest- December 6, 2017 Meeting Minutes

No Internal Incidents to Report

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

December 6, 2017 Meeting Minutes

November 29th, 2017

Near miss at the main Edmonton office. ATCO workers were jack hammering in the back parking lot and the associated building vibration caused a bathroom mirror to shake loose from its mounting screws. It fell off the wall and shattered. There was no one present during the incident. The incident and damage was reported to the landlord.

Recommendations: Addition to bi-monthly office inspection process, checks to ensure mirrors are securely mounted on the wall.

November 23rd, 2017

A Support Home Operator was shoveling/salting sidewalk during icy conditions they slipped and fell on the ice.

Recommendations: Boots may not be sufficient for extremely icy freeze/thaw conditions, purchase of ice grips is recommended. Sand/gravel may be necessary in addition to sidewalk salt to effectively control ice hazards. Put down sand/gravel in front of you as a base to stand on as you work out onto the walkway/ driveway. This is necessary to ensure traction and your own safety.

Additional Recommendations: Cat litter can also be used if sand/gravel not available.

South—November 8, 2017 Meeting Minutes

No Near Miss Incidents to Report

December 13, 2017 Meeting Minutes

December 6, 2017

Client was overheard talking to guardian on the phone. As the conversation went on, the client's voice started increasing in volume and became more aggressive. Client was administered a PRN but threw his coffee pot, mug and phone. The phone hit the SHO wife on the leg. The client then went back to his room and continued talking to his guardian on the phone. The aggression in his voice continued until the phone call ended. Once calm, the client came out of his room and cleaned up the mess he made when throwing his coffee pot and mug. **Recommendations:** Retraining for the SHO on PRN protocol. Retraining of CPI for SHO. Incident being reviewed through RPAC.

Grande Prairie / Northwest—November 15, 2017

October 13, 2017

During the night the kitchen faucet broke and began running and would not turn off. Staff used towels and buckets to catch water until the water could be shut off. Staff were reminded to call maintenance at the first sign of trouble and also to check faucet during the monthly safety inspection.

Recommendations: Review with staff at all residences where the shut off valves are located.

Near Miss Investigation completed.

December 6, 2017 Meeting Minutes- No Near Miss Incidents to Report

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

November 16, 2017

While staff was stopped waiting for light to turn green at an intersection, staff's vehicle was rear-ended. Road conditions were slippery and snowy. Staff did have pain from being hit from behind.

Recommendations: Staff to reduce driving during poor weather conditions, and attend Mission Possible training. **Incident Investigation complete**

December 15, 2017

While staff was exiting McDonalds, staff opened door and stepped to the side to let two customers in the building. When doing this staff stepped on a sloped sidewalk causing an injury to the ankle.

Recommendations: Staff to be more aware of their surroundings and to look at where they are placing their footing. **Incident Investigation completed**

December 27, 2017

Staff arrived for shift and exited the vehicle. While walking to the

front doors of the client's apartment building, staff slipped on ice causing back pain. Note: CRM contacted building management to report ice on walkways, management advised they would attend to this right away.

Recommendations: Staff to wear weather appropriate shoes (i.e. with grips, winter boots). Remind staff to be cautious during winter conditions. **Incident Investigation completed**

Evaluation of current Near Miss Incident Investigations:

November 9, 2017

Staff and client were travelling on highway, when staff applied brakes the car began to skid. Staff pumped brakes, put car into neutral, car slid across the highway came to a rest on the left shoulder. Staff exited the highway and drove on the back roads to location.

Recommendations: Staff to attend Mission Possible, winter driving. Staff to limit driving when there are snowy/hazardous conditions. Staff to look into purchasing winter/all weather tires. **Near Miss investigation completed**

November 15, 2017

Alarms sounded in the condominium building alerting staff and clients to exit building. Once outside they were instructed by police and fire fighters to not re-enter the building as carbon monoxide was present.

Recommendations: Building association sent letter informing an air intake vent had been blocked due to ice build-up. Building management has put special measures in place to prevent reoccurrence. Staff followed procedure of evacuating building until safe to re-enter.

Near Miss investigation completed

November 22, 2017

When client and staff were out at an activity, staff brought up a change in routine causing client's behaviour to escalate. As per client's protocol, he cooled off in his safe place, the vehicle. Once in the vehicle client asked to be driven home and staff began to drive. Client continued to escalate in the car while staff was driving; yelling, crying and hitting the vehicle. Staff pulled over and informed client they were unable to drive. Client escalated, staff kept safe distance until guardian arrived to take client home.

Recommendations: Review policy of not driving escalated clients with all staff on this team and follow up to ensure compliance. Review behavioral strategies for the client with RPAC. Choose a more appropriate time to talk about changes to the routine. **Near Miss investigation completed**

November 23, 2017

Staff and client were walking in the community. Staff went to step away from ice and snow on sidewalk and slipped on mud landing on their backside.

Recommendations: Staff to walk where paths have been cleared of snow/ice or mud. When there are poor weather conditions utilize recreation center and walk on the track.

Near Miss investigation completed

December 11, 2017

Staff and client were at a regular scheduled activity where construction was being completed on the third floor. From the basement of the building staff could smell a strong odor of glue causing staff to have trouble breathing. Staff immediately left the building and breathing became normal.

Recommendations: staff to contact building prior to going to ensure construction is completed and avoid if construction is still going on.

Near Miss investigation completed

NEXT MEETING – March 15, 2018 *Note—These minutes have been condensed for publication. Refer to circulated ICE H&S meeting minutes for full information.

HEART ATTACK & STROKE INFORMATION

HEART ATTACK:

Do you know the signs of a Heart Attack? Everyone needs to know this information as it could be critical to saving the life of a client, a co-worker, or even yourself! Heart disease is the second leading cause of death in Canada.

Heart Attack signs include:

- **Chest discomfort** (For both men and women, the most common heart attack sign is chest pain or discomfort; however women can experience a heart attack without chest pressure. Women may experience shortness of breath, pressure or pain in lower chest or upper abdomen, dizziness, light-headedness or fainting, upper back pressure or extreme fatigue.)
- **Sweating**
- **Upper body discomfort**
- **Nausea**
- **Shortness of breath**
- **Light headedness**
- **A fast or irregular heartbeat**
- **Pain that spreads to neck, shoulders or arms.**

Anyone experiencing symptoms of a heart attack should call 911 and seek immediate medical attention.



STROKE:

A Stroke is a medical emergency. It happens when blood stops flowing to any part of your brain damaging brain cells. When the cells die, that area of the brain cannot function as it did before. The effects of a stroke depend on the part of the brain affected and the amount of damage done.

Recognizing the signs of a Stroke and acting quickly could mean the difference between life and death, or between a full recovery and a lasting disability.

Use the “FAST” method to quickly identify a possible

Stroke.

- F** - Face, is it drooping on one side?
- A** - Can you raise both arms?
- S** - Speech, is it slurred or jumbled?
- T** - Time to call 911.

If you or someone else experiences signs of a Stroke, call 911 for an ambulance immediately.

DO NOT DRIVE TO THE HOSPITAL.

An ambulance will be able to choose the best hospital to provide specialized Stroke care and they will alert them to expect you.

Find more Heart and Stroke information at:

<http://www.heartandstroke.ca/heart>

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

**ICE OFFICES WILL BE CLOSED
FRIDAY MARCH 30TH, 2018 & MONDAY
APRIL 2, 2018 FOR EASTER**

Please direct all calls to the Employee Client Assistance Team for these days.

403-819-0583

