

MARCH 2019

ICE PAGE



Making it Happen!- Supporting Social Inclusion

CALGARY

ECAT

Employee & Client
Assistance Team
403-819-0583

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

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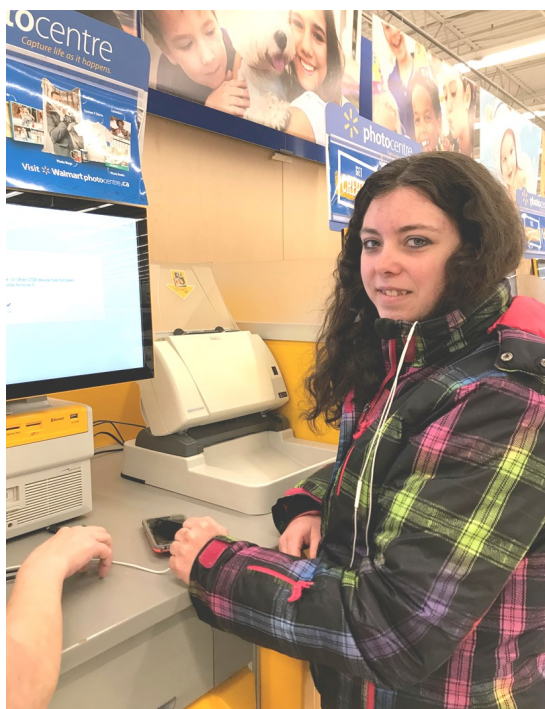
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TIME SHEET HAND-IN

- **March 15 2019**— For all shifts worked between March 1st and March 15th.
- **April 1st 2019**—For all shifts worked between March 16th and March 31st

UPCOMING:

- **HEALTH AND SAFE-
TY MEETING**— March 21st 2019 at 1:00PM
- **RPAC MEETING**— March 12th 2019 at 10:30AM



Rae Ann.

Rae Ann is an energetic and personable young woman who has recently graduated high school. Rae Ann has many friends and takes part in many social gatherings the city has to offer. She enjoys riding horses, basketball, and watching the Mud Bogs at the Savanna Fair every summer. Transitioning to adult community support services, Rae Ann was nervous. A meeting was held and Rae Ann decided to have ICE help her to make additional social

connections in her community and to help her become more physically active. Rae Ann also expressed interest in developing skills for employment and independent living.

First ICE set out to match Rae Ann with an ICE support staff that would help her to feel confident and comfortable. Rae Ann was introduced to Jackie and they hit it right off. ICE then gathered information on activities Rae Ann would like to get involved in. Both Rae Ann and Jackie share an interest in yoga and swimming. Rae Ann rides at the Peace Area Riding for the Disabled Society (PARDS) twice a week.

Since starting services with ICE, Rae Ann has attended a course to help her prepare for her Learners Driver's license and one for pre-employment skills. Jackie helps Rae Ann with budgeting for groceries and other day to day life skills tasks. Rae Ann is making many new connections in the community through the various programs and activities she participates in. Rae Ann is working at Earls three times a week during the evenings and she is now currently seeking day time employment. Congratulations, Rae Ann! It sounds like you are well on your way to achieving your goals.

Employee Spotlight



Jackie Koponen

Jackie is a very supportive and caring woman that enjoys spending time with ICE clients. Currently Jackie is the main support staff for Rae Ann. Jackie loves her work. Thank you so much!

IMPORTANT TIME CHANGE REMINDER

**CLOCKS "SPRING"
AHEAD ON
SUNDAY MARCH
10TH, 2019
@ 3 AM**



Policy Review

2.7.3 CRITICAL AND GENERAL INCIDENTS

(Sections of 2.7.3 are included here. Please refer to the Policy Manual for the complete policy.)

1. A reportable incident is considered to be any event or series of events, real or alleged, that is or has the potential to be life threatening/cause injury. The incident may result in criminal charges, police involvement, legal action, medical intervention and/or further investigation by outside authorities. As a result, the circumstances must be formally documented to ensure the situation is addressed properly. The agency has two types of incident categories: **Critical and General**. Both types require documentation and internal (i.e. I.C.E.) follow up. A **Critical Incident**, in addition to the formal follow up, may be reported to outside sources for external review and/or further investigation. Outside sources may include the funding source for client care, police, and Protection for Persons in Care. Note: all abuse allegations must follow I.C.E. policy (**refer to Policy 2.6.3 Client Abuse**). A critical incident involving an employee may need to be reported to WCB or Occupational Health and Safety.

2. A critical incident is an unexpected and unusual occurrence of major concern involving death, serious injury or risk to safety or well-being. It can involve a client, employee or a community member. Examples of **Critical Incidents (CI)** include but are not limited to:

- client missing or unknown whereabouts/(AWOL)
- serious injury accident or illness (client/employee)
- allegations of client abuse
- allegation of workplace harassment, bullying or violence

3. A general incident is an incident/situation that deviates from agency policy/practice involving a client, employee, or a community member. Examples of **General Incident (GI)** include but are not limited to:

- change in overall client health that does not require emergency medical intervention i.e. cough/cold/vomiting
- client verbal/emotional escalation resulting in the employee using de-escalation strategies
- medication error
- environmental hazards i.e. caught out in a storm/flooding in streets/roadway, excessive smoke
- near miss (per **Policy 3.5.6 Investigations of Internal Incidents/Near Misses**).

When a reportable incident occurs, these steps are to be followed:

- Ensure the immediate safety of the client and yourself;
- If necessary, immediately contact the appropriate emergency authorities: (911, poison centre, pharmacy, etc.);

- Contact your supervisor or the ECAT supervisor immediately by phone;
- The supervisor will provide the employee with direction and contact the appropriate I.C.E. personnel to facilitate follow-up;
- Depending on the severity of the incident (i.e. criminal activity, assault / severe escalation of behaviour that is outside the normal realm of the client's behavioural pattern), appropriate I.C.E. personnel will contact the guardian to apprise them of the situation and/or arrange a meeting to discuss the incident and plan follow-up. This will ensure informed consent should further interventions be required;
- The employee will document the incident on the correct reporting incident form. This will either be a Critical Incident Report Form or a General Incident Report Form (see definitions point #2 and point #3);
- Should the incident involve an employee injury or near miss the employee will be required to complete further documentation as per **Policy 3.5.6 Investigations of Internal Incidents/Near Misses**.

The completed incident report will be submitted to the office within 24 hours. If faxing the form, ensure the intended recipient is stipulated on the fax.

Updated February 2019



Referral Incentive Recipients

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!



Melanie S



Manpreet K



Ruth A

ICE THANK YOU CARD INCENTIVE

WINNER



Jimmy K

received a Thank You card from his supervisor for going above and beyond writing a detailed report in regards to a new client. Jimmy won a Gotham steel 9.5 deep square pan with non-stick titanium ceramic coating. Good Job!



OTHER THANK YOU CARDS

- Hazeline A received a thank you card from the ECAT supervisor for going to one residence to pick up a set of keys for another residence across the city.
- Jacqueline K received a thank you card from her manager for completing a GI on her own time to ensure it was submitted on time.
- Justin S received a thank you card from supervisor for assisting her when she was unable to complete a task that needed to be done in a timely manner.
- Jeff S, Beatrice K, Jacques B and Ruth A received a thank you cards from the ECAT supervisor for working extra hours on short notice.
- Christy V, Justina A and Parminder K received a thank you cards from the ECAT supervisor for assisting their client and working extra hours during a crisis.
- Sajith J received a thank you card from the ECAT supervisor for going above and beyond for his clients for a full week.
- Arabelle A and Ancy P received a thank you card from the ECAT supervisor for picking up last minute shifts.
- Stephanie M received a thank you card from the ECAT supervisor for being so understanding about a booking error.
- Richlyn B and Anoop M received a thank you card from their supervisors for reporting unsafe conditions while in the community with their clients.
- Jacques B received a thank you card from his manager for finding, reporting and following up on a H&S concern.
- Theresa W received a thank you card from her manager for quickly purchasing a safety item for the residence.



Looking for Answers? Below are some online links you may find of assistance:

<https://www.canada.ca/en/health-canada.html>

Health Canada is responsible for helping Canadians maintain and improve their health. It ensures that high-quality health services are accessible, and works to reduce health risks.

<https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957>

Linking Albertans to a wide range of health information and service options.

<https://work.alberta.ca/occupational-health-safety.html>

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities. The OHS site provides access to a wide range of information bulletins and on-line training options

<https://work.alberta.ca/occupational-health-safety/resources.html>

Health and Safety Meeting Minutes
February 14th, 2019

3.0 STANDING ITEMS

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):

December 31, 2018

Manager received a call from the TC of the program stating that the life line was pushed. TC stated that the client had refused his morning medication and became verbally and physically (pushing) aggressive with staff. The client then went in his room and took down the smoke alarm and threw it on the floor and left the apartment. Upon the client's return the police were waiting for him. They told him that he cannot be verbally or physically abusive towards staff or he will be arrested. The client stated he would keep the peace with staff. Police remained while staff administered medication as per the client's Community Treatment Order. The smoke alarm was put back up and checked to ensure that it was functional.

Recommendations: Review PBI and client's Positive Approach strategies with employees, including maintaining safe personal space. Continue to consult with psychiatrist and RPAC.

Additional Recommendations: None

South (Incidents, Recommendations, Additional Recommendations): No Incident Investigations to report.

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

No Incident Investigations to report.

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

Edmonton (Incidents, Recommendations, Additional Recommendations):

No Near Miss incidents to report.

South (Incidents, Recommendations, Additional Recommendations):

January 2, 2019

A client came into the office very upset about a staffing change. The client went into the coordinator's office and began yelling and swearing. The client got into the coordinator's personal space and tried to push them. The coordinator was able to use PBI techniques to gain more personal space and get the client out of their office and into the main reception area where others in the office were able to assist to calm the client.

Near Miss Investigation to be Completed.

Recommendations: Staff in the office to review the office orientation, and be aware of the emergency plans and evacuation routes.

Additional Recommendations: Develop Positive Approaches with a stressor of changes in routine/staffing. Provide client with more time when there are staffing changes. Provide additional days for staff to shadow with regular staff for staff/client familiarity.

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

December 31, 2018

Staff were transporting client in staff vehicle approx. 90km to family visit as plans had changed last minute regarding family transporting him. Approximately halfway to the destination staff noticed client becoming agitated in the vehicle and looked for safe place to pull over. Client continued to escalate and grabbed staff. Staff pulled over and exited the vehicle to allow client to self calm. Staff contacted office and it was suggested to wait for office staff to come and escort staff and client home. Staff decided to transport client home alone and made two additional stops to allow client to calm.

Near Miss Investigation Completed.

Recommendations: Staff were advised to better prepare client for long trips, and to not to pack client's favorite items in front of him prior to trip as this may trigger past negative memories. Staff will not transport client in staff vehicle until deemed safe by RPAC and a Transportation Protocol written. Client may require two staff in vehicle for long trips.

Additional Recommendations: Staff should review policy for transportation. It is recommended that the supervisor provide a comprehension check.

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

January 10, 2019

Staff and client had plans to go grocery shopping. Client wanted to leave at 9:00 a.m. and staff suggested for client to listen to their music as it was too early to go. Client decided to go downstairs in the common area and the staff followed. While in the common area, client began yelling and verbally threatening staff. Staff attempted to provide a safe distance, however, client continued to move closer and eventually punched staff in the chest. Staff increased distance and provided some time for client to calm.

Incident Investigation Completed.

Recommendations: Remind staff of client's triggers and review positive approaches to include power struggles and some examples. Strategies to be discussed at the monthly team meeting. Staff will attend future training from CATALYST team. Manager will review CPI Verbal Escalation Continuum with client's team.

January 28, 2019

Staff slipped on a patch of water at the top of the stairs of the waterslide. Staff attempted to hold onto the railing, however, fell on their bottom.

Incident Investigation Completed.

Recommendations: Staff received materials on, "pool safety." Staff read the non-residential HACD. Staff to get proper pool footwear to minimize risks (water shoes). Staff to always utilize the ICE Hazard Identification Card. Staff could talk to slide attendant and ask for wet sign if excessively wet. Staff could change pool location as the particular recreational centre is known to have inadequate pool maintenance/cleanup.

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

December 29, 2019

Client was anxious and periodically crying at the start of staff's shift. Staff asked client if they could prepare the client a meal. The client declined the offer and started throwing things at staff. The client then came towards staff with something in their hand and stated, "leave or I will kill you." Staff left the apartment and called 911.

Near miss Investigation Completed.

Recommendations: Client's Risk Assessment was updated, however, terminated with ICE soon after.

3.4 Review of COR Audit and Action Items

The HSC finished reviewing the changes to the COR audit questions and discussed the strengths and weaknesses of the agency. The HSC also talked about the upcoming internal COR audit that will be occurring in the fall of 2019.

3.5 Review of Master Hazard Assessment and Control Document

Health and Safety Meeting Minutes Continued

The HSC reviewed pages 24-29 in the Master Hazard Assessment and Control Document

- **Food Storage:** It was recommended to frequently review the expiry dates of foods (especially non-perishables) and swap it with newly purchased goods in the safe work practices section.
- **Handling (exposure to) Raw Meats:** It was recommended (i.e.: safe work practices section) to wash washcloths often (especially right after handling meat). In the Engineering controls, it was recommended to re-label the meats that are re-packed in the freezer with the dates.
- **Use of Electric Stove/Oven. Use of Gas Stove and Oven:** In the Physical Hazards, it was recommended to add food dropped in elements can cause hazards. It was also recommended to also check inside the oven before turning it on in the Engineering Controls.

3.6 Policy Review- Policy 3.5.12 Fire Safety

OTHER BUSINESS

4.1 Next Emergency Drill to be completed: **Winter Storm Drill** (January through April 2019)

4.2 Health and Safety Committee Poster: It was discussed that a Health and Safety Committee poster would be developed by the end of the month and posted to bulletin boards/binders in each program. The HSC gathered to take a picture for the poster.

4.3 Members of the HSC were awarded their Health and Safety mugs; pictures were taken.

4.4 HSC also discussed training that will be required in the near future for Workplace Inspection, Incident Investigation and Hazard Assessment Training.

4.5 HSC discussed that a new HSC member position will be filled and in the next meeting will have a vote for the worker HSC chair member.

4.6 ICE Pages Suggestions: Frost bite protection.

NEXT MEETING – March 21, 2019

Health and Safety Committee

Please welcome Rosalind Chow as our new Health and Safety Committee Member



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

Awareness and Prevention of Burns, Including Scalds



Each year, thousands of Albertans suffer from burn injuries including from scalds, flames, sunburn, frostbite, chemical or electrical, most of which are preventable. Very simply, a burn is damage to the skin and underlying tissue. Children and older adults, by virtue of their thinner skin, sustain burns at lower temperatures and in less time than adults. Children, seniors and the disabled are less likely to survive burn injuries and usually spend longer in hospital, and have more difficulty recovering. Up to 60% of burn injuries happen in or around the home. The vast majority are preventable.

Types of Burns

- **First-degree** – affects only the outer layer of the skin. The burn site is red, painful, dry and with no blisters. Long term tissue damage is rare. Generally heals in 3-5 days with no scarring.
- **Second-degree** – involve damage to the top two layers of the skin. The burn site appears red, blistered, and may be swollen and painful. Generally heals in 10 – 21 days.
- **Third degree** – destroy all layers of the skin and may also damage the underlying bones, muscles, and tendons. The burn site appears white or charred. There is no sensation in the area since the nerve endings are destroyed. Skin grafts are required.

Burn Causes

- **Tap water scalds** – Scalds are the number one cause of burns in Alberta. Scalds result when one or more layers of skin are destroyed by contact with hot liquid or steam. Tap water scalds are 100% preventable. The severity of the injury depends on two things: the temperature to which the skin is exposed and the length of time the skin is exposed to the burning substance.
 - ◊ For hot water to cause 3rd degree burns:
 - At 60 degrees C it takes one second
 - At 55 degrees C it takes five seconds
 - At 50 degrees C it takes five minutes
- **Flame burns** – Burns can be caused from contact with flames or hot objects, or through the inhalation of superheated gases that can damage tissues in the airways and lungs. Flame burns can be caused by clothing catching fire from a stove burner, match, candle or an open flame.
- **Chemical burns** – occur when living tissue is exposed to a reactive chemical substance such as strong acid or base.
- **Electrical burns** – occur when an electric current passes through the body

Scald Prevention Tips

- Ensure that you are testing the water temperature at the sinks and tubs **as per ICE policy 2.3.15 Overall Facility Water Temperature Monitoring and Safe Practices. Overall water facility temperature is not to exceed 49 degrees C.**
- If you are providing a bath assist, follow the safe bathing procedures in the home. These include turning the cold water tap on first, ensuring that you agitate the water to evenly disperse tap water as the bathtub fills, test the temperature of the water by measuring it with a

Awareness and Prevention of Burns Continued

- machine while anyone is showering to avoid sudden fluctuations in water temperature.

Burn Prevention Tips

- Carry pots to plates, not plates to pots
- Keep all pot handles turned back and away from the stove edge.
- Check handles on appliances and cooking utensils to ensure that they are secure
- When removing lids from hot foods, remember that steam may have accumulated. Lift the lid away from your face and arms.
- Wear short sleeves or light-fitting clothing while cooking.
- Always use oven mitts or pot holders when moving pots or hot liquid or food.
- Heat food in containers or dishes that are safe for microwave use only.
- Steam builds in covered containers can easily result in burn injuries.
- Puncture plastic wrap or use vented containers to allow steam to escape or wait at least a minute for steam to escape. When removing covers, lift the lid away from your face and arm.
- Ensure that all chemicals are securely stored away from the furnace.

Burn Care

- **Immediately cool the burn with water.** Pour cool water on burns or soak them for at least 3 – 5 minutes (30-40 minutes for chemical injury).
- **Never use ointment or butter.** This may allow the burn to retain heat
- **Cover the burn.** Apply a soft, clean, dry dressing, bandage or sheet to the burned area.
- **Don't break blisters** as this could lead to infection.
- **Seek medical help.** If there has been an incident involving you/your client, ensure that you or your client gets medical attention as soon as possible, including calling 911.

TRAINING

PET (Pre-Employment Training)

March 12-14, 2019

9:00AM-5:00PM

As described on the ICE website

PBI (Proactive Behaviour Intervention)

March 15, 2019

9:00AM-5:00PM

As described on the ICE website

Documentation: Non-Residential

March 19, 2019

2:00 PM-5:00 PM

As described on the ICE website



ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Tanya D	20	March 18, 1999
Richard	8	March 10, 2011
Susan M	8	March 23, 2011
Sharon R	6	March 16, 2013
Denise F	4	March 9, 2015
Joanne H	3	March 9, 2016
Susan H	2	March 28, 2017
Arjun R	2	March 29, 2017

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.