

MARCH 2020

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

• **March 15 2020**

For all shifts worked between
March 1 and March 15.

• **March 31 2020**

For all shifts worked between
March 16 and March 31.

UPCOMING

Health and Safety -
March 12th, 2020 @
1:30pm.

RPAC - March 10th,
2020 @ 10:30am.

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Leisha C.

Leisha has been in services with ICE Grande Prairie for 8 years.

Although Leisha can be shy and quiet when you first meet her, she has a great sense of humor and is very excited to tell others about her interests which include music, videogames, shopping and going to the movies at the Cineplex.

Leisha enjoys community access supports and frequently visits the local facilities to go swimming with peers and walk on an oval track. Leisha also loves to have a coffee and visit with her friends in the common areas. Leisha has upcoming plans to participate in yoga and water aerobics, as well! When she is not busy with structured recreation, Leisha also enjoys relaxing and working on her crossword puzzle book at different coffee shops or the recreation centre. Leisha also enjoys visiting Petland where she visits with the staff and animals, building connections and friendships. Leisha's active lifestyle allows Leisha and her staff, Kerry, to work on Leisha's goal of improving her social connections. Leisha and Kerry practice speaking to new people and independently paying for purchases at stores and restaurants, boosting Leisha's confidence. Each day Leisha and Kerry work on the skills necessary to enjoy socializing with others and maintain a healthy lifestyle through fitness and exercise.



Employee Spotlight

Kerry P. started with ICE over two years ago, earning the praise of those she supports as a worker who provides great care and companionship. Kerry has stated she enjoys working with ICE clients and the wide variety of activities she helps them with, including life and social skills. Kerry is very happy to help Leisha meet her goals in the community!



Important Time Change Reminder

**Clocks "Spring" ahead on
Sunday
March 8th, 2020 @3:00am**



Policy Review

Continuum of Positive Behaviour Supports:

There may be situations where Positive Approaches alone have not adequately addressed a situation/behaviour of concern. In these circumstances, a formal written Planned Procedure may be considered.

Independent Counselling Enterprises utilizes a continuum to indicate the range between positive approaches and more restrictive interventions. When developing a Planned Procedure, the least restrictive approach is to be utilized unless a health and safety risk is identified.

POSITIVE APPROACH	MORE INTRUSIVE	RESTRICTIVE
Choices	Ignoring the behavior	Psychotropic PRN
Reinforcement	Restitution	Emergency services
Verbal instruction/teaching	Required relaxation	(i.e. 911, Lifeline
Redirection	Required exercise	Communication System)
Positive role modeling		
Physical support		

Behaviours requiring formal intervention need either a Planned Positive Procedure or Planned Restrictive Procedure developed with the input of:

- Client
- Parent/guardian
- Supervisor
- Support staff

In addition all Planned Procedures require:

- Documented Review: Restrictive Procedures Advisory Committee
- Documented Approval: Qualified Person
- Documented Informed Consent: Client/ Guardian

ICE THANK YOU CARD INCENTIVE WINNERS

Tarah M. received a Thank You card for excelling at reporting hazards within the community and supporting her client to avoid them. Tarah received a queen size bed-in-a-bag for winning the incentive draw. Thank you!!



Congratulations Long Term Employees!

Tanya Dusang	21 Years	March 18
Richard Sabiteka	9 Years	March 10
Susan Josiah	9 Years	March 23
Sharon Radder	7 Years	March 16
Denise Falkenberg	5 Years	March 9
Joanne Heck	4 Years	March 9
Susan Hulcher	3 Years	March 28
Arjun Jayasree	3 Years	March 29
Cindy Marr	1 Year	March 11
Aminata Jalloh	1 Year	March 20
Yeshe Choedon	1 Year	March 21

Referral Incentive Program

Employees or Support Home Operators who refer a person to ICE who successfully meet our hiring requirements and completes their three month probation with a minimum of 120 hours worked qualify for a \$100 incentive bonus!

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**

Contact your local TD branch or book an appointment online to see a financial advisor to discuss your savings needs and any other financial objectives.

⇒ To find a TD branch close to you:

<https://www.td.com/ca/en/personal-banking/branch-locator/>

⇒ To book an appointment online:

<https://www.td.com/ca/en/personal-banking/products/saving-investing/>

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.



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 Committee Meeting Agenda

February 20, 2020 Calgary

(Minutes edited for publication)

3.1 Review of 'Regional Health and Safety Meeting Minutes' Review other region's minutes especially sections 3.2 and 3.3.

3.1 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Completed Incident Investigations for Injury, Health and Property Damage

Edmonton – January 15, 2020 Meeting Minutes

December 11, 2019

Staff was in the process of finding something in a basket in the client's bedroom when they cut their finger from the client's razor. Follow up: first aid completed on finger; staff to wear PPE (gloves) when doing a search; staff to seek medical attention to ensure finger not infected; discuss incident upcoming team meeting.

Incident Investigation Recommendations: Review Section E3 with worker- Applying Standard Precaution Practices in Health and Safety Binder #2.

Health and Safety Committee Recommendations: No recommendations.

South- January 7, 2020 Meeting Minutes

There were no completed incident reports to review.

Grand Prairie- January 7, 2020 Meeting Minutes

There were no completed incident reports to review.

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

Edmonton – January 15, 2020 Meeting Minutes

There were no completed near miss incidents to review.

South- January 7, 2020 Meeting Minutes

There were no completed near miss incidents to review.

Grand Prairie- January 7, 2020 Meeting Minutes

There were no completed near miss incidents to review

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

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns – January 29, 2020 a concern was raised in regards to sharp prong fasteners. Brigitte Y completed inspection and removed all sharp ACCO prong fasteners and replaced them with Staples brand.

3.4 B) Inspections completed – Stephanie M completed a random inspection (2 participants)

3.5 COR Audit Review: COR internal audit completed in September 2019. Results have been sent to CCSA to be finalized. The ICE Health and Safety Specialist has let us know that ICE did very well. He will be sending out results shortly with some action items to help us prepare for the external audit in the fall of this year.

COR Quality Audit documentation review, interviews and observations tours have been completed on February 19th, 2020. The Audit report and executive summary is under development for final submission in March 2020.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed)

The Health and Safety Committee reviewed pages 30-33 in the Master Hazard Assessment Document:

Use of Household appliances: It was recommended to add: have separate baking sodas (i.e.: one for cooking and one for potential grease fire) to prevent contamination under the engineering controls. It is also recommended to add potential exposure to heavy duty cleaners under the chemical hazard. It was also recommended to add long handle brush to administrative controls: safe work practices.

There were no recommendations for microwave use.

Policy review: 3.6.4 Workplace Violence Bullying and Harassment

4.0 Other Business

Ideas for Upcoming ICE pages: Corona Virus/Influenza. Health and Safety Training updates: HSC member Chioma (Rita) O will require to complete Workplace Inspections training, Hazard Assessment and Incident Investigations training.

NEXT MEETING DATE: March 12, 2020 @ 1:30 p.m.



Creating Excellence Together standards 6 and 18: **COMMUNITY INCLUSION**

Standard 6 of the Quality of Life and **Standard 18** of the Quality of service reviews “**Community Inclusion**” Standard 6 has 7, level 1 indicators within the clients “Quality of Life”. Standard 18 reflects on how the staff support the individual to engage and participate in his or her community. This “Quality of Service” has 9 level 1 indicators and two indicators under level 2.

Quality of Life: Level 1 Indicators

The individual is involved in her community with other community members.

“I will be knitting hats for the community craft sale with my friends”

The individual knows people in her community and interacts meaningfully with them

“My Volunteer coordinator asked me if I wanted to help with another shift”.

The individual contributes to her community.

“My friend and I are going to help with litter removal this weekend”.

The individual participates in community activities that are not organized by the service provider.

“I will be going to the volunteer BBQ to kick off the season”.

The individual has access to whatever information she needs to be involved in her community to the extent that she desires and is capable of.

“I was reading the local paper and there is a class I want to take”.

The individual participates in her community in a way that establishes her as a recognized community member.

“My coordinator told me I did a great job and was really helpful finding seats for the community members”.

The individual knows why she feels safe while in the community.

“It’s a new bus route but I will be with someone I know and I have all the contact numbers in my wallet, if I need them”.

Quality of Service: Level 1 Indicators

1. Staff understands their role in terms of making contacts ahead of time and building relationships and connections.

How did you assist the individual to meet peers and maintain communication?

2. Staff ensure that the individual knows about, accesses and is involved in her community with other community members.

Did the individual receive the community newsletter and is informed of the surrounding events?

3. Staff support the individual to get to know and connect meaningfully with people in her community.

Are there community events scheduled and/or attended, involving neighbors?

4. Staff support the individual to contribute to her community in the way she desires.

Did your individual want to contribute to a community craft or bake sale?

5. Staff support the individual to participate in community activities that are not organized by the service provider.

Did you review the community paper and check off activities which are meaningful to the individual?

6. Staff provide the individual information that helps her to be involved in her community to the extent that she desires and is capable of.

Did the individual receive the local paper and community bulletins this month?

7. Staff support the individual to participate in her community in a way that establishes her as a recognized community member

Did the individual choose to volunteer and want to participate next year?

8. Staff supporting the individual to be safe while she is in the community know what risk management plans or safety plans are in place to ensure the individual's safety

Does the individual know who to contact in the event of an emergency? Is she or he able to reach a phone or communicate to another person if they need help?

9. Staff understand their role in terms of fading out their support

Can the individual call independently and speak with her volunteer coordinator?

Quality of Service: Level 2 Indicators

10. Staff support the individual's inclusion and participation in community activities by helping her develop and maintain reliable natural supports.

Does the individual call her peers from class, after he or she has spent much time getting to know one another?

11. Staff help the individual to identify and develop valued roles and relationships within the community.

Will the individual be returning to the community hall to assist her peers and neighbors?

As a support worker, do you know who the individual is and what skills they have and what they would like to do? It is important for us to know who we are working with in order to best provide supports. As a support worker, you have the ability to provide a variety of community options to the individual you support. Just look around! There are community events and leagues in all areas of the city. We have fundraisers, classes, festivals and events every day. I imagine the individual you support, would find some of these items meaningful and perhaps even want to get involved. If you don't know where to start, grab a local newspaper and flip through it with the individual you support.

ICE has many individuals who participate in their communities and just took one visit to a meeting or event. These single visits could lead the individual to a lifetime of memories and friendships.

Strategies to Prevent Heart Disease



Heart disease is a leading cause of death, but it's not inevitable. While you can't change some risk factors — such as family history, sex or age — there are plenty of ways you can reduce your risk of heart disease.

1. Don't smoke or use tobacco

One of the best things you can do for your heart is to stop smoking or using smokeless tobacco. Chemicals in tobacco can damage your heart and blood vessels. There's good news though. Your risk of heart disease starts to drop in as little as a day after quitting. After a year without cigarettes, your risk of heart disease drops to about half that of a smoker. No matter how long or how much you smoked, you'll start reaping rewards as soon as you quit.

2. Get moving: Aim for at least 30 to 60 minutes of activity daily

Regular, daily physical activity can lower your risk of heart disease. Physical activity helps you control your weight and reduce your chances of developing other conditions that may put a strain on your heart, such as high blood pressure, high cholesterol and type 2 diabetes. In general, you should aim for at least 150 minutes a week of moderate aerobic exercise, such as walking at a brisk pace.

3. Eat a heart-healthy diet

A healthy diet can help protect your heart, improve your blood pressure and cholesterol, and reduce your risk of type 2 diabetes. A heart-healthy eating plan includes: vegetables and fruits, beans or other legumes, lean meats and fish, low-fat or fat-free dairy foods, whole grains, and healthy fats, such as olive oil. Limit intake of the following: salt, sugar, processed carbohydrates, alcohol, and saturated fat.

4. Maintain a healthy weight

Being overweight — especially around your middle — increases your risk of heart disease. Excess weight can lead to conditions that increase your chances of developing heart disease — including high blood pressure, high cholesterol and type 2 diabetes. Even a small weight loss of 3 – 5% of your weight can be beneficial to reducing heart disease.

5. Get good quality sleep

A lack of sleep can do more than leave you yawning; it can harm your health. People who don't get enough sleep have a higher risk of obesity, high blood pressure, heart attack, diabetes and depression. Most adults need at least seven hours of sleep each night. Set a sleep schedule and stick to it by going to bed and waking up at the same times each day. Keep your bedroom dark and quiet, so it's easier to sleep.

6. Manage stress

Some people cope with stress in unhealthy ways — such as overeating, drinking or smoking. Finding alternative ways to manage stress — such as physical activity, relaxation exercises or meditation — can help improve your health.

7. Get regular health screenings

High blood pressure and high cholesterol can damage your heart and blood vessels. But without testing for them, you probably won't know whether you have these conditions. Regular screening can tell you what your numbers are and whether you need to take action. If you have a condition such as high cholesterol, high blood pressure or diabetes, your doctor may prescribe medications and recommend lifestyle changes. Make sure to take your medications as your doctor prescribes and follow a healthy-lifestyle plan.