

ICE PAGE

CALGARY

2016

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Health and Safety Meeting

May 18th, 2016 @ 1:30 pm

RPAC Meeting

May 10th, 2016 @ 10:00 am

Team Leader Meeting

May 4th, 2016 @ 1:30 pm

TIME SHEET HAND-IN:

May 16th, 2016

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

May 31st, 2016

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



ECAT

Employee & Client
Assistance Team

403-819-0583

after office hours

Phones do not accept text messages.
Staff need to call ECAT.

An Important Announcement:

Effective April 1, 2016: Chief Operating Officer, Geneve Fausak has become the controlling shareholder of ICE. Geneve has now assumed the roles of both President and Chief Operating Officer.

Through twenty years with ICE, Geneve has been instrumental in the development and ongoing success of the company. Her experience, depth of knowledge, integrity and commitment will ensure complete continuity and strong leadership.

Over the next two years, Michael Rutherford will remain with the company in an advisory role as Vice President of Business Operations. ICE will continue to provide quality services to individuals, families, guardians and funders.

Staff at ICE would like to thank Michael and Wendy Rutherford for their vision and years of dedication and hard work in development of ICE. We also congratulate our new President and COO, Geneve Fausak and offer her our support and best wishes for continued success! This year ICE will celebrate 30 years of operation in Alberta.



COR Action Plan Progress Update

Last September ICE completed the 2015 internal Certificate of Recognition (C.O.R.) Audit process and goals were developed to enhance health and safety within the company based on recommendations that came out of that review. In December 2015 after approval by the Continuing Care Safety Association the audit report was made available to ICE employees in the red Health and Safety Binders at residential programs and ICE offices across the province. By then work was already underway to address the recommendations of the report. As we are more than 6 months into our follow up year it is time to take stock of our progress on the action plan. Over the next two months we will look at this in our ICE Page.



Goal – Ensure all employees are aware of the value ICE puts on health and safety.

- **Policy 3.5.1 – Introduction** was revised as a “stand out” policy declaring the company’s strong commitment to Health and Safety. This policy is signed by the President of ICE and has been posted in the reception areas of each ICE office.

Goal - Front line employees require a clearer understanding of their health and safety responsibilities, company expectations and how they are evaluated on them.

- **Policy 3.5.2 Assignment of Responsibilities** was revised in the 2015 Policy review process in order to present the various legislated health and safety responsibilities of ICE managers, supervisors, employees, support home operators and visitor/contractors in a clearer manner.
- ICE supervisors have been asked to review this policy and policy 3.5.1 at annual staff evaluations.
- Trainers will also review these policies within Health and Safety training courses and they will appear regularly in the ICE page.
- Additional supervisory training has been provided to enhance the skills of Coordinators supervising front line staff to ensure they are clearly sharing health and safety performance and expectations ongoing and during evaluations.

Goal – Enhance employee awareness of the updating process for hazards. Weekend and relief employees are not as aware as other staff of the hazard update process.

- ICE has a newly implemented process for residential program staff to review hazard updates as changes occur as well as at monthly team meetings and sign off on this. Presently there is room for improvement in the consistency of

implementation of this new sign off form as determined during EQA and RI inspections.

- Residential staff not present at team meetings are to be required to review site specific Hazard Assessment and Control updates and sign off on review sheets to indicate their knowledge of updated hazards and controls.

Goal - Increase worker awareness of inspection procedures for non-residential units.

- Worker awareness of inspection procedures at non-residential sites is being enhanced by Coordinators sharing and reviewing the Random Inspection forms together with employees during site visits.

Goal - Increase standards for office inspections.

- Form revision was determined unnecessary. Quality standards and recording procedures have been reviewed with managers during teleconferences and at management semi annual planning sessions.

Goal – Increase worker involvement in the inspection process.

- ICE has revised residential and non-residential forms to encourage worker involvement in inspections and to have workers sign off on this participation on the inspection forms.
- Coordinators and managers are being encouraged to ensure variety in the staff that assists in workplace inspections (i.e. by completing these on various shifts i.e. evenings and weekends).

COR Action plan review to be continued in the June ICE Page.

**ICE offices will be closed Monday,
May 23, 2016 for the Victoria Day**



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

Making it Happen!

Supporting Social Inclusion

“I did it to honour my Mom” these are the words of Amanda, a 33 year old who joined the ICE team four years ago. Amanda is a quiet individual and very smart, she has a natural smile on her face and a friendly attitude towards people she does not know. She lives with her father and loves going out in the community. Sadly Amanda suffered the loss of her mother last spring due to cancer. After her mother’s passing Amanda got the idea of donating her long lovely hair for a good cause.

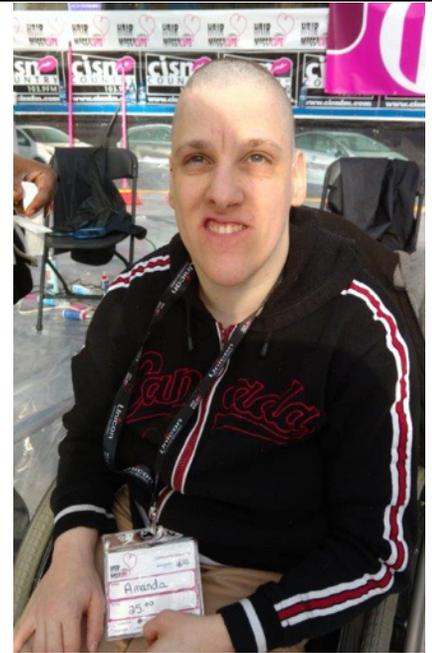
Amanda’s I.C.E. support worker, Fifi heard about Amanda’s goal and together they started to search out an opportunity. Fifi helped Amanda make calls and contact beauty salons inquiring for a connection for Amanda to donate her hair but all their leads ended up nowhere. Still Amanda did not give up.

Walking in the mall one day, Amanda and Fifi met a previous acquaintance of Amanda’s named Jen. During their conversation, Amanda let Jen know

she wanted to donate her hair for a good cause and she asked Jen if she knew of a place where she could do that. As it turned out Jen was an active volunteer for just such an organization. At that point Jen told Fifi and Amanda about a fund raising event supporting Cancer awareness and the search for a cure to be held in February at West Edmonton Mall entitled “Hair Massacure.” Jen said that there would be a booth on site for people willing to donate their hair to make wigs. These wigs would be provided to boost the morale of cancer patients experiencing hair loss due to their chemotherapy treatments. Amanda had found her opportunity!

Amanda was very happy to be able to help and give something to a cause that is very close and dear to her heart. On the day of the “Hair Massacure” she ended up, not only cutting her hair, but she decided to fully commit herself to the cause, and asked for a total shaving of her head. She was all smiles after the event, and she was able to inspire people and show that no matter what size, colour or standing you are in, everyone can make a difference.

Since the event in February Amanda



has continued to look for ways to help support a cure for cancer. She is currently working on some fund raising ideas and keeps in touch with Jen for new events and volunteer opportunities. Her friendly outgoing manner and shaved head have opened up many community conversations about the topic. Amanda uses these chances to lead others to an increased awareness. She shows what one committed person can do when they have passion for a cause. Amanda says she thinks her mom would be proud of her, we think so too!



Amanda left with Fifi right at the Hair Massacure event

Staff Spotlight: Fifi Heshima

Since her first day with Amanda, Fifi has offered great encouragement. She has patiently taken the time to learn about what is important to Amanda and diligently looked for places and events where Amanda could volunteer and/or support Cancer awareness and fund raising. Her background of nursing in Rwanda helped Fifi demonstrate her commitment and excellence in client support. Fifi gives 100% of her ability and commitment to her role and her work ethic is praise worthy. Thank you for your excellent work and dedication, Fifi, we appreciate you.

**Health and Safety Minutes
Calgary - Health and Safety Meeting -
March 15, 2016**

3.0 STANDING ITEMS

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

Edmonton: Feb 2, 2016 meeting minutes
January 13, 2016

Staff's car was struck by another vehicle making a left turn across their traffic path. Staff was injured and 911 was contacted. Staff was not at fault.

Recommendations: Use caution and defensive driving techniques. Avoid busy routes / travelling at peak hours. If possible use public transportation.

Internal Incident Investigation to be completed
Additional recommendations: Staff to attend Mission Possible.

January 23, 2016

Relief staff was booked for a shift at a program requiring lift and transfer training. Staff booked did not have the skills required for necessary client supports. The staff injured their hand providing client support. ECAT was contacted and the Team Coordinator was called in to assist.

Follow up was completed with Booking, ECAT and C-Views electronic information flagging system to ensure required booking information re staff qualifications and lift and transfer training was clarified and documented for the program.

Internal Incident Investigation Completed.

Recommendations: Confirmation of required training by Booking for relief staff and confirmation of required training as part of the residential orientation process. Staff on site to contact a supervisor (office or ECAT) if there are questions or concerns about new/relief staff training.

Additional recommendations: Staff to review proper body mechanics, and policy on lifts and transfers.

January 25, 2016

Relief staff and client were out in the community. When it was time to return home for medication administration the client was requested to leave the mall. The client resisted and became annoyed at staff's prompt to return to the residence. The client pushed the staff against the wall and tried to take the staff's phone. The client then pushed the staff towards oncoming traffic. Staff was able to remove themselves from danger. Police were called and responded. The client left the area and returned on their own to their home. (Client has a Planned Procedure for aggressive behaviour.) Staff experienced an injury from being pushed.

Recommendations: Review the incident with RPAC for behavioural strategies to assist the client and staff. Staff may benefit from further training in PBI and the Planned Procedure. Update the client's Risk Assessment – Pushing

staff into traffic is a serious behaviour of concern. Bring medications on the outing to avoid power struggles over medication administration.

Internal incident Investigation to be completed.
Additional recommendations: Plan outings for earlier in the day and to provide client more notice for returning home.

January 26, 2016

The day after a weather event including freezing rain, staff and a client went to a furniture store to pick up a new bed frame. The parking lot was very icy. When the staff was carrying the item to their vehicle they slipped, fell on their back and struck their head on the ground causing injury. The hazard was reported to the store's warehouse manager and later a report of the incident was called into the store's main office as well.

Internal Incident Investigation to be completed.
Recommendations: Postpone non-essential tasks during inclement/ hazardous conditions for roadways, sidewalks and parking lots. It is recommended that residential programs/staff purchase and use ice grips for winter use as necessary.

Additional recommendations: Suggested to staff to not carry items they purchased from a furniture store, could ask the store associates to carry the items out to vehicle.

January 27, 2016, A client and their Support Home Operator were climbing onto a city transit bus. The client, in the lead, missed their step on the bus stairs, lost their grip on the handrail and fell backwards on the steps landing on the SHO and banging and bruising the SHO's knee.

Recommendations: Reassure the client and remind them to take the time they need to board the bus safely. Cue them to hold the handrail. The client may have felt rushed in the process to board the bus. Leave space behind the client until they reach the top of the stairs. If necessary, advocate with the bus driver to provide adequate time for the client to board according to the client's mobility/ health needs. Consider if reassessment of client mobility with medical personnel is necessary. (I.E. Could there have been medical reasons for the client's fall?)

Internal incident Investigation completed.

Additional recommendations: Suggest the SHO could ask the bus driver to "kneel" the bus (lower the steps).

January 29, 2016

Relief staff arrived on shift and the client showed agitation. The staff attempted to give space but the client threatened them and pushed them. Staff put distance between herself and the client. The client was informed that police would be called if aggression continued. The client went out for a smoke and was calmer when they returned. Staff had been injured when pushed.

Recommendations: Continue to work with RPAC to develop additional behavioural

supports for this client. Follow PBI training. Staff to remove themselves from the residence and call the police as necessary in the event of aggression by the client. A life line will be installed for staff support at this program. Notify ECAT when police are called. Internal incident Investigation to be completed.
Additional recommendations: Staff to inform client that a relief staff will be working prior to relief staff coming on shift.

South: Feb 2, 2016 meeting minutes
No Current Internal Incidents

Grande Prairie / Northwest: Feb 11, 2016
No current Incidents to review

B) Review of Regional Health and Safety Meeting Minutes - Section 3.3
Edmonton: Feb 2, 2016 minutes

January 19, 2016

At 5:40 pm a general fire alarm in the condominium went off. Staff supported clients to evacuate the building using the stairs. Clients were supported to wait in staff vehicles out of the cold until the Fire Department gave clearance to return to the building.

Recommendations: Good job. Continue regular drills to maintain client evacuation skills.

South: Feb 2, 2016 minutes
No Current Near Miss Incidents

Grande Prairie / Northwest: Feb 11, 2016
No Current Near Miss Incidents

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

February 11, 2016

Staff and client were leaving the volunteer placement. Staff was rushing to get to the bus stop on time and while walking across the road tripped, fell and scraped her knee (staff was wearing proper footwear). Staff was able to stand on her own, and applied a band aid to the knee. Staff caught the bus.

Recommendations: Staff advised to leave the volunteer placement early enough to catch the bus without rushing.
Incident Investigation Completed.

3.3 Evaluation of current Near Miss Incident Investigations:

Nov 18, 2015

Client came into the house with a lit cigarette and threw it into the kitchen garbage; client had claimed the cigarette was out. Staff inspected the garbage and no fire present. Client informed staff that the smoking receptacle was not used due to the balcony being icy and cold. Staff ensured salt was put down on the ice. Near Miss Investigation completed.

Recommendations: Remind client to use the smoking receptacle when going out for a cigarette and staff to monitor clients smoking.

Health and Safety Minutes cont.

Dec 14, 2015

Staff noticed client heading to balcony with a container of water. Staff asked what he was doing, and he replied putting out the fire in the smoking receptacle. Staff ensured fire was out.

Near Miss Investigation completed.

Recommendations: Staff is to ensure the smoking receptacle is checked and emptied daily to prevent too many butts from piling in the can.

Feb 23, 2016

When staff was turning off a standing lamp they noticed the lampshade was melting as it was touching the light bulb. Staff removed lampshades from the lamp and purchased new lamps with proper shades that would not touch the light bulb.

Near Miss Investigation completed.

Recommendations: Staff to ensure proper lamp shades are purchased for lamps.

3.4 Review of COR Audit and Action Items

Reviewed Element 1 – Management Leadership and Organizational Commitment.

3.5 Review of Master Hazard Assessment and Control Document

Committee reviewed master HACD general section pages 48-62 for items that should be in the section specific to non-residential work.

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

South

Committee continued to review the HACD to identify items that should be in the section specific to non-residential work. This information will be sent to Edmonton along with all other regions suggestions. Discussion at this meeting included the potential hazards associated with taking clients to events where many clients from other agencies may be in attendance as well.

Grande Prairie:

Reviewed the General HACD
Driving with Clients – recommendation increase frequency to a 4, raising priority to 1.

3.6 Policy Review - 3.5.4 – Working Alone

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions – Bed Bugs.

NEXT MEETING – May 18th, 2016 at 1:30 pm.

Calgary ICE Moments!

April 2016 Incentive Thank-you Card Draw Winner

Amitha Nadukkeparambil Sasikumar received a thank you card for the exceptional support that she provides, ensuring ICE policy



and procedures are followed and always being willing to do extra.

Other Thank-you Cards Received for the April Draw

Cheryl Carter and Kelle Williams received thank you cards for being flexible with their time to assist in training a new Team Leader.

Colleen Dumas received a thank you card for her efforts in helping an individual meet their employment goals.

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



Mission Possible - Speed and Aggressive Driving Modules, Part 2

May 6th, 2016
9:00 am - 12:00 pm

FIRE SAFETY

May 17th, 2016
10:00 am - 12:00 noon

Fire safety presentation by the Calgary Fire Department, presentation will be at Marlborough Park Community Centre

6021 MADIGAN DRIVE NE
(Upstairs)

TRAINING

Pre-Employment Training (PET)

May 25th & 26th, 2016
9:00 am - 5:00 pm

As described on the ICE website

ASIST

**Applied Suicide Intervention Skills Training
May 25th & 26th, 2016**

9:00 am - 5:00 noon

To be held at Marlborough Park Community Centre
6021 MADIGAN DRIVE NE
(Upstairs)

**ICE Calgary Congratulates
Long Term Employees!!!**

Staff	Years	Date
Irene D.	11	May 4, 2016
Jody H.	7	May 15, 2016
Ivy W.	7	May 20, 2016
Lorna K	4	May 17, 2016
Khrystyna H.	4	May 31, 2016
Nora d	4	May 31, 2016
Shani K	1	May 22, 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

(A portion of policy 3.4.5 is reproduced here, please refer to the Policy manual for the complete policy)

3.4.5 PAYROLL PROCESSING:

**PAY PERIODS/TIMESHEETS AND DOCUMENTATION/
WAGES PAYABLE/EMPLOYMENT & WAGE
VERIFICATION/30 DAY EMPLOYEE FILE CLOSED/
PROCESSING OF BENEFITS**

Pay Periods

1. Pay Periods are semi-monthly with wages payable available to employees on the 15th (or if on a weekend day then the previous business day) and the last business day of each month.
2. A list of yearly submission dates for timesheets and the associated documentation is provided to the employee and a copy is posted in the main office. Pay periods are from the first to the fifteenth and the sixteenth to the last day of each month. Any alteration of pay periods will be clearly indicated on the list of submission dates. A list of submission dates is completed yearly by the Manager of Accounts in consultation with the Comptroller.

Employee Timesheets and Documentation

1. The employee is to document hours worked on an agency timesheet. There are two types of timesheets. Regular program staff and office personnel use the calendar time sheet and casual employees will use the casual timesheet.
2. The employee is to claim all hours worked until midnight on the stipulated day of hand-in (the 15th and the last day

3. Time sheets, verification forms and contact notes must be handed into the office on specified dates. These forms are required from the employees to complete our billing and subsequent payroll. Failure to comply with this procedure will result in the following:
 - First time failure to hand in documentation on hand-in day will result in the employee being provided with a verbal warning to comply immediately. Compliance will result in normal processing of the employee's timesheet for the purpose of payroll.
 - Second delinquency will result in the immediate revoking of direct depositing pay cheques. Should payroll be completed timesheets will not be processed until the next payroll and the process of corrective action will commence (see **policy 3.7.1 Process of Corrective Action**). A review of reinstating direct deposit will take place 2 months (4 pay periods) after the delinquency. It is the employee's responsibility to contact payroll personnel after this time period and request reinstating of direct deposit option and to provide all the necessary information to do so.
 - Subsequent delinquencies will follow the above and continue to be a performance issue. Should the delinquency be an ongoing issue reinstating direct deposit of pay will not be an option.
 - The employer may choose to limit the action taken for the delinquency based on individual circumstances.

Please refer to the ICE policy manual for the balance of this policy.

