

MAY 2018

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

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

UPCOMING:

- **HEALTH AND
SAFETY MEETING**
May 24th, 2018 at
9:30 AM
- **RPAC MEETING**
May 22nd, 2018 at
10:00 AM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Keith

Keith is a friendly and outgoing man who loves to cook and to attend church. When Keith first came to ICE he had become very shy and withdrawn after the loss of an extremely close family member. Before this loss Keith had a strong drive for independence and would volunteer at the Edmonton General hospital twice per week, but after the loss he became fearful in all areas of his life. Keith showed no interest in driving, wearing clean clothes, or maintaining his home environment. Keith would only cook instant noodles or stove-top soups for himself. This became a real concern when he lost considerable weight.

It took some time but with



support from his ICE staff, Keith has recovered his zest for life. He is again able to maintain his home environment independently and loves to access the community. Keith has also resumed his volunteer position at the Edmonton General hospital for two days per week setting up different games and activities for the

patients. In addition, Keith's staff has been supporting him to learn about healthy eating and how to prepare healthy meals. Keith and his staff enjoy visiting local grocery stores to check out all the varieties of foods. Keith now uses the ICE Menu Planner and his new skills to track his daily meals and snacks. He is able to determine the difference between healthy and unhealthy meals and to independently prepare his meals and snacks by selecting healthy food choices throughout the day. Keith's goal with ICE is to gain weight to maintain his health. He has gained five pounds since January 2018 and is on the right track for living a healthy and active lifestyle. Well done!

Employee Spotlight



Esperance Kamariza

Esperance is a kind and caring person. She has been supporting Keith since the start of his services with ICE in November 2017. Keith appears at ease and happy when Esperance is supporting him. Esperance's calm manner and friendly personality has encouraged Keith to explore the community and learn many new things without hesitation. Thank you Esperance, for all of the work that you do!

ICE Employee Client Assistance Team (ECAT) Emergency Line



ECAT is a department of ICE that provides support to employees and individuals accessing services when they require information and further direction to specific situations. ECAT provides guidance with concerns that arise such as: health and safety events, escalations, behavioral challenges and scheduling last minute shift assignment replacements.

ECAT operates weekly during evenings and overnights when regional offices are closed as well as during weekends and holidays.

ECAT supervisors are trained, motivated and follow best practices in their direction. They respond to calls with emergency or urgent concerns. ECAT lines need to be kept clear of non-emergency calls so that timely responses may be provided for true emergency events.

Please help to keep our ICE Emergency Line clear for its intended purpose by clearing the lines of non-emergency calls such as the following:

- Calls to clarify records of employee shifts completed. Calls of this type should rarely be required and when they are, employees should call a Booking Coordinator during ICE business hours Monday to Friday. ICE employees are responsible to track and record shifts completed/ timesheet information as they work their shifts.
- Requests for time off and vacation approval questions. ECAT is not able to authorize these events, these questions should be directed to the appropriate program Coordinator/ Manager during office hours. It is a good idea to confirm coverage for time off and vacation days, but please do this with your supervisor during regular business hours.
- Client social calls. The ICE ECAT line is always

there to assist clients in emergency/ urgent situations but the expectation is that ICE support staff will actively engage clients in activities and interests of their choice thereby avoiding unnecessary social calls to the emergency line.

- While our ECAT supervisors are excellent, they need reasonable timelines to replace staff for shift assignments. Your assistance is required. If employees must call in sick for a shift, as per Policy 3.4.8 Employee Cancellation of Shift Assignment the employee needs to provide a minimum of 4 hours' notice if unable to work.

Courtesy Request - In Lethbridge, Grande Prairie and Calgary the ECAT after hours emergency functions are provided by supervisors working from a confidential laptop at their residence. Please be considerate of the ECAT members and their families and give as much notice of shift cancellation as possible. If you do not feel well in the evening, please call in then rather than waiting till 2 or 3 am.

Thank you for your cooperation!

POLICY REVIEW

3.4.8 EMPLOYEE'S CANCELLATION OF SHIFT ASSIGNMENT

Once an employee has accepted shift assignment it is the employee's responsibility to complete this work. The employer recognizes that certain circumstances may arise that require an employee to cancel a shift assignment. The circumstances are to be justifiable and the employee needs to provide a minimum of **4 hour's** notice if unable to work. The employer has the right to decline the cancellation if the employee does not provide a valid reason or appropriate notice. Repeated shift cancellations by the employee will result in a review of job performance.

(Refer to the ICE Policy manual for the full policy.)

**ICE OFFICES WILL BE CLOSED
MONDAY, MAY 21st FOR VICTORIA DAY**



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

403-819-0583

\$100.00 ICE Employee Referral Incentive Program

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements & completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

TRAINING

PBI (Proactive Behaviour Intervention)

May 18th, 2018 - 9:00AM-5:00PM

As described on the ICE website

Trauma Informed Care

May 3rd, 2018 - 1:00-4:00PM

This workshop will explain how traumatic experiences affect our brains.

Mission Possible: Speed & Distracted Driving-Part 2

May 23, 2018 - 9:00-12:00PM

As described on the ICE website

CPI

May 25th, 2018 - 9:30AM-5:00PM

As described on the ICE website

PBS

June 5, 2018 - 9:30AM-4:00PM

As described on the ICE website

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.

ICE CALGARY

CONGRATULATES

LONG TERM EMPLOYEES!

Jody H.	9	May 15
Ivy W.	9	May 20
Lorna K.	7	May 17
Nora de L.	6	May 31
Khrystyna H.	6	May 31
Nikki N.	2	May 5
Randy D.	2	May 12
Alex C.	1	May 1
Kelia P.	1	May 4
Ismahan A,	1	May 16
Sanal P.	1	May 24



Tell us what type of information would help you to reduce your job hazards.

We are looking for suggestions on Safe Work Practice information to add to the 2018 Master Hazard Assessment and Control Document. Ideas may be submitted to any Health and Safety Committee member or into the suggestion box at your regional ICE office.

Health & Safety Committee Meeting Minutes April 19th, 2018 Calgary

3.1 A) Review of Regional Health & Safety Meeting Minutes - Section 3.2 Edmonton: March 7, 2018

Feb 13, 2018

A staff member was on their way to enter the Edmonton office in the morning. Shoveled snow had piled up in a barrier between the parking area and the sidewalk. The snow had hardened and become icy due to melt/ freeze weather conditions. It was raining and when stepping over the parking barrier, the staff slipped and fell injuring themselves. Staff was wearing footwear with smooth rubber soles. After the incident the hazardous walkway/ parking access was addressed by shoveling to clear safer points for crossing the parking barrier and sanding and salting these routes.

Recommendations: Review hazards caused by changing weather. Take your time to choose the safest footpath available even if this requires that you travel a longer route. Be especially careful when navigating across uneven surfaces such as parking barriers. It is recommended to wear gripping footwear and to purchase ice grips for use during icy freeze thaw conditions.

Additional Recommendation: Notify building manager and request when shovelling, snow be dumped in a less busy area.

Feb 16, 2018

A staff was crossing the parking lot outside the Edmonton office to their car when they lost their footing and fell. As they fell they put their hand down and injured their wrist/hand. The weather over the previous week had included hazardous freezing rain and icy conditions.

Recommendations: Wear ice grips or boots with flip down ice grips during hazardous freeze/thaw weather. "Walk like a penguin" for safety and take your time crossing icy parking lots. Choose the safest route.

Additional Recommendation: Post signage outside office stating "parking lot may be icy, watch your footing".

South March 14, 2018

No Internal Investigations to Report

Grande Prairie / Northwest March 6, 2018

Feb 20, 2018

Staff woke up to the sound of water running. Water was coming from walls and ceiling as a pipe froze and broke in the vacant condo above. Staff called ECAT and evacuated the clients to a nearby program.

Recommendations: Staff should review the location of the safe house and evacuation procedures.

Incident Investigation completed.

Additional Recommendation: Contact property management to report and request they inspect vacant units more frequently.

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

Edmonton: March 7, 2018

Feb 6, 2018 - Staff entered the Edmonton office building at 7:00 am to the reception area and found a plastic light cover on the floor. It was cleared out of the way.

Recommendations: Double check light covers are well secured after changing bulbs.

Additional Recommendation: check other lights in the office to ensure securely fastened.

South March 14, 2018

No Near Misses to Report

Grande Prairie / Northwest: March 6, 2018

No Near Misses to Report

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

Feb 13, 2018

Staff was taking out meds for medication administration and while reaching into the cabinet, hit a razor with her finger, causing a cut. First aid was administered and staff moved razors to a safer location. **Incident Investigation completed.**

Recommendations: Ensure and remind staff sharps are to be placed in proper storage (not beside medication). Staff to look in cabinet prior to placing hand in cabinet. Ensure covers are available for razors and utilized. Travel bag for personal hygiene sharps to be used.

Mar 20, 2018

While at recreation center, staff and client had been walking on the track and headed to the gym to stretch. While walking across the gym to the mats, staff did not notice that a rowing machine had been moved from its designated location and was partially sticking out in the aisle. The sun was in staff's eyes and banged her shin on the machine. Staff reported to center; the machine was moved back to its original position. Staff iced shin, small bump observed. **Incident Investigation completed.**

Recommendations: Remind staff to scan the area prior to entering and ensure pathways/aisles are clear and no potential hazards present prior to walking.

3.3 Evaluation of current Near Miss Incident Investigations:

Feb 14, 2018

Staff was in the middle of exchanging information during shift change, client's cat was in playful mood, jumped on chair and scratched staff's hand. There was no visible scratch left and no blood drawn. Staff ran it under water and put on a bandage.

Near Miss completed.

Recommendations: Discuss with client she needs to prevent her cat from interacting with staff. Remind staff to avoid interactions with cat and to be aware of where cat is and its mood. Suggest to the client to purchase nail tips covers or encourage to cut cat's nails.

Feb 19, 2018

Client asked staff to get a new package of cigarettes as she ran out. Staff provided client with new package and when handing over the package, client slapped staff's hand and pulled the cigarettes from staff's hand. The package of cigarettes fell on the floor; staff picked them up and handed to client. Client became verbally aggressive and told the staff to leave. Staff reminded client they were unable to leave and maintained safe distance until client calmed.

Near Miss Investigation completed.

Recommendations: When relief staff scheduled to work, inform client a head of time. When handing over cigarettes, place package on table the instead of hand-to-hand. Remind staff of PBI skills.

Mar 6, 2018

During the evening, fire alarm rang in residential apartment. Staff and client evacuated building quickly and efficiently using the stairs. Staff and client waited at muster point, fire trucks

arrived and cleared the building. **Near Miss Investigation completed.**

Recommendations: Good work at exiting the building!

Mar 27, 2018

Staff was trying to enter the kitchen to assist client with opening a can of beans. Client's roommate then came towards staff and hit him and laughed. Staff then tried to keep distance but was hit a second time, staff was not injured. Staff removed self from kitchen and tried to explain that it is unacceptable to be violent or touch anyone without their consent. **Near Miss Investigation completed.**

Recommendations: Review with staff client's Positive Approaches and Risk Assessment. Recommended for staff to take CPI and review PBI skills. Staff to be aware of both clients in the home and to position them self where they can exit during an escalation situation.

3.4 Review of COR Audit and Action Items

Discussed with committee and visitors the purpose of the COR audit, how often it takes place, and the eight elements that are explored during the audit process.

- 2-3 Discussed with visitors and committee members that a short-term committee will work on COR Action Plan Element 2 item 2-3. Requested if anyone was interested in being involved in this committee to contact Jasmine.
- Reviewed Element 3 of COR Action Plan item 3-1 adding 5 more sections that would best benefit for quick reference to Appendix A. Committee suggested addition of the following:
 - Use/Handling of Sharps
 - Cooking/ Food Preparation
 - General House Keeping Tasks
 - Contact with Community Members
 - Potential Exposure to Natural Disaster Events (i.e. forest fires, flooding) – Exposure to Allergens, noxious odors, smoking
 - Cooking/Preparing Food
 - Recommend adding to #4 *Safe Practices for Control of Slips, Trips and Falls* adding to this information, "ascending/descending stairs"

3.5 Review of Master Hazard Assessment and Control Document

Discussed with committee and visitors the purpose of Hazard Assessment and Control Document and explained how to read the document (i.e. what types of hazards, the probability and controls that are in place).

Reviewed Pages 1 – 5

Working with People – no addition recommendations

Working Alone – no additional recommendations

Other regions review and recommendations and regional response to recommendations:

Edmonton March 7, 2018

Review of Pages 14 – 15 Outdoor Activities hazard and controls of the General section of the HACD.

Hazard Additions / Revisions:

Severe weather hazards– exposure to rain, lightening, wind, fog, snow or ice, reduced light etc.

Control Additions: high visibility garments, weather suitable garments and equipment (i.e. umbrella).

South March 14, 2018

Reviewed pages 50 – 55 in the Hazard Assessment Document

Garbage Handling and Disposal: No additional recommendations

General Housekeeping Tasks: No additional recommendations

Storing and Using Household Cleaners: No additional recommendations

Grand Prairie March 6, 2018

Reviewed General Section pg. 98-107

Exposure to Insects and /or pests (bees, wasps, spiders, mosquitoes, horseflies, ants, etc.) Bedbug Infestations, Mice Infestations, Lifting, moving, and cleaning furniture. Changing the water bottle on the water cooler. (Fix spelling of cooler under engineering controls.) Paperwork (Documentation by hand, filing, etc.) Use of Telephones (Landlines and cell phones)

All sections reviewed—no additional recommendations

3.6 Policy Review -3.5.1 Introduction (Health and Safety)

4.0 OTHER BUSINESS

4-1 - ICE Page Health and Safety Article suggestions -

Snow mold and spring allergens. Reminder of pot holes and the risk they may pose to drivers (i.e. tire blow outs)

4-2 NEXT MEETING – May 24th at 9:30am



APRIL INCENTIVE WINNER



Maria Morales

Maria received a Thank You card from her supervisor for reporting unsafe sidewalks and parking lots while out in the community with her client.

Maria won an Ozark Trail 5 person Dome Tent.

Other Incentive Cards Received for April

Raji V. received a Thank You Card from a CSC for being flexible and picking up last minute shifts. This was very much appreciated!

Dean K. received a Thank You Card from his CSC for teaching his client an alternate method to enter and exit a car to prevent injury. Thank you for your safety efforts!