

**MAY 2019**

**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**

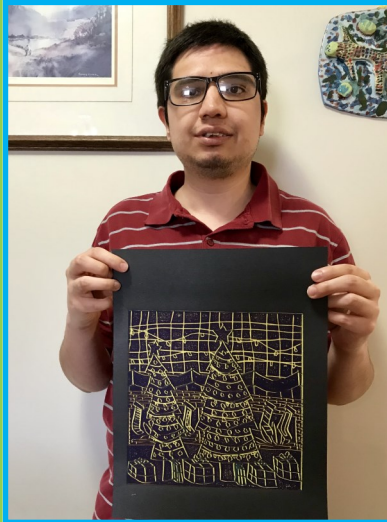
- **May 15<sup>th</sup> 2019**– For all shifts worked between May 1<sup>st</sup> and May 15<sup>th</sup>.
- **May 31<sup>st</sup> 2019**–For all shifts worked between May 16<sup>th</sup> and May 31<sup>st</sup>

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**– May 9<sup>th</sup> 2019 at 1:00 PM
- **RPAC MEETING**– May 14<sup>th</sup> 2019 at 1:30PM

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion



### Timothy

Timothy (Tim) is a somewhat shy but a positive and creative individual. ICE staff have been supporting Tim since 2011.

Tim enjoys expressing himself through art. He has been attending the Nina Haggerty Centre for the Arts program in Edmonton for more than three years. This last December, 3 pieces of Tim's work were displayed at Calgary's 9<sup>th</sup> annual SPARKS Art Festival. The SPARK Disability Art Festival is Calgary's largest and longest running arts festival for visual artists with disabilities. Ninety one art pieces from around the world were submitted for consideration. Of these, 85 pieces were chosen for presentation at the 2018 festival – 3 of which were Tim's! Everyone was so proud of him!

In March Tim completed a twelve week community-based cooking program, CookAbilities, for adults with disabilities through the Cerebral Palsy Association in Alberta (CPAA). During the

CookAbilities course, Tim assisted with a variety of "hands on" food preparation tasks and helped in making different recipes each week. He especially enjoyed taste testing the many varieties of soup his group made during their sessions.

Always open to broadening his horizons, Tim has a busy schedule. Early this April Tim started another course through CPAA called ComputAbility. He already uses his IPAD on a daily basis at home and at the library for games and for staying in touch with family members. Now he hopes to expand these skills. Tim also gives back to his Edmonton community in a volunteer role. Each Friday Tim volunteers for the Covenant Health Foundation at the Grey Nuns Community Hospital. There he helps man the booth for raffle ticket sales. Justin, Tim's ICE support staff, says Tim is a natural for this role. Members of the public provide their funds and Tim counts out the tickets for their purchase. He is very good at this.

Along with his art work, interest courses and volunteer role, Tim has been busy expanding his vocabulary. When Tim first

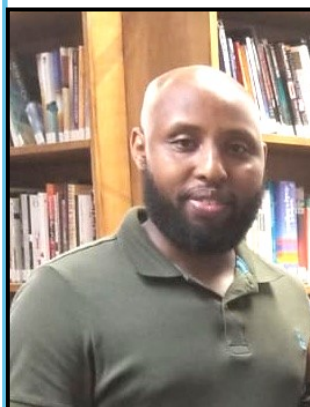


started with ICE, staff thought Tim was non-verbal, however they soon found out he was quiet because he was shy. Through patience, praise and a lot of dedication from his staff and his family, Tim has expanded his vocabulary. These enhanced communication skills have empowered Tim further by making it easier for others to understand and respect his choices.

Staff have seen Tim grow tremendously since he came to ICE and it is evident in his newfound confidence and personal pride in all he has accomplished for himself.

Congratulations, Tim!

### Employee Spotlight



Justin Mutuganyi has been an ICE Day program staff member at Tim's residence for just over three years. He is a perfect choice for this role as he is both reliable and enthusiastic. Justin loves to help Tim and his roommates to become active and involved in the community.

Thank you, Justin, for your positive attitude.

## Policy Update

### 3.4.18 FUTUREBUILDER RSP

This is a voluntary RSP plan provided to I.C.E. employees through the management of the FUTUREBUILDER RSP Plan. I.C.E. will provide matching funds per pay period to the maximum stipulated amount indicated in the table below.

#### I. ELIGIBILITY

- Employee must pass the probation period of 90 days.
- Deductions from the employee's pay cheque will occur each pay period.
- Employee must be available for work and have gross semi-monthly wages of \$400.00, excluding travel/mileage amounts that are not a result of paid hours of direct work.
- Where total earnings in a pay period are less than \$400.00, the employee will not be eligible for the employer contribution to the Future Builder program.
- No payments on the company portion will be given for late timesheets processed in a later pay period.
- Employee must complete the necessary documentation provided by I.C.E. and submit the completed documentation to their supervisor. The supervisor will forward the documentation to the Accounts Coordinator. The Accounts Coordinator will activate an account and provide the account number to the employee.
- Employee must make a minimum contribution of \$30.00 per pay period.
- Employee must be an employee of I.C.E. on the final day of the pay period to be eligible for matching payment.

Plan provider stipulates that those employees 71 years or older are unable to contribute to this plan and receive employer contributions to this plan.

#### II. MATCHING FUNDS (i.e. the employer contribution amount and it is deposited directly into the futurebuilder account not paid out to the employee on pay days)

- Matching funds are available and amounts are based on years of service as per the individual employee anniversary date.
- I.C.E. will match the employee contribution to a semi-monthly maximum.
- I.C.E. contributions will not exceed the maximum amount as per the table below. Maximum matching funds are available on a pay period-by-pay period basis.

Employees can only attain the maximum annual benefit through ensuring their contributions are to the maximum allowable each pay period.

I.C.E. will match the employee contribution on eligible employees as per the following table

	Employee Qualifying Contribution		I.C.E. Contribution	
Length of Employment	Minimum Employee contribution Per Pay Cheque		Maximum ICE Contribution Per Pay Cheque	
	Minimum	Maximum	Minimum	Maximum
After 90 days	\$30.00	\$75.00	\$30.00 *	\$75.00 *
After 2 years	\$30.00	\$105.00	\$30.00 *	\$105.00 *
After 4 years	\$30.00	\$135.00	\$30.00 *	\$135.00 *

**\* ICE contributions will not exceed the amount the employee contributes to the plan each pay period and will not exceed the maximum contributions identified in this chart. Contribution amounts must be in \$5 increments.**

#### MANAGEMENT OF FUNDS

- Employee must complete all required documentation provided by I.C.E. The Accounts Coordinator for I.C.E. will then activate an account and provide the employee with the account number.
- Employee must make a minimum contribution of \$30.00 per pay period.
- Employees may begin or discontinue contributions at any time based upon the above noted eligibility requirements. Two weeks written notice to payroll required.
- Employees may increase or decrease their contribution amounts twice per year. Two weeks written notice to payroll required.

- I.C.E. will match to those changed amounts provided the amount is within the amounts as stipulated in the table above.
  - It is the employee's responsibility to contact the I.C.E. Accounts Coordinator to increase their contribution after two and four years of service.
  - The employee makes all investment decisions with the assistance of the TD Future Builders. Employee and employer contributions will be deposited to the employee RRSP.
  - A minimum of \$60.00 per pay period (employee + employer contribution) must be available for deposit.
  - All funds, both the employee and employer share belong to the employee once deposited within the Future Builder account and are under the direct control of the employee.
- Employee contributions may exceed the maximum contribution available to be matched by I.C.E; however, I.C.E. will only provide matching funds to the maximums as in the above table.

Updated May 1, 2019

## Training

### PET (Pre-employment Training)

May 13-15, 2019

9am - 5pm

### PBI (Proactive Behaviour Intervention)

May 16, 2019

9am - 5pm

### Mission Possibly Part 2: Speed and Distracted Driving

May 28, 2019

9am - 12pm

### Incident Investigation

May 2, 2019

9am - 12pm

### Workplace Investigation

May 2, 2019

1pm - 4pm

### CPI

May 7, 2019

9am - 5pm

## 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/>

## ICE THANK YOU CARD INCENTIVE WINNER



Kevin M received a thank you card from his supervisor for adjusting his schedule to support his clients changing needs. Kevin received a Honeywell 40" Whole Room Tower Fan.

Your efforts for client support are appreciated.

## Other Thank You Cards

- ⇒ **Theresa W** received a thank you card from her manager for promptly updating paperwork in the home.
- ⇒ **Anoop M** received a thank you card from his supervisor for noting a hazard in the community and assisting his client to make a safe choice.
- ⇒ **Justin S** received a thank you card from his manager for assisting his co-worker in a time of need.
- ⇒ **Stephanie M** received a thank you card from her manager for assisting her with a challenging project.
- ⇒ **Josephine E and Angela R** received a thank you cards from their manager/ supervisor for going above and beyond for their clients.
- ⇒ **Megan J** received a thank you card from her supervisor for reporting multiple hazards in the community.
- ⇒ **Sukhveer K and Remya B** received thank you cards from the ECAT supervisor for accepting last minute overnight shifts.
- ⇒ **Sharon R** received a thank you card from her supervisor for asking excellent H&S questions.
- ⇒ **Stephanie M** received a thank you card from a manager for assisting to complete an investigation as a H&S committee member.

**Health and Safety Meeting Minutes**  
**Calgary—April 11, 2019**  
**(Minutes edited for publication)**

**3.0 Standing Items**

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. Incident Investigations for Injury, Health and Property Damage.

**Edmonton – March 6, 2019- Meeting Minutes**

**February 6, 2019 –**

Staff accompanied client to a Co-op gas station. The parking lot was icy and staff slipped, falling on his buttocks. Staff returned to the program where he experienced back pain. Incident recommendations included staff wearing ice grips which were at the program and to "walk like a penguin" (take shorter, shuffle-like steps to avoid slips and falls).

**Incident Investigation not completed**

**Recommendations:** Review with team regarding the necessity of wearing PPE provided at the program. Avoid going out in inclement weather unless essential if conditions are really bad (E.g. freezing rain, bad snowstorm).

**Additional Recommendations:** No Additional Recommendations.

**February 20, 2019 -**

Medical personnel at a facility asked the staff to help move the client out of bed. While helping, staff heard a crack sound from her back. Staff stated that they experience back pain as a result. Recommendations included reviewing with non-residential staff to never help with a lift/transfer even when requested by medical staff and not to do any lift/transfer unless they have received a formal delegation.

**Incident Investigation to be completed**

**Recommendations:** Follow up with staff at the facility and review with them that ICE staff cannot assist with lifts/transfers.

**Additional Recommendations:** It is recommended in the future for Management to call medical facility and discuss what the job duties of ICE staff entail. Continue to remind staff not to complete any lifts and transfers unless it is a part of services and adequate training has been completed.

**South- March 6, 2019- Meeting Minutes**

**February 26, 2019**

Staff fell on the step when leaving a residential program. They landed on their backside. Note: the steps were clear of ice and snow, but staff admits to being in a hurry to pick up a client.

**Incident Investigation to be Completed**

**Recommendations:** It appears this incident is not a result of outside environmental factors but of staff rushing. Remind staff to leave plenty of time for tasks and not to rush.

**Additional Recommendations:** It is recommended for staff to use the handrail and be aware of their surroundings.

**Grand Prairie- March 12, 2019- Meeting Minutes**

No Internal Incidents to Report.

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

**Edmonton-March 6, 2019-Meeting Minutes**

No Near Miss Incidents to report.

**South- March 6, 2019- Meeting Minutes**

No Near Miss Incidents to report.

**Grand Prairie- March 12, 2019- Meeting Minutes**

No Near Miss Incidents to report.

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

**January 5, 2019**

Client was washing dishes and staff was drying. Client's kitten kept jumping on the counter and client kept putting it down on the ground. The kitten jumped up again and staff grabbed kitten with wet hands and put it on the ground. The kitten then bit staff on the forearm. First aid was applied.

**Incident Investigation Completed**

**Recommendations:** CRM reviewed hazard ID card and the importance of being aware of the hazards when working alone in the community or at a client's home. It was recommended that the client keep the kitten in a separate room when staff is on shift. Staff to wear long sleeve shirts.

**February 12, 2019**

Client was negatively talking about her roommate while staff completed paper work. Staff attempted to redirect client; however, client became upset and stated "I'm going to abuse you now". Client then hit staff with an open hand on the face. Staff used her arm to block further strikes and left the building to call the police.

**Incident Investigation Completed**

**Recommendations:** No further recommendations as client been terminated and no longer receives services from the agency.

**March 6, 2019**

Staff and client were at a recreational center walking the track. Client seemed in a happy mood and the environment was quiet, unpopulated and relaxed. Staff and client were further than arms reach while walking. Client struck staff with force on the side of the head unexpectedly. Client went into the corner of the track where staff and client discussed the incident. Staff contacted ECAT but there was no answer and left no message. Staff drove client to another recreational facility where they ate lunch and played card games. Client then attempted to strike staff in the head once more, however, staff managed to block the strike. Staff kept a safe distance and contacted the office.

**Incident Investigation Completed.**

**Recommendations:** A management meeting was held to reassess the suitability of the non-residential program for the client's needs. As a result, a decision was made to terminate service provision for the client in the current support model due to safety considerations. Staff was retrained on policy 2.5.4. It was recommended that staff leave a voice message on ECAT. Staff to keep their cellphone on themselves at all times. Staff was also reminded to not drive a client for 3 hours after an escalation occurs.

**March 16, 2019**

Client asked to use the washroom. While in the bathroom client pulled down their trousers while staff was assisting. Client unexpectedly hit staff on the right side of the face. As staff stepped back, client asked staff loudly, "what are you doing?". Staff stated that she was attempting to assist client. Client began to walk out of the bathroom with her pants down. Staff assisted the client to pull their pants up. Client apologized for hitting staff and stated that she did not remember why she hit the staff.

**Incident Investigation Completed**

**Recommendations:** Positive approaches to be revised with new stressor and approaches for personal care. Reviewed strategies for personal care at the team meeting. Staff to narrate their actions step by step to client to prevent confusion. Provide client with items to preoccupy their hands with (i.e.: face cloth, stress ball) while assisting with personal care.

**March 28, 2019**

Staff was using the water slide at the pool. As per previous investigation



recommendation, staff was asked to sit while using the slide. Staff was following this recommendation, however, got stuck half way down the slide. Staff laid down to gain speed and accelerated too quickly causing staff to lose control, thus causing injury.

**Incident Investigation Completed.**

**Recommendations:** Staff to avoid using waterslides in the future while at program with client. Staff to support client on the sidelines of the pool as client is capable of using the waterslide independently.

**3.3 Evaluation of near miss investigations.**

**February 3, 2019**

There was a leakage in the neighbor's apartment. All building alarms went off. Staff and client safely escaped the building to the muster point. The fire department checked the apartment building and confirmed that it was safe for the residence to go back inside.

**Near Miss Investigation Completed.**

**Recommendations:** Team Leader posted a sign for all staff/clients to remember to keep windows and doors closed. Fans are used when apartment becomes too warm.

**February 10, 2019**

Staff reminded client that it was time to change her soiled underpants. Client declined. After 5 minutes, staff asked the question again, and client agreed to change. Staff asked client if they would need assistance, client stated yes. When staff began to assist the client, client began using profanity and name calling toward staff. Client also kicked staff on the forearm. Staff did not sustain injuries.

**Near Miss Investigation Completed.**

**Recommendations:** Positive approaches to be revised with new stressor and approaches for personal care. Reviewed strategies for personal care at the team meeting. Staff to narrate their actions step by step to client to prevent confusion. Provide client with items to preoccupy their hands with (i.e.: face cloth, stress ball) while assisting with personal care. Staff to review the HACD. Review updated HACD at the team meeting.

**February 12, 2019**

Staff and client were at an intersection waiting to turn. Staff followed the semi-truck closely while making a left turn. Staff noticed as they were turning that the light had already turned red.

**Near Miss Investigation Completed.**

**Recommendations:** Staff was reminded to leave adequate distance between vehicles to ensure it is safe to make a left turn.

**March 14, 2019**

Client was sleeping when the fire alarm went off at 5:30 a.m. Client and staff successfully and safely exiting the building to the muster point. The fire department assessed the building and staff called ECAT. The fire department found a small leak in the boiler room of the apartment building. Client and staff were safe to go back into the building.

**Near Miss Investigation Completed.**

**Recommendations:** The importance of regular unannounced fire/emergency drills was discussed at the monthly team meeting.

**March 16, 2019**

The building fire alarms went off and staff and client safely exited the building to the muster point. The fire department investigated the apartment and found a small kitchen fire at another community members residence. After a few minutes, the fire department deemed it safe for the residents to go back into their homes.

**Near Miss Investigation Completed.**

**Recommendations:** Client and staff will continue to safely exit the building when the fire alarms sound.

**3.4 Health and Safety Committee Inspections**

**3.4 A) Inspections held as a result of health and safety concerns - include name of committee member(s) completing, program, issue, inspection type (E.g. RI) and # workers involved**

None for March 2019.

**3.4 B) Inspections completed - Include name of committee member(s) completing inspection, inspection type (E.g. EQA, RI, Office Inspection), # of inspections and # of workers involved for each inspection type**

**March 2019:**

Injury Incident Investigation- 1- Stephanie participated in the investigation.

**3.5 COR Audit Review-** 2018 COR action Plan Completed- received 90% score.

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

Calgary HSC reviewed pages 36-41 in the Master Hazard Assessment Document.

**Shopping/Grocery:** It was recommended to add use of cloth (reusable) bags and checking expiry dates in the safe work practices section

**Manual hand washing dishes:** It was recommended to add hot water to the physical hazard. It was recommended to add washing dishes from cleanest to dirtiest dishes to safe work practices. It was also recommended to add washing knives one at a time under the safe work practices section.

**Dishwasher:** It was recommended to add, 'putting knives face down in dishwasher,' under the safe work practices section.

**Edmonton-March 6, 2019- Meeting Minutes**

**Working with Clients with High Behaviour – Potential for Verbal Aggression, Potential for Property Destruction and Potential for Physical Aggression**

**Engineering Controls** – add “tools” to secure storage of equipment/materials and change “help buttons” to Lifeline or Panic button

**Administrative Controls** – add “ASIST” to client disability training

**South- March 6, 2019- Meeting Minutes**

**South Committee Reviewed pages 48 – 55.** Suggestions from the committee to add something to hazards regarding taking out large tub containers to the curb for weekly collection to the Garbage Handling and Disposal task. No other changes to were suggested.

**Grand Prairie- March 12, 2019- Meeting Minutes**

Reviewed pages 2-7 of the General Section—Working with People, Working Alone, Meetings/Communication

**3.7 Policy review – 3.5.6 Investigations of internal incidents/Near Misses.**

**Other Business**

- It was recommended to add seasonal allergies as a topic on ICE pages
- HSC reviewed cannabis and vaping information sheets and discussed the risks that could be added to the HACD
- Health and Safety chair members completed 8-hour Health and Safety Chair training.
- Health and Safety Worker members are signed up to take workplace inspections and incident investigation training on May 2, 2019
- Health and Safety Binder-Table of Contents- The group reviewed a draft of the proposed revisions to the Health and Safety Binder
- Health and Safety workers voted Stephanie M to be a chair member. Stephanie will chair the next Health and Safety meeting.

**NEXT MEETING DATE:** May 9, 2019 @ 1:00 p.m.

## Pedestrian Safety

Walking is part of a healthy lifestyle and is many Albertans' primary form of transportation. In 2016 (the most recent province wide statistics available), there were 1185 casualty collisions involving pedestrians on Alberta roads of which 50 resulted in death. Pedestrian casualty collisions were most likely to occur on Friday and least likely to occur on Sunday. Pedestrian casualty collisions were most likely to occur during the evening rush-hour period (3:00p.m. – 7:00 p.m.). About half (49.8%) of the drivers in casualty collisions involving a pedestrian were recorded as failing to yield the right of way to the pedestrian. The following tips are for both pedestrians and motorists to ensure pedestrian safety.

### Pedestrians

- Obey all traffic signs and signals.
- Always walk on the sidewalk; if there are no sidewalks walk on the side of the road facing traffic.
- Wear bright or light-coloured clothing or reflective strips when walking in dark or low-light conditions.

**Be Safe. Be Smart. Be Seen.**  
**MAKE SURE DRIVERS**  
**CAN SEE YOU.**

- Cross safely at corners and crosswalks, preferably at intersections with traffic lights.
- Stop at the curb to show drivers you intend to cross the road; hold your arm straight out at right angles to your body pointing across the road as a legal sign to motorists that you wish to cross the road.
- Look left, right and left again before proceeding to cross the road; cross when traffic has come to a complete stop and make eye contact with drivers in each lane that you cross to ensure you are seen.
- Continue crossing the street if the light changes to 'don't walk' while you are in the crosswalk.
- Watch for traffic turning at intersections or entering and leaving driveways.
- Ensure you are teaching clients good pedestrian skills and modelling pedestrian safety when you are walking with your clients.

### Motorists

- Scan farther down the road and obey posted speed limits. Always be prepared to slow down or stop. Avoid loud music and other distractions when driving.
- Use caution when approaching intersections or mid-block crosswalks. Allow pedestrians to cross the road before proceeding. The fine for failing to yield to a pedestrian in a crosswalk or passing a vehicle stopped at a crosswalk is \$776 and four demerit points.
- Be cautious in parking lots or when backing out of a parking stall or driveway.
- Slow down around parked or stopped vehicles as they may hide a pedestrian who is crossing the road, particularly children who may dash out into the street.
- Stay alert and slow down on residential streets and through school zones; the speed limit for school and playground zones in urban and rural areas is 30 km/h unless otherwise posted.

**ICE OFFICES WILL BE CLOSED MON-  
DAY MAY 20<sup>th</sup> FOR VICTORIA DAY**

**Please direct all calls to the Employee  
Client Assistance Team for these days.  
403-819-0583**



### 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!**



**Ancy P**



**Afere L**