

ICE PAGE

CALGARY

2014

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Team Leader Meeting

November 5th, 2014 @ 1:30 pm

Health and Safety Meeting

November 19, 2014 @ 1:30 pm

RPAC Meeting

November 20, 2014 @ 1:30 pm

ECAT

Employee &
Client Assistance
Team

403-819-0583

TIME SHEET HAND-IN:

November 17th, 2014

For all shifts worked between
Nov. 1st and Nov. 15th, 2014

December 1st, 2014

For all shifts worked between
Nov. 16th and Nov. 30th, 2014



Employee Spotlight

Christian

Christian has proven to be a loyal employee of Independent Counseling Enterprises. He started working with ICE in June of 2010 and quickly demonstrated his ability to successfully support individuals with challenging and complex behaviors. Christian soon progressed to take Team Coordinator training which he completed in March of 2013. For the last year and a half he has been the Team Coordinator of a supported residence in Edmonton where three ICE clients live.

Christian originally came from Congo, in central Africa. He was in medical school there studying to be a doctor when he had to move from the Congo to Uganda. While in Uganda he received his Masters degree in Social Work (MSW), before moving to Canada in 2009. Once in

Canada he was able to get Canadian equivalency for his MSW.

Christian's genuine appreciation for the clients he supports shines through clearly in his daily interactions. He encourages them to live the best life they can and his



clients respond well to his naturally calm and caring approach. Christian notes that while he is there to support his clients, they also provide support to him. For example, when Christian is having a stressful day a client will ask him how his day is going with a huge smile on

their face and Christian says he will immediately feel better.

When Christian is not working for ICE, he is busy with his young family of 3 boys, including a set of twins and a younger boy. He is also a pastor and runs an organization named New Residents Association Foundation that helps immigrants settle into life in Canada.

Christian is kept very busy with work, both for ICE and his other organizations and his family. When Christian does manage to find spare time he likes to read his Bible and engage in sports at the gym or play soccer.

Christian says that he is very comfortable working for ICE. He reports he appreciates the opportunities he has been given with the company and feels ICE is the right place to work.

Thank you for your dedication to our clients and our company, Christian.

Client Success Story

Melissa

Melissa is a lovely young lady. She lives at home in Calgary with her parents. Six years ago when Melissa started receiving support services through ICE, she was pretty shy and was unable to make eye contact with either her support worker or her coordinator. Over the years, thanks to the support Melissa has been receiving through ICE, she has made significant progress socially. Melissa has moved from her cocoon to participate in areas of life she never dreamed of.

With encouragement from her support worker, Melissa has been working on making eye contact with her doctors, co-workers and the order clerks at her

favorite restaurant. In the noisy and busy world of the food court people are distracted and Melissa has learned to make her voice heard when she shyly orders her drinks or food from the food vendors.



For the past 3 years, Melissa has found a place at the Calgary Interfaith Food Bank where she volunteers her Monday afternoons, helping the larger community of Calgary's less fortunate. Melissa has been engaged in a variety of projects there with her favorites being: sorting food donations from the conveyer belt, packaging eggs, weighing

beans, and bagging food for distribution. As a committed volunteer, Melissa wants to do her best. She is always willing to help with cleanup at the end of the day.

During her leisure time, Melissa enjoys walks and bike rides through Fish Creek Park. Melissa also enjoys visiting the Calgary Zoo, Heritage Park and accessing public transit. Melissa's favorite places are the Calgary Public Library and Chapters stores due to her joy in looking at books. Melissa has also enjoyed special trips with her support worker to Callaway Park, Banff, the Drumheller museum and camping at William Watson Lodge.

We would like to congratulate Melissa on her efforts and achievements to open up to new activities and to others socially. Melissa knows that increasing her social inclusion will help her to experience even greater things in the future.

ICE offices will be closed
 Tuesday,
 November 11th, 2014
 for Remembrance Day



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



Time Change Reminder



Sunday, November 2nd, 2014 at **2:00 AM** clocks are turned **backward** 1 hour to **1:00 AM** local standard time.

Fall and Winter Safety Preparations

Seasons in Canada are naturally hazardous due to cold temperatures and icy conditions. Although winter should come as no surprise, every year many of us are not ready for its arrival. If you are prepared for the hazards of winter, you will be more likely to stay safe and healthy when temperatures start to fall.

Seasonal hazards include:

- **Cold stress** - exposure to the cold can lead to frostbite and hypothermia.
- **Slips and falls** - ice, snow and slush, wet surfaces and mud (during a thaw) can cause slips and falls.



- **Carbon monoxide (CO)** - CO is a clear colourless gas that you can not smell or taste. It interferes with the body's ability to use oxygen. Even in small doses, it can kill a person.
- **Decreased visibility** - increased hours of darkness increase hazards for pedestrians and drivers.

Hazard Controls

Before the first frost/ snow arrives ICE staff and clients need to ensure they have appropriate clothing (warm coats, gloves, hats, scarves, boots), materials (i.e. sand, sidewalk salt), and equipment (shovels, ice chippers) to manage hazards associated with the season.

Learn safety precautions to follow when outdoors these include:

- An awareness of the wind chill factor.
- Work slowly and with an awareness of your personal capacity when doing outside chores. Take



regular breaks to rest and warm up every 10-15 minutes.

- To prevent slips and falls wear appropriate footwear and ice grips. Clear snow / ice off walkways as soon as possible using salt and sand as necessary. When walking keep at least one hand free to help keep your balance and cushion a fall.
- To prevent exposure to CO all ICE residential programs are required to use a CO detector to alert of the presence of the deadly, odorless, colorless gas. Learn the symptoms of CO poisoning: headaches, nausea, and disorientation. Check the batteries regularly and ensure that all staff know exactly what to do if the CO alarm sounds.

Prepare your vehicle for the season with a vehicle tune up. Get your car ready for cold weather use before winter arrives.

- Service the radiator and maintain antifreeze level; check tire tread or, if necessary, replace tires with all-weather or snow tires
- Keep your gas tank full to avoid ice in the tank and fuel lines.
- Use a wintertime formula in your windshield washer.
- Prepare a winter emergency kit to keep in your car in case you become stranded. Include blankets; food and water; booster cables, flares, tire pump, and a



bag of sand or cat litter (for traction); compass and maps; flashlight, battery-powered radio, and extra batteries; first-aid kit; and plastic bags (for sanitation).

- Carry a portable shovel and an effective ice scraper / snow brush.
- Remember and use winter driving skills. Leave more braking distance between vehicles. Listen to weather and road reports and avoid traveling when the weather service has issued advisories

None of us can stop winter from arriving but we can be ready for it when it comes.

Calgary -Health and Safety Minutes Meeting - Sept 17th, 2014

AGENDA TOPIC STANDING ITEMS

3.1 A. Review of Regional Health and Safety Meeting Minutes Internal Incidents (Injury, Health, Property Damage)

Edmonton: August 6, 2014 minutes
No Current Internal Incidents

South: August 12, 2014 minutes
No Current Internal Incidents

Grande Prairie / Northwest: August 14, 2014 minutes
No Current Internal Incidents

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

Edmonton: August 6, 2014 minutes
No Current Near Miss Incidents

South: August 12, 2014 minutes
No Current Near Miss Incidents

Grande Prairie / Northwest: August 14, 2014 minutes
No Current Near Miss Incidents

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:
No Current Internal Incident Investigations

3.3 Evaluation of current Near Miss Incident Investigations:
No Current Near Miss Incident Investigations

3.4 Review of COR Audit and Action Items:
Reviewed section 8.1-8.10

3.5 Review of Master Hazard Assessment and Control Document
Reviewed General Section pages 42-49

Blood and Body Fluid Exposure/Clean-up- recommend that Exposure be separated from clean-up

Client Lift Transfer (Mechanical and Manual)- no additions

Client Repositioning, Wheelchair Use/Ramps, Assisting with Client Mobility, Assisting persons who use matched, lighters, candles, Client Support for Seizures- all no additions.

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

Edmonton
Review of pages 26 and 27 – 27
Dishwashing (Hand and Machine)
Discussion was held and the following recommendations made:
Add allergies to cleaning products under biological hazards;
Clarify that the word “sharps” as listed in physical hazards applies to hand washing sharps as staff are not recommended to place sharp knives in the dishwasher.
Wash sharps separately with care and immediately secure in a locked location as per policy.

Add Quats/ bleach safe process to controls. (ICE policy and procedures are currently being developed for this area.)

To safe practices add: Regularly inspect tableware for cracks, chips, discoloration, and heat damage and dispose of and replace damaged items.

Check packaging for kitchenware to ensure it is dishwasher safe. Ensure plastic kitchenware is washed in dishwasher as per manufacturing instructions i.e. placed in top rack of dishwasher.
Wash undersized kitchenware by hand or in a “closed dishwasher basket”.

Grande Prairie:
Reviewed pages 30-33
Seasonal Yard Work, Snow Shoveling, Medication Administration, Blood glucose testing: All no changes

South
General HACD Pages 56, 57 & 58
Exposure to allergens, Exposure to smoking, Exposure to personal scented products and deodorizers, Exposure to noxious odors – All no changes.

Staff illness at work – recommend increasing potential consequences to at least a 2 possibly a 3.

3.6 Policy Review - 2.3.7- Lifting and Transfers

4.0 OTHER BUSINESS
ICE Page Health & Safety Article suggestions - Winter preparedness and vehicle maintenance.

Welcome Nora and Anamarie to the committee

Potluck for October meeting

NEXT MEETING – November 19th at 1:30 pm.



POLICY REVIEW

2.1.5 CHANGE IN CLIENT STATUS

- Changes in client status that affect client or worker safety, the client’s health status or the delivery of services must be reported immediately to the supervisor by telephone.
- Observations of the change in client status must be carefully documented on a Contact Note. This may include reportable incident documentation as well.
- Supervisors receiving changing status reports will document them in the client’s file, report to the appropriate funding source and guardians (as appropriate) and make any necessary adjustments to the Client Service/Care Plan.
- Changes in service to P.D.D. clients cannot be made without written confirmation from P.D.D.

- Changes in service to Nunavut and N.W.T. clients require e-mail confirmation from the funder and a contract amendment.
- There are circumstances that warrant future planning of alternative support services to facilitate client well being. Aging, diagnosis of a medical condition, deterioration of overall health are some factors that will require current support services to be reviewed. If the supports provided by Independent Counselling are insufficient to meet the needs of the client, this agency will make every effort to assist in transitional planning to secure alternative supports prior to termination of services. The client’s well being and safety are fundamental in determining whether I.C.E. will be able to continue services and the timeline for service termination.

Updated October, 2014

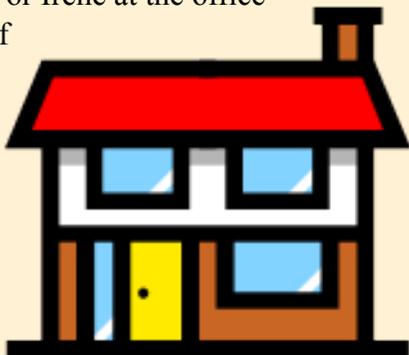
Support Home Operators Needed

ICE is in need of two Support Home Operators effective December 1, 2014.

One opportunity requires the Support Home Operator to live with a female client in her home located in S.W. Calgary.

The second opportunity requires a female client to live in the Support Home Operator’s home.

Please call Nikki or Irene at the office (403) 219-0503 if you are interested in either opportunity.



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

EXTERNAL COR AUDIT RESULTS FOR 2014 - 98%



The Final 2014 Certificate of Recognition audit results have now been approved through Partner’s in Injury Reduction and the Continuing Care Safety Association.

ICE achieved the fantastic audit score of 98%!

Thank you to 2014 COR participants and all ICE employees for your ongoing commitment to enhance Health and Safety at I.C.E.

Calgary ICE Moments!

October Incentive Thank-you Card Draw Winner

Allison Adolphe received a thank you card for taking the initiative to ensure staff in the residential program were aware of a new medication for the client and the specific administration instructions.

Other Thank-you Cards Received for October's Draw

Theresa Walker received a thank you card for identifying an open PPE kit and reporting to the office that it was no longer suitable for use

Tanya Dusang, Kemi Aderibigbe, Rachel Niyiroranya and David Abatan all received thank you cards for their flexibility and willingness to work extra shifts.

Employee Referral Incentive Program



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!

TRAINING

Pre -Employment Training

November 13th and 14th, 2014

9 am - 5 pm

As described on the ICE Website

Documentation and Reporting Practices

November 4th, 2014

9 am - 12 pm or

1 pm - 4 pm

As described on the ICE Website

AMA Mission Possible

Part 2 - November 25th, 2014

9 am - 12 pm

or

1 pm - 4 pm

As described on the ICE Website

(Note: previous attendance at Part One of Mission Possible training is required to attend this Part Two session.)



★ ICE Calgary Congratulates Long Term Employees!!! ★

STAFF	YEARS	DATE
Donna M	16	November 23
Janet Z	9	November 25
Shafiqul A	8	November 16
Melanie S	6	November 25
Cheryl K	4	November 25
Erica M	2	November 17
Colleen D	2	November 30

ICE AWARDS AND OPEN HOUSE CELEBRATION 2014

Merry Christmas



Independent Counselling Enterprises
extends to you warm wishes
for a joyous holiday season.

You are invited to attend
the Annual Christmas Party and Awards Ceremony hosted by I.C.E

Tuesday, December 2nd, 2014

12 noon-3 pm

Marlborough Park Community Centre

6021 Madigan Drive N.E. (in the large hall)

* We will be serving a hot turkey dinner for lunch and want to ensure we will have enough for everyone, please call the main office at (403) 219-0503 to confirm your attendance by November 28, 2014.

