

# ICE PAGE

CALGARY

2015

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**RPAC Meeting**

November 3rd, 2015 @ 10:30 am

**Team Leader Meeting**

November 4th, 2015 @ 1:30 pm

**Health and Safety Meeting**

November 18th, 2015 @ 1:30 pm

**TIME SHEET HAND-IN:**

**November 16th, 2015**

For all shifts worked between November 1st and November 15th, 2015

**November 30th, 2015**

For all shifts worked between November 16th and November 30th, 2015



## ECAT

Employee & Client Assistance Team

403-819-0583

## Employee Spotlight

*George*

George is a warm and engaging person. After completing his university education here in Alberta he became a systems analyst in a government position but soon he decided to change career directions. George's natural skills and interests drew him into the helping field. It was ICE's good fortune that George had a friend who was working for our company at the time.

George started working with ICE in 2006 as a relief staff. Although he was offered various opportunities to sign into a regular position, George chose to continue with relief shifts for several years. He says relief shifts gave him the chance to move around and meet and interact with a wide variety of clients and staff. His

diverse experiences paid off. George became a valued employee showing a natural aptitude for supporting individuals with complex behaviors. Because he had two children of his own



and an interest in helping youth, George later signed up to work with ICE's youth/children's services operating at that time.

When asked about his success in supporting individuals with complex behaviors of concern, George says he believes the key is to have passion for the work you do as well as patience and empathy for the individuals you support. He notes that he feels better when he sees his clients are happy, enjoying life, doing what they can do and what they want to do. From George's success at ICE we can deduce that his clients understand and appreciate the sincerity of his efforts. Recently George graduated from the ICE Team Coordinator supervisory training course. He reports enjoying his new Team Coordinator role as he likes the team work involved. George says he loves working with his team of staff and coaching them to meet the needs of the residents. When the clients are happy and have their needs met then the staff know they have succeeded too.

Congratulations on your new role, George, and thank you for your service at ICE!

## TRAINING

### Pre Employment Training (PET)

November 9th & 10th, 2015

9 am - 5 pm

### Mission Possible-Winter and Fatigue - Part 2

Nov 6, 2015

9 am-12 pm

(Note staff must have completed Part 1 to attend)

*Courses above are as described  
on the ICE website*

### Fire Safety

Nov 24, 2015

10am-12pm

Fire safety presentation by the Calgary Fire Department.

This presentation will be held at Marlborough Park Community Center  
6021 MADIGAN DRIVE NE  
(SMALL HALL)



## Client Success Story

### Bill

Bill has been with ICE for 13 years and he enjoys living with his roommate. He shares a staffed residence in North East Calgary. Bill continues to enjoy visiting with friends across the city each day and riding on the transit system throughout Calgary. He has been successful in meeting his goals.



Bill has increased his ability to express himself with his roommate and his support staff. He continues to strive to further develop his independence. Bill is now able to cook basic meals and independently clean his room. With some staff support he is able to do his laundry.

Bill is a star bowler and he attends weekly bowling events with his peers where he enjoys competing for the highest score. He enjoys eating out at restaurants as he loves food. He also enjoys looking at cars, watching karate movies and sharing karate demonstrations with his staff.

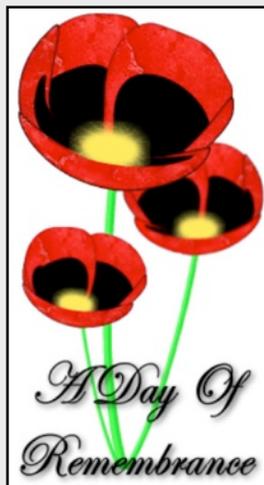
Bill has shown great growth and development over the years and we all look forward to seeing what Bill will achieve next.

ICE offices will be closed

**Wednesday,  
November 11th, 2015  
for Remembrance Day**

Please direct all calls to  
the

**Employee Client  
Assistance Team**



## Hurt at Work?

Employees and Support Home Operators are reminded of their responsibility 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.*

## IMPORTANT POLICY ANNOUNCEMENT



**Wendy Rutherford, ICE Vice President of Administration**

The ICE 2015 three year policy review and revision process has now been completed. ICE management would like to express a sincere thank you to persons in service and staff who provided input into the process. Please be advised that all staff are required to read the full 2015 ICE Policy Manual by January 31, 2016 and sign off on an ICE Training Participation form indicating this review.

## Policy Review

### 3.5.1 INTRODUCTION

The agency is committed to a Health and Safety Management System that protects its employees, clients, contractors and the general public.

#### **Goals:**

- To provide effective leadership, management and supervision of I.C.E. operations that communicates and reinforces healthy and safe practices and behaviours.
- To actively promote employee participation in health and safety at all levels of the organization.
- To ensure that ICE employees/ Support Home Operators (SHO) are adequately qualified, suitably trained, and have sufficient experience to perform their work in a safe and effective manner.
- To achieve and /maintain effective systems for:
  - Identification of hazards and implementation of safety controls;

- Workplace inspections and quality assurance;
- Incident reporting, investigation, correction and effective injury mitigation/management.

**Personnel at all levels of the company including managers, supervisors, front line employees and Support Home Operators are responsible and accountable for health and safety within I.C.E. The success of this program requires active participation by each person, every day.**

**Management** will demonstrate leadership in health and safety, develop health and safety policies and procedures, implement health and safety systems (hazard assessment and control, incident investigation, workplace inspections) and provide training, equipment and adequate resources for health and safety.

**Supervisors** will communicate health and safety expectations to employees, identify training needs and arrange/ provide training. They will provide on the job orientations, training, supervision and enforce compliance with I.C.E. policies and procedures.

**Employees and Support Home Operators** will complete required training and follow I.C.E. policies and procedures; assess hazards; use designated safety controls and work in a healthy and safe manner.

**Visitors and Contractors** will conduct themselves in a responsible manner that maintains their own and other's health and safety and will follow I.C.E. policies and procedures while on I.C.E. work sites. **(For additional information on Roles and responsibilities refer to 3.5.2 Employee Health and Safety – Introduction & Responsibilities.)**

I.C.E. Employees at all levels as well as Support Home Operators are required to be familiar with the requirements of Alberta Health and Safety legislation (Including Occupational Health and Safety and Worker's Compensation legislation) as it relates to their work.

**I.C.E. believes that a healthy and injury free workplace is important and achievable with active cooperation by all involved parties.**

**Michael Rutherford**  
President,  
Independent Counselling Enterprises Inc.

*October 2015*

## Calgary ICE Moments!

### October 2015 Incentive Thank-you Card

#### Draw Winner - Lori Jones



Lori Jones received a thank you card for attending AMA Mission Possible training. She won a Bissell LITTLEgreen Steam Machine.

#### Other Thank-you Cards Received for October's Draw

Maaza Habtemariam, Cyril Tom, Valerie Ross-Dressler, Bhupinder Mann, Shelly Rulli and Lorette Elgar all received thank you cards for attending AMA Mission Possible driver awareness training.

Kelle Williams received a thank you card for reporting a broken door to the building manager and having the repair completed in a quick manner.

Gideon Gatembo received a thank you card for recognizing a client was ill and immediately seeking medical attention.

Patsy Stewart received a thank you card for showing extra compassion and dedication while helping a client with their anxiety due to a stressful situation.

Elizabeth Seidlitz received a thank you card for her extra help moving a residential program.

## ICE Calgary Congratulates Long Term Employees!!!

| STAFF          | YEARS | DATE          |
|----------------|-------|---------------|
| Donna Mikl     | 17    | November 23rd |
| Janet Zhang    | 10    | November 25th |
| Shafiqul Amin  | 9     | November 16th |
| Melanie Shuya  | 7     | November 25th |
| Cheryl Keil    | 5     | November 25th |
| Colleen Dumas  | 3     | November 30th |
| Amanda Ross    | 1     | November 6th  |
| Saneesh Thomas | 1     | November 19   |



## \$100.00 Employee Referral Incentive Recipient



Cyril Tom

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!

## It's Flu Season

On Tuesday, October 20th Alberta Health Services kicked off their Fall 2015 Immunization program.

The program makes influenza vaccine available free of charge to all Albertans six months of age and older at hundreds of Alberta Health Services (AHS) public influenza immunization clinics, as well as at pharmacist and physician offices around the province.

Immunization is the most effective means of protecting your health against the strains of influenza virus expected to circulate this season.

The risk of influenza is not something to be taken lightly. Last year, more than 1,870 Albertans were hospitalized due to influenza, and there were 103 related fatalities. Thousands more suffered from the illness and put those around them at risk of contracting influenza as well.

For more information, including local clinic schedules, Albertans can visit HYPERLINK "<http://www.albertahealthservices.ca/influenza.asp>" \o "Influenza Information" [www.ahs.ca/influenza](http://www.ahs.ca/influenza) or call Health Link at 811.



## Chest Infections and Respiratory Distress

It is essential that ICE employees are able to recognize the signs and symptoms of chest conditions that need immediate attention. With the approaching flu season, this early detection of lung or airway complications is even more critical. Staff supporting clients with a known history of chest complications, tube feeds or swallowing difficulties, compromised immune systems, chronic immobilization or other stressors need to be particularly alert.

Respiratory distress symptoms include:

- Shortness of breath,
- Rapid breathing (over 20 breaths per minute) or apnea (stopping breathing for 15 seconds or longer)
- Cyanosis (turning blue – including finger nails, tips of toes, lips),
- Repeated coughing (does not stop during eating, drinking or sleeping).
- Chest pain or complaints of tightness or heaviness,
- Noises such as wheezing or whooping,
- Fever (oral temperature over 38.5 C. For individuals over 50 years of age fever should be determined by the annual basal body temperature evaluation.)

Any of these signs indicate that the client should have a medical assessment. If the symptoms are severe, or if breathing is interrupted, call 911.

### The ICE 2015 Certificate of Recognition (COR) Health and Safety Audit has now been completed.

#### What happens after the COR audit?

After each COR audit, the information is summarized into a written report covering eight key areas of an effective Health and Safety program and scoring the company on performance in these areas. It summarizes current strengths and identifies where our ICE employee health and safety program may be further improved.

The ICE management team meets twice annually to set and review progress on company goals and outcomes and the COR action plan becomes part of the goals to be followed for the next year. The new COR report is expected to be shared with all ICE employees by some time in December.

### Reminder!

**Clocks in Alberta turn back one hour on Sunday, November 1st for the end of Daylight Savings Time.**



**Health and Safety Minutes  
Calgary Health and Safety Meeting  
September 16th, 2015**

**3.0 STANDING ITEMS**

**3.1 A) Review of Regional Health and Safety Meeting Minutes -**

**Section 3.2 Internal Incidents**

Edmonton: August 5, 2015 meeting minutes

**July 9, 2015**

Staff was not wearing their glasses (decreased vision) and went to put hand sanitizer on their hands. When the hand sanitizer was pumped from the dispenser the liquid splashed up into one of staff's eyes. Staff immediately flushed their eye with water. No lasting effects.

**Recommendations:** Wear eye glasses as per clear vision requirements. Hold pump containers well away from the face and press down slowly when dispensing. It is suggested to purchase a different type of hand sanitizer dispenser to reduce risks i.e. a squeeze bottle rather than a pump may reduce the opportunity for splash injuries.

**Additional recommendations:** lower sanitizer pump so it is not at eye level. Clean pump regularly to prevent blockage.

**July 12, 2015**

One client wanted to use the other client's radio instead of their own. Staff tried to redirect client to something else and was unsuccessful. Client struck staff and left the home into the community. Client was found shortly after. Staff sought medical attention.

**Recommendations:** Follow client's positive approaches to reduce the potential for power struggles. Encourage residents to keep their personal effects in their rooms when they are not using them. Incident Investigation to be completed.

**Additional recommendations:** Staffs to be retrained on PBI and client's positive approaches.

**July 15, 2015**

Staff were playing soccer with a client and hurt them self while playing. **Recommendations:** Staff needs to interact with clients within their physical capabilities. It may be safer and more socially beneficial to connect the client with community opportunities (local sport leagues) for inclusion in activities the client enjoys such as soccer. That way the client makes positive social connections and staff avoids injury.

Incident Investigation completed. **Additional recommendations:** Staff to wear proper footwear for activity. Staff to stretch prior to physical activities.

**South:** August 11, 2015 meeting minutes  
No Current Incident Investigations

**Grande Prairie / Northwest:**  
August 13, 2015 meeting minutes  
No Current Incident Investigations

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

Edmonton: August 5, 2015 minutes  
No Current Near Miss Incidents

South: August 11, 2015 minutes  
No Current Near Miss Incidents

Grande Prairie / Northwest:  
August 13, 2015 meeting minutes  
No Current Near Miss Incidents

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

**August 7, 2015-** Staff was adjusting water temperature on the water tank as the water temperature was too low. Staff bent down to see the dial on the water tank and adjusted it accordingly. When standing back up, staff hit his head on a hidden blunt screw causing a bump and tenderness to the area.

**Recommendations:** Hazard identified in the communication logbook and a sign to be posted. Contacted property manager and had the screw re-located. Recommend staff to be more aware of their surroundings.

**Internal Incident Investigation Completed**

**3.3 Evaluation of current Near Miss Incident Investigations:**

**August 10, 2015-** Client wanted to be first for shower and started fighting with roommate when he came out of the shower. Client got in roommate's space and SHO stepped in between to ensure roommate's safety. Client struck SHO once with an open hand. SHO had been 1 ½ arm length away, but client stepped in to strike staff.

**Near Miss Investigation Completed.**

**Recommendations:** SHO will encourage one client to bath at night to reduce conflict in bathing schedule. Reminder for SHO to keep safe distances. Incident sent to RPAC for review.

**3.4 Review of COR Audit and Action Items -** Tabled until new 2015 COR Audit is completed

**3.5 Review of Master Hazard Assessment and Control Document -** Tabled

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

**Edmonton**

The new 2015 HACD was distributed to committee members and changes to monthly residential review procedures were discussed.

**South**

Review of pages 31 – 34  
Garbage Handling and Disposal – Suggest adding a separate section just for recycling as some of the hazards and controls may be slightly different. For example, there may be a higher likelihood of getting cut due to cleaning out bottles and cans prior to putting them in recycling. Staff could also have a higher chance of personal injury if they have to take recycling to the depot.

**Grande Prairie:**

General HACD Review of Pages 48-53  
Personal Care- no additions  
Client Lift and transfer– no additions  
Client repositioning – no additions  
Wheelchair use/ramps-no additions

**3.6 Policy Review - 3.5.11 – Fire Prevention**

**4.0 OTHER BUSINESS**

ICE Page Health & Safety Article suggestions – Time to change smoke detector batteries

NEXT MEETING – November 18th, 2015 at 1:30 pm.

**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**

# FROM ALL OF US TO ALL OF YOU

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



December 3, 2015,  
From 12:00 p.m. to 3p.m.  
at the Marlborough Park  
Community Center  
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 27, 2015.

Awards, Games and Door prizes to follow lunch