

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

### CALGARY

### ECAT

Employee & Client Assistance Team  
403-819-0583

After office hours  
Phones do not accept text messages- staff need to call ECAT.

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#### TIME SHEET HAND-IN

##### November 15th, 2017 -

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

##### November 30th, 2017-

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

#### UPCOMING:

- **HEALTH AND SAFETY MEETING**  
-November 15th , 2017 at 1:30PM
- **RPAC MEETING-** ,  
November 14th, 2017 at 10:00AM

Adam is a young man in the middle of a very exciting time in his life. ICE supports have been working with Adam on establishing healthy eating, sleep and exercise routines to assist him with his goal to lose weight in order to optimize his health.

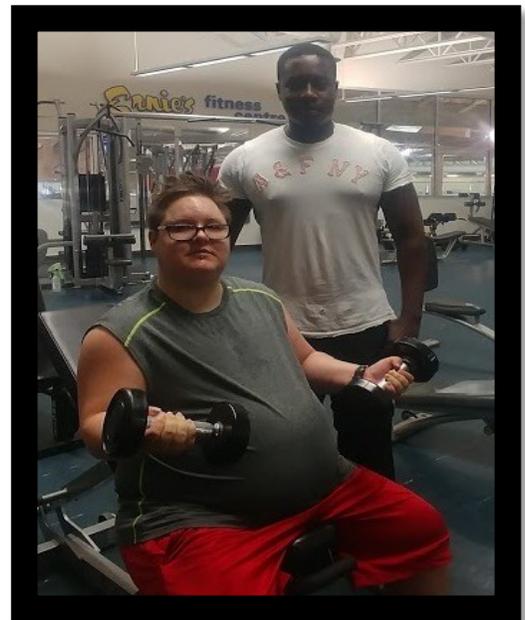
Adam knew that improving his health was going to be a hard adjustment. Despite the best efforts of his support staff, Adam often chose to watch movies at home and eat snacks until the wee hours of the morning. He would then sleep during the day to wake up in the afternoon. It took a few months to change this routine. Adam experimented with many different types of exercise with help from ICE supports including swimming, walking and recreational activities. When Adam didn't see the physical results he desired from these activities he grew bored and started choosing not to participate anymore. Approximately five months ago Adam reconsidered his decision.

A new ICE employee, Joseph, encouraged Adam to try something new, weightlifting. Adam was informed of the benefits that weightlifting offers when combined with cardio activities and he decided to give it go. With a background in fitness training, Joseph was able to ensure that Adam was completing the weightlifting exercises safely and correctly. Joseph was able to help Adam meet new people and feel more comfortable at the gym.

In the past five months there have been changes in Adam's physique as well as

in his routines at home. He is vibrant and full of life when he shares news about the new machines and exercises he is trying. He is also very pleased to be losing weight. Adam is getting to know other people at the gym and watching the exercises they do to get new workout ideas.

Adam knows he has a ways to go to meet his health goals and that with winter coming it may be more difficult to find the motivation to get out of the house and exercise however, Adam remains very upbeat and positive in wanting to maintain this new healthier life style. Sometimes that is all we need, a positive outlook and some words of encouragement and support. Well done, Adam! We wish you continued success with your health and personal goals.



Adam (Left) Joseph (Right)

### Employee Spotlight

Joseph Ebong is a young man that enjoys working out. Joseph is a recent addition to the ICE team. Adam was hesitant to meet Joseph at first as previously Adam was more comfortable being supported by female staff. Adam gave Joseph a chance and we are so glad he did. Joseph and Adam make a wonderful team and Joseph is playing a very big part in Adam's success in reaching his goals. Thank you Joseph!!!!

## 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 medical 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 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.**

## Winter Preparations

Winter weather is on its way, it is time to prepare:



- Get your flu shot. Immunization is the best way to prevent coming down with the flu. When we are immunized we are also protecting the health of vulnerable individuals in our midst.
- Cough or sneeze into your arm.
- Wash your hands or use hand sanitizer often. You never know what germs are lurking on high touch areas in grocery stores, on community buses, and public washrooms etc.
- At home, sanitize high touch areas frequently.
- Take care of yourself. Get adequate rest. Take the time to feed yourself nourishing meals. You need vitamins and minerals from fruit and vegetables year round to maintain a healthy immune system.
- Listen to weather reports and make sure you and ICE clients dress for the weather including hats, scarves, gloves, a warm winter coat and boots with good gripping soles. Ice grips are a good investment for icy conditions. As winter darkness affects the capacity for motorists to see pedestrians, consider wearing clothing choices in lighter colours or with reflective features when walking in the dark in community.
- Prepare your vehicle for winter and regularly check road conditions. Get a tune up, change to winter tires, and ensure your vehicle has adequate antifreeze and windshield washer fluid.  
Make sure you are prepared to look after residential walkways. Purchase equipment and supplies in advance such as shovels, salt, ice-chippers.



**DAYLIGHT SAVINGS TIME**  
**SUNDAY November 5th, 2017 at 2:00AM clocks are**  
**turned BACKWARDS 1 hour**

**POLICY UPDATE!**

**3.4.11 Employee Vacation**

***\*\*Changes come into affect January 1st, 2018, All changes are bolded and italicized- Note important changes in point #2\*\****

1. An employee will accrue vacation pay at a rate of 4 %, after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta. ***The agency will provide vacation accrual*** at a rate of 8% for employees who have worked for more than 10 years.
  2. ***All casual employees may request a pay out of vacation pay twice per year. Payouts will only occur on May 31<sup>st</sup> and/or Nov 15<sup>th</sup>. No request will be considered within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will be processed through payroll by submitting a request form two weeks prior to the date requested. Supervisors will not approve a request unless the documentation is submitted within these time lines.***
  3. **All Casual Employees who have signed terms of employment and work a fixed schedule** may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. The employee must complete the vacation request form.
  4. **All full time employees** must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.**
- Vacation will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.**
5. The employer has the final approval of the time when the annual vacation is to be taken. No vacation will be approved over Christmas or Easter for those employees providing direct client care.

Updated January 2018

## **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:

**Independent Counselling Enterprises at: 780-453-9664**



## Other Thank-you Cards Received for October Draw

Bill D received a thank you card for reporting unsafe intersections to the office and to the City of Calgary while out in the community.

Joanne H reported an icy sidewalk in front of a client's home.

Tanya D and Denise S received thank you cards for assisting in the training of a new Team Leader.

Alice Githaiga received a thank you card for going above and beyond to assist a client with finding a volunteer position.

### **\$100.00 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!

## T R A I N I N G

### PET (Pre-Employment Training)

November 21-23, 2017

9:00AM-5:00PM

### PBI (Proactive Behaviour Intervention)

November 24th, 2017

9:00AM-5:00PM

### Mission Possible– Winter Driving and Fatigue (Part 2)

November 14th, 2017

9:00AM-12:00PM

### As described on the website

### WHMIS 2015

November 15th, 2017

1:30PM-2:30PM

\*To be held at the Grace Baptist Church\*

1009 East Lake Blvd NE, Airdrie

## **ICE Congratulates Long Term Employees!**

Staff	Year s	Date
Donna Mikl	19	Nov 23/17
Shafiqul Amin	11	Nov 16/17
Melanie Shuya	9	Nov 25/17
Colleen D	5	Nov 30/17
Hinke M	2	Nov 27/17
Sherry R	1	Nov 1/17
Happiness B	1	Nov 16/17
Raymel A	1	Nov 29/17

*ICE offices will be closed  
November 13, 2017 for  
Remembrance Day  
Please direct all calls to the  
Employee Client  
Assistance Team for this  
day.*



Jacqueline Kernohan received a thank you card for reporting slippery pavement while out in the community. Jacqueline won a set of Pots and Pans.

**INDEPENDENT COUNSELLING ENTERPRISES  
Health and Safety Committee Meeting Minutes  
Calgary – October 23rd, 2017**

**STANDING ITEMS**

**3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)**

**Edmonton (Incidents, Recommendations, Additional Recommendations): September 13th, 2017**

**August 6, 2017**

After the client was finished with dinner the staff redirected the client to wash their face and the client became agitated. The client approached their roommate in an aggressive manner. The staff stepped between the two clients and the staff got hit in their left eye. Manager recommended that the staff assist the other client out of the room when the first client is agitated and give the agitated client space. Staff to review positive approaches. Manager and Team Coordinator will review this incident at the next team meeting.

**Additional Recommendations:** Ensure positive approaches are updated for client. Explore potential medical causes for behaviors of concern, consult with RPAC/ external resources.

**Incident Investigation Completed.**

**Additional Recommendation:** Staff to retake PBI training.

**August 13, 2017**

Staff tried to assist the client in pushing a client's chair closer to the table. When staff attempted this they used a twisting motion and strained their back. Manager has recommended that the staff be retrained on the client's positive approaches.

**Recommendations:** Staff to be trained/retrained on safe procedures for lifts and transfers and associated body mechanics.

**Incident Investigation Completed**

**No Additional Recommendations**

**August 18, 2017**

Staff was driving a client to a family event. Staff stopped for a pedestrian in the crosswalk when a vehicle struck them from behind. Staff and client were taken to the hospital to be checked for injury. Client was riding in the front seat.

**Recommendations:** Policy re client transportation seating to be reviewed with staff. Staff was not at fault for the collision.

**Incident Investigation Completed**

**No Additional Recommendations**

**August 31, 2017**

Staff and client were travelling in the community. Staff had to brake sharply and suddenly when they saw a pedestrian crossing in front of them. The pedestrian was frightened and fell down in the street (there was no contact with the car). Staff and client were checked by medical personnel re the sudden stop action.

**Recommendations:** Use public transportation whenever possible. Drive with care and caution and watch carefully for pedestrians.

**Incident Investigation to be completed**

**No Additional Recommendations**

**South (Incidents, Recommendations, Additional Recommendations): September 13, 2017**

No Internal Incidents to Report

**Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): September 14, 2017**

No Internal Incidents to Report

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

**Edmonton (Incidents, Recommendations, Additional Recommendations): September 13th, 2017**

**August 23, 2017** Client became agitated while being transported in staff's vehicle to a community activity. The client started to bang the window and dashboard of the staff's car. Staff immediately pulled the car over and waited until it was safe to proceed. Staff was unaware they were making changes to the expected client routines.

**Recommendations:** Follow ICE policy re transportation seating of clients (back seat on the passenger side). Staff did well to pull off road and wait for the client to calm. Enhance communication regarding client routines and schedules to ensure all staff have all the necessary information to avoid client agitation.

**Near Miss Incident Investigation completed.**

**No Additional Recommendations**

**South (Incidents, Recommendations, Additional Recommendations): September 13, 2017**

No Near Miss Incidents to Report

**Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations): September 14, 2017**

No Near Miss Incidents to Report

**3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations):**

No Internal Incidents to Report

**3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):**

No Near Miss Incidents to Report

**3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations)**

Committee reviewed pages 1-11 of the COR Audit report 2017.

**3.5 Review of Master Hazard Assessment and Control Document—Pages 58-62**

**3.6 Policy Review**

3.9.3- Video Surveillance

**4.0 OTHER BUSINESS**

ICE Page Health & Safety Article suggestions – Winter Preparedness Kit

**NEXT MEETING – November 16, 2017 at 1:30 pm**

## **SEASON'S GREETINGS**

FROM ALL OF US TO ALL OF YOU

*Merry Christmas*



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

December 7, 2017, 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 30, 2017.

Awards, Games and Door prizes to follow lunch



## **CREATING EXCELLENCE TOGETHER (CET) LEVEL 2 ACCREDITATION**

Our ICE 2017 Level II Accreditation CET survey wrapped up on June 16, 2017.

ICE has received the results of the survey and we are proud to announce that ICE achieved 100% for Level 2 accreditation including Complex Support Needs review and Respite services. The same results were achieved for all PDD regions including Edmonton, Northcentral, Calgary, Northwest, and South regions.

In addition, the services we provide to people from Nunavut and Northwest Territories were included in the accreditation process.

The agency would like to thank all those who participated in the survey. The hard work, dedication, and the excellent quality of service provided everyday is recognized and appreciated.

*Congratulations to all on a job well done!!!!!!!!!!!!!!*