

November 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

- **November 15th 2018** – For all shifts worked between November 1st & November 15th.
- **November 30th, 2018** – For all shifts worked between November 16th & November 30th.

UPCOMING:

- **HEALTH AND SAFETY MEETING**
November 15, 2018
at 9:30 AM
- **RPAC MEETING**
November 6, 2018
at 10 AM



ICE PAGE

Making it Happen!- Supporting Social Inclusion

KYLIE

Kylie is a naturally shy but energetic and caring young woman who recently graduated high school. The process of transitioning from school to an adult role in her community had Kylie feeling a bit overwhelmed and unsure of what to expect.

A planning meeting was held and Kylie decided to let ICE help her build and broaden her social connections and network of friends in Grande Prairie. It was agreed that Kylie would integrate slowly into activities of interest to her as it takes a while for her to become comfortable. The first step was to match Kylie with an ICE staff member who could bolster Kylie's confidence in a gentle way. ICE introduced Kylie to Tara and they hit it off right away.

Kylie stayed home for the first week getting comfortable with staff and then began exploring her neighbourhood with Tara's support. Kylie felt safe with Tara, and with her other ICE support staff, Maybelle. Soon Kylie's world began to open up.



Kylie (center) with ICE staff members Tara (left) and Maybelle (right)

At first Kylie's support staff arranged for transportation through the Grande Prairie Disabled Transportation (DT) Society to support Kylie to travel. As each day passed, Kylie was given gentle encouragement and now Kylie is calling to arrange her own DT bus with only just a little help.

Information was gathered from Kylie on activities she was interested in and choices were presented to her. Kylie chose to attend Joy Chapel, a function that includes a gathering of people young and old. At Joy Chapel Kylie has made new friends. She loves to laugh and enjoy a delicious meal there. There is a

church service afterwards that members can partake in. Kylie is also getting reacquainted with some of her peers from high school.

Kylie has many interests. She enjoys getting her hair done, going to the mall, and playing with her nieces. Kylie also absolutely loves Karaoke. Her favorite genre is Pop music. It has helped Kylie's confidence to have Tara model participation in singing at this activity without self-consciousness.

For her physical health Kylie tries to get to the pool at least twice a week. Kylie loves swimming, it gives her exercise and within the pool she can weight bear and stretch out in the water.

Kylie's beaming smile in the photo says it all. She is gaining self-confidence at a pace she is comfortable with and enjoying each step of the journey. Kylie hopes to attend camp next summer and make a close circle friends. We believe she is well on her way.



Tara Fehr

Employee Spotlight

Tara is a supportive and enthusiastic woman that enjoys spending time with ICE clients. Currently Tara is the main support staff for Kylie. Tara loves her work and has made a strong connection with Kylie. Thank you so much for all you do!

POLICY REVIEW

Excerpts from Policy 2.5.1 - POSITIVE BEHAVIOUR SUPPORTS

(Please refer to the ICE Policy Manual for the full policy.)

I.C.E focuses on enabling their clients to enjoy as much personal control as possible in every area of their lives including positive behavior management. It is this agency's belief the client's are in charge of their lives and encouraged to be as independent as they want to be, and are able to be, given their personal circumstance.

Positive behavior support practices will be used and will be aimed at increasing the client's sense of self-worth and improving his/her ability to positively influence their environment.

Clients who do things for themselves and/or are supported to have as much personal control as possible are more likely to:

- *Feel emotionally healthy and resilient
- *Develop independence
- *Learn how to effectively deal with problems
- *Have more productive and fulfilling lives.

While supporting clients to have personal control is necessary, there may be times the agency needs to intervene utilizing behavior management techniques to support them to overcome excesses (e.g. smoking, eating, drinking alcohol, caffeine consumption, emotion

regulation and spending etc.).

When providing the client with required behavior supports, the agency will ensure that their well-being and that of employees and/or the general public's safety is of utmost importance.

Prohibited behavior support strategies:

Independent Counselling Enterprises prohibits the use of any actions which are described as abusive, neglectful, exploitative or inappropriate as per the Protection for Persons in Care Act and /or D.S Abuse Prevention and Response Protocol including:

- *Punishment that is either emotionally or physically abusive;
- *Group punishment for one client's behavior;
- *Medication as a punishment;
- *Deprivation of the client's fundamental human rights;
- *Face down restraints or any technique that applies pressure that impedes the ability to breathe;
- *Any technique that uses pain as a means of control;
- *Sleep deprivation;
- *Withholding of food;
- *Locked confinement;
- *Withholding of spiritual observances;
- *Withholding of visits (e.g. family, lawyer etc.).

October 2018



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:
780-453-9664



ICE OFFICES WILL BE CLOSED MONDAY, November 12th, 2018 for Remembrance Day

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

403-819-0583





Health and Safety - Article

Winter storms and cold temperatures can be dangerous. Stay safe and healthy by planning ahead. Although winter comes as no surprise, 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.

Take These Steps

- Please ensure you and the clients you support are wearing appropriate outdoor clothing: layers of light, warm clothing; mittens; hats; scarves; and boots with good grips.
- Explore getting ICE cleats for yourself and for clients. They are good protection from slipping when conditions are icy.

Don't Forget to Prepare Your Car

- Get your car ready for cold weather use before winter arrives.
- Ensure that the vehicle is maintained for winter
- Check tire tread or, if necessary, replace tires with all-weather or snow tires.
- Keep gas tank full to avoid ice in the tank and fuel lines.
- Use a wintertime formula in your windshield washer.
- Ensure that you have a snowbrush in your vehicle

Equip in Advance for Emergencies

- Be prepared for weather-related emergencies, including:
- Stock food that needs no cooking or refrigeration and water stored in clean containers.
- When planning travel, be aware of current and forecast weather conditions.
- Ensure your 72 hour emergency kit is kept up to date and includes supplies for staff and clients. Ensure that the first aid kit is fully stocked.

Take These Precautions Outdoors

- Many people spend time outdoors in the winter working, traveling, or enjoying winter sports. Outdoor activities can

expose you to several safety hazards, but you and clients you support can take these steps to prepare for them:

- Ensure you and your clients wear appropriate outdoor clothing: wear a tightly woven, preferably wind-resistant coat or jacket; inner layers of light, warm clothing; mittens; hats; scarves; and waterproof boots.
- Sprinkle cat litter or sand on icy patches.
- Learn safety precautions to follow when outdoors.
- Work slowly when doing outside chores.
- Carry a cell phone in case of an emergency if possible.

Do This When You Plan to Travel

- When planning travel, be aware of current and forecast weather conditions.
- Avoid traveling when the weather service has issued advisories.
- Follow these safety rules if you become stranded in your car.
- Make your car visible to rescuers. Tie a brightly colored cloth to the antenna, raise the hood of the car (if it is not snowing), and turn on the inside overhead lights (when your engine is running).
- Move anything you need from the trunk into the passenger area. Stay with your car unless safety is no more than 100 yards away.
- Keep your body warm. Wrap your entire body, including your head, in extra clothing, blankets, or newspapers. Huddle with other people if you can.
- Stay awake and stay moving. You will be less vulnerable to cold-related health problems. As you sit, keep moving your arms and legs to improve circulation and stay warmer. Run the motor (and heater) for about 10 minutes per hour, opening one window slightly to let in air. Make sure that snow is not blocking the exhaust pipe—this will reduce the risk of carbon monoxide poisoning.



No one can stop the onset of winter. However, if you follow these suggestions, you will be ready for it when it comes.

TRAINING

Cannabis Education

November 20th, 9:30 am– 12pm

Location:

Youth Links, Main Station

5111 47 Ave NE, Calgary

Presented by:

Calgary Police Services

Please contact your program coordinator for more details. Staff and clients are welcome to attend.

PET (Pre-Employment Training)

November 13th, 2018

9 am - 5 pm

As described on the ICE website

Workplace Violence, Bullying & Harassment Training

November 21st, 2018

1 pm - 4 pm

ASIST

November 21-22nd

Marlborough Park Community Centre

6021 Madigan Dr. NE, Calgary

Staff must be registered by their supervisor for attendance at this course.

Mission Possible

(Driving Safety Awareness)

Part 2— Winter Driving and

Fatigue

November 28th, 2018,

9:00 am—12 noon

Note: You must have attended Session 1 in October to participate.

PBI (Proactive Behaviour Intervention)

November 16th, 2018

9 am - 5 pm

As described on the ICE website

Health & Safety Committee Meeting Minutes September 20, 2018 - Calgary

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

Edmonton - August 1, 2018

July 2, 2018

Staff was driving with two clients, one in the back seat and one in the front. Road conditions were good. A vehicle pulled out of a parking lot on the driver's right side and struck the staff's front right fender. Due to the low speeds of both drivers there were no injuries and little damage.

Incident Investigation Completed

Recommendations: Staff was not at fault. It is recommended however to review defensive driving strategies and take Mission Possible driving awareness training when available.

Additional Recommendations: Recommend staff choose a parking space that is not in a high traffic area (i.e. towards back of parking lot).

July 25, 2018

Reception staff at the Edmonton office was busy with multiple tasks. While checking the large coffee machine to see if they needed to refill it, they pulled the top of the large coffee filter towards them. It was full of both coffee grinds and hot coffee (in mid drip process). The hot mixture spilled over the edge of the coffee basket onto the staff's hand. First aid was administered.

Incident Investigation Completed

Recommendations: Avoid rushing and completion of complex work tasks without full attention. Add this task to the Edmonton Office site specific Hazard Assessment and Control document. Develop a safe work procedure for making coffee on this machine. All employees who are required to make coffee in reception to be trained on the specific hazards and the safe work procedures.

Additional Recommendations: Staff to post signage on the coffee machine (i.e. brewing or coffee done), also add signage on/near coffee machine indicating if machine is empty notify receptionist.

South—August 8, 2018

No Incident Investigations to report

Grande Prairie/Northwest: August 7, 2018

No Incident Investigations to report

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

Edmonton—August 1, 2018

July 21, 2018

Staff driving a client were travelling through a green light at an intersection. Another vehicle coming from the opposite direction ran the red light. The staff slammed on the brakes and was able to stop in time to prevent a collision. Staff pulled over after the incident to ensure the client was not injured. The client was riding in the back passenger

seat of the vehicle as per policy. There were no injuries.

Near Miss Investigation completed.

Recommendations: ICE staff not at fault. Review defensive driving strategies and use Public Transportation when possible.

Additional Recommendations: If possible drive during less busy times.

July 26, 2018

Staff was assisting a client to heat up a chicken burger in the microwave. Staff put the burger in the microwave and set the time for 5 minutes. After about 3 minutes smoke was coming from the microwave so the staff disconnected the power cord from the wall and opened the door and window to clear the smoke.

Recommendations: The microwave should be inspected to ensure it is not malfunctioning. It may need to be replaced. Follow cooking guidelines according to the item being cooked. Staff to receive training on safe operation of the microwave and other appliances. Never leave food cooking in the microwave or on a stove unmonitored, close attention must be maintained.

Additional Recommendations: Staff to check food periodically throughout cooking time by opening microwave and inspecting food to ensure food is cooking thoroughly and safety (i.e. food not burning or over spilling).

South - August 8, 2018

July 29, 2018

A client threw the cigarette disposal unit over the fence on several occasions. Each time the client appeared calm and staff were outside with the client. The client did this with no warning and staff did not notice any outward signs of the client being upset or agitated. After the incident the client stated that they were feeling anxious but seemed to be showing no outward signs of this.

Internal Investigation to be Completed

Recommendations: Continued RPAC and CAST involvement for the client. Client struggles with mental health challenges - follow up to be done with the psychiatrist and mental health team. Cigarette disposal unit to be secured or a different type of unit to be purchased.

Additional Recommendations: None

July 30, 2018

A client was asked by staff to wash a glass after having a snack. Client stated they did not want to do this. Staff calmly reminded the client of the agreed upon chores in the home. The client threw the glass onto the floor. It did not break. Client was given space and then washed the glass a few minutes later.

Internal Investigation to be Completed

Recommendations: Continued RPAC involvement for the client. Staff review of PBI skills.

Additional Recommendations: None

July 31, 2018

A client had been sleeping when the overnight staff arrived at shift. A few hours later the staff heard the client talking and screaming in his room. Staff went to check on the client and the client went outside. Staff went to follow and the client then came back inside the home, went to their room and pulled their dresser outside and threw it over the fence. There was no damage to the dresser or the fence. Staff gave the client space to ensure their safety. The neighbors called the police. The next morning the client was taken to the hospital and admitted to the psychiatric unit.

Internal Incident Investigation to be Completed

Recommendations: Continued RPAC involvement for the client. Staff did a good job of giving the client space and using their PBI/CPI skills so there was no injury to the staff. Continue to review these skills with all staff in the home. Client is receiving ongoing psychiatric care as an inpatient. Once out of hospital continue to work with the mental health team including CAST and the psychiatrist.

Additional Recommendations: Ensure items that can be moved easily are secured.

Grande Prairie/Northwest - August 7, 2018

No Near Miss Incidents to report

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

No Incident Investigation Incidents to report

3.3 Evaluation of current Near Miss Incident Investigations :

No Near Miss Incidents to report

3.4 Review of COR Audit and Action Items— COR Action Plan

Element 1-1, Element 1-2: 1-2 Identify a cross regional H&S sub-committee to: Revise/develop Health and Safety Committee Terms of reference including both psychological injury and illness prevention as well as physical health and safety. Determine key H&S legislation links for inclusion on the ICE website, Develop and distribute a set of instructions for sharing links to applicable legislation and resources in the ICE newsletter, PET, and other training sessions.

Actions: Subcommittee members Jasmine and Khrystyna.

Links were included in the July Newsletter to enable staff access to key legislation. This will be included going forward.

Element 2-3: Identify a short term committee involving representatives for Non Residential programs in each region. Establish formal Non-Residential hazard assessment and control procedures that involve front line staff directly. Revise procedures to include documentation and signatures that non-residential staff in signed positions have received a copy of the site specific Hazard Assessment and Control Document pertaining to their assigned clients/ duties. (Relief staff orientations provided by phone bookings will continue to be documented in the C-Views system).

Actions: A draft of the Non-Residential Field Hazard Assessment pilot form was shared with non-residential staff to be im-

plemented in August. Discussed this pilot with members of H&S Committee.

Follow up / timelines: Pilot project in process, Stephanie M was given a copy to utilize when out at day program. Received feedback from Jacqueline and she noted there was no "tripping hazard" on the form.

Element 3: 3-1 Addition of 5 information sections specifying Safe Work Practices to the index section of the ICE Master Hazard Assessment and Control document (HACD).

3-2 Development of Terms of Reference for regional ICE Health and Safety Committees including membership requirements including member designates representing front line staff from both residential and non-residential programs.

Actions: 3-1 The selection of 5 new HACD Appendix topics has been completed and will be included in the 2018 Master HACD circulated in end of August.

3.5 Review of Master Hazard Assessment and Control Document:

2018 HACD was distributed to committee members and placed in binder. Reviewed pages 2 – 7. Working with People: no recommendations: Working Along: recommend changing the PC rating higher to a 4, which would then increase the priority rating to 1st. Meeting/Communication: no recommendations

Edmonton: The committee added a task – Making Coffee (large office machine) to the Master Hazard Assessment and Control document and worked through developing a new page for the Edmonton Office HACD. This will be added to the 2018 Site Specific document.

South: Review of the requirements of the residential site-specific documents done at the meeting. Also talked about the requirements as they relate to the staff working in non-residential settings.

Northwest: Reviewed Non-Res pilot forms and implementation.

3.6 Policy Review: 3.8.12 Smart Phones and Mobile Devices.

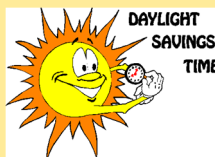
4.0 OTHER BUSINESS

4.1 ICE page Article Suggestions: Cannabis as this becomes legal October 17, 2018.

4.2 Upcoming trainings:

October 16, 2018, Home, Community and Cyber Safety for clients/staff presented by Calgary Police Services and November 20, 2018 presentation on Cannabis presented by Calgary Police Services

NEXT MEETINGS – November 15, 2018 at 10am
December Meeting—December 13, 2018 at 10am



Reminder: DAYLIGHT SAVINGS TIME

**SUNDAY November 4th, 2018
at 2:00AM**

**Clocks are turned BACKWARDS
1 hour**

Looking for Answers? Below are some online links you may find of assistance:

https://www.canada.ca/en/health-canada.html	Health Canada is responsible for helping Canadians maintain and improve their health. It ensures that high-quality health services are accessible, and works to reduce health risks.
www.ccohs.ca	The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the total well-being—physical, psychosocial and mental health—of working Canadians by providing information, training, education, management systems and solutions. It makes credible information about workplace hazards and conditions easily and widely accessible to all Canadians.
https://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957	Linking Albertans to a wide range of health information and service options.
https://work.alberta.ca/occupational-health-safety.html https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws https://work.alberta.ca/occupational-health-safety/resources.html	Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities. The OHS site provides access to a wide range of information bulletins and on-line training options

ICE Calgary Congratulates Long Term Employees!!!



ICE THANK YOU CARD INCENTIVE WINNER



Anoop M. was thanked by his Supervisor for reporting a hazard while out in the community at the swimming pool. Good Job! Anoop won a LED Gold Floor Lamp.

Other Thank You Cards :

Kendra F. received a Thank you card from her supervisor for reporting unsafe conditions while out in the community.

Dean K. received a Thank you card from his supervisor for his thoughtfulness in preparing a special meal that his client had always dreamed of.

Ruth A. received a Thank you card from her coordinator for accepting a shift with extremely short notice.

Angela R. received a Thank you card for going above and beyond in support provision for an ICE individual.

Staff	Years	Date
Donna M.	20	November 23, 1998
Janet Z.	13	November 24, 2005
Shafiquel A.	12	November 16, 2006
Melanie S.	10	November 25, 2008
Colleen D.	6	November 30, 2012
Sherry R.	2	November 1, 2016
Happiness B.	2	November 16, 2016
Raymel A.	2	November 29, 2016
Amr E.	1	November 5, 2017
Afere L.	1	November 6, 2017
Yetunde O.	1	November 6, 2017
Camille B.	1	November 20, 2017
Lindsey R.	1	November 20, 2017
Charlotte B.	1	November 22, 2017
Richlyn B.	1	November 22, 2017

Joint Health and Safety Committees at ICE

ICE has long had a joint Health and Safety Committee (HSC) in each ICE region committed to working together to identify and solve health and safety concerns at the worksite. Government OHS legislation (Bill 30) implemented in June of 2018 has required ICE to revise and enhance our previous HSC operations. ICE employees should be excited about these changes as the government has enhanced the opportunities for front line workers to learn about and be directly involved in health and safety in workplaces across the province. Below you will recognize many activities that ICE Health and Safety Committees previously fulfilled and some new roles and responsibilities.

Health and Safety Committees at ICE:

- There is an ICE HSC in 4 regions of the province including Edmonton, Calgary, Grande Prairie and Lethbridge. Health and safety concerns related to the North Central region are addressed through the Edmonton HSC.
- Regional HSC meetings are held monthly.
- HSC Meeting minutes are required to be recorded and circulated. These are posted at ICE offices and residential programs and published monthly in the ICE Page newsletter.
- Representation on each regional ICE HSC will consist of at least 4 members, with at least half representing workers. Meetings must meet quorum in order for the committee to make decisions.
- Worker representatives are selected by other workers for a term of not less than one year.
- Each regional HSC must have 2 co-chairpersons: the worker co-chair is chosen by worker members and the employer co-chair is chosen by employer members.
- The names and contact information of HSC members are posted where they can be seen by all workers. This includes office bulletin boards, residential program bulletin binders and circulation in ICE Page newsletters.
- Members are provided up to 16 hours of paid H&S training. (I.e. Incident Investigation, Hazard Assessment, Workplace Inspections).

Members of ICE Health and Safety Committees help:

- ICE respond to the health and safety concerns of employees,
- Assist to develop health and safety policies and safe work procedures,
- Develop and promote education and training programs (i.e. Promoting Safety),
- Participate in worksite inspections and investigations,
- Investigate worker reports of dangerous work and refusal to work.
- With health and safety orientations for new employees.



Want to Make a Difference? Learn new skills?
CANDIDATES FOR WORKER REPRESENTATION ON
THE ICE HEALTH AND SAFETY COMMITTEE ARE
URGENTLY NEEDED!



If I decide to let my name stand for election as a worker HSC representative what are the requirements?

- Submit your name for candidacy on the HSC by November 27th, 2018 by contacting your manager.
- Monthly attendance at scheduled Health and Safety meetings (Approximately 2- 2.5 hours paid),
- A firm commitment to participate on the committee for a minimum 1 year term.
- Completion of 16 hours of paid Health and Safety Training.
- Willing to participate in incident investigations, training development projects, site inspections. (All time spent on assigned Health and Safety activities will be paid time.)

ELECTION OF WORKER HSC REPRESENTATIVES WILL BE COMPLETED AT THE DECEMBER 6TH, ICE ANNUAL CHRISTMAS PARTY. WORKERS UNABLE TO ATTEND THE OPEN HOUSE EVENT MAY VOTE AT THE ICE OFFICE BY DECEMBER 27TH OR BY EMAILING KHRYSTYNA HERMAN AT khherman@icenterprises.com .

**You are invited to attend the
Annual Christmas Party
&
Awards Ceremony
hosted by ICE**

December 6th, 2018

11:30 am – 3:00 pm

Marlborough Park Community Centre
6021 Madigan Dr. NE, Calgary, AB



Ugly Sweater and Pizza Party
Lunch will be served at 12:00 pm
RSVP by November 30, 2018

**We will be having an
Ugly Christmas Sweater contest – wear your worst!**