

NOVEMBER 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

- **November 15th 2019–**
For all shifts worked between November 1st and November 15th.
- **December 2nd 2019–**
For all shifts worked between November 16th and November 30th

UPCOMING:

- **HEALTH AND SAFETY MEETING–** November 14th, 2019 at 1:30PM
- **RPAC MEETING–** November 12th, 2019 at 10:30AM

ICE PAGE

Making it Happen!– Supporting Social Inclusion

Gary is a courteous and well-spoken person who has been with the agency since 2011. Gary lives with his support home operator, Louie, and his family. Independence is one feature that make Gary stand out as an individual as he is able to get around his community with ease, something he enjoys very much!

Gary participates in many activities within the community. He is a part of several special “O” teams such as floor hockey and bowling, and he holds a job cleaning once a week at the Alberta College of Massage Therapy. Gary is an active and visible member of the community, working once a week at Peavey Mart and still finding the time to give back by volunteering at hockey games. When we first met Gary, he was somewhat nervous about holding a conversation with strangers; Gary now attends Toastmasters which has helped him become a much more confident person. Gary is very in touch with people’s feelings and is always polite and welcoming towards others.

When a new business moved in across from the ICE office, ICE staff advocated for Gary to become the new janitor as Gary always likes to keep busy. ICE staff assisted Gary in learning his new cleaning routine while providing support when he required it. Gary is a real team player and is often willing to step in when his co-worker is unable to do her shift. ICE staff also help Gary submit his invoices monthly.

Through the hard work and volunteering Gary has done, the communities’ view of adults with disabilities has been broadened. Gary shows us there is no limit to the positive contributions people can make to their communities.



Employee Spotlight



Louie has been a Support Home Operator with ICE since 2016. Louie supports Gary through helping him budget his paycheque and being a great advocate for Gary when he is in need of the extra support. Louie helps Gary navigate relationships and processes with his employers, banks, and family.

**ICE OFFICES WILL BE
CLOSED MONDAY
NOVEMBER 11, 2019 FOR
REMEMBERANCE DAY**



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

403– 819-0583

2.2.3 INFORMED CONSENT AND DOCUMENTATION REQUIREMENTS

**(Selected sections of ICE policy 2.2.3 are reproduced here, please refer to the Policy manual for the complete policies).*

1. Clients and/or their guardians have an absolute right to informed consent.
2. Informed consent is a free choice to participate in or to avail themselves of services offered by Independent Counselling Enterprises. In order to make this choice, clients and/or guardians must be informed of the full implications of the service including benefits, risks, costs and other pertinent information.
3. Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign a partial delegation of medical consent form and consent to administer medications that are also kept on the client's file. All documents are to be renewed annually.
4. Non-Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign consent to administer medications should medication delivery occur during service delivery. This form will be kept on the client's file. All documents are to be renewed annually.
5. Where release of health information is required the client / guardian must sign the agency Health Information Release Consent (HIA).
6. Clients and/or guardians can withdraw consent at any time. This decision must always be respected by Independent Counselling Enterprises employees. Should consent be withdrawn, employees are to notify their supervisor immediately and document the details of the situation in a contact note.

Updated May 2019

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.

<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

DAYLIGHT SAVINGS TIME

SUNDAY, November 3rd, 2019
at 2:00AM
Clocks are turned
BACKWARDS 1 hour



Referral Incentive

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!

ICE THANK YOU CARD INCENTIVE WINNER



Stephanie M received a Thank You card from her supervisor for reporting a hazard in the community. Stephanie won a Candiana Red Plaid Flannel 3 piece comforter set.

Thank you for your efforts in health and safety!

Other Thank You Cards

- ⇒ **Tarah M** received a thank you card from her supervisor for recognizing and mitigating a potential hazard in the community.
- ⇒ **Andrew I, David A and Randy D** received thank you cards from the booking coordinator for their patience and understanding with schedule changes.
- ⇒ **Abiola S and Esteban A** received thank you cards from the ECAT coordinator for their flexibility and willingness to pick up shifts with little notice.
- ⇒ **Sunday O** received a thank you card from the ECAT coordinator for confirming the start time of a relief shift with ECAT when he was unsure.
- ⇒ **Joanne H** received a thank you the ECAT coordinator for giving additional support to a relief staff.

ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Donna Mikl	21	November 23, 1998
Janet Zhang	14	November 25, 2005
Shafiqul Amin	13	November 16, 2006
Melanie Shuya	11	November 25, 2008
Colleen Dumas	7	November 30, 2012
Sherry Rose	3	November 1, 2016
Amr El-Borno	2	November 5, 2017
Afere Lesso	2	November 6, 2017
Bernadette Spence	2	November 6, 2017
Yetunde Oyerinde	2	November 6, 2017
Richlyn Billones	2	November 22, 2017
Jasmine Chopyk	1	November 6, 2018
Nova Lee Brown	1	November 20, 2018
Alaba Ogunsanya	1	November 22, 2018
Mamatha Vadakke Kara	1	November 22, 2018
Remya Bijo	1	November 23, 2018
Catherine Wadforth	1	November 26, 2018

Training

PET (Pre-Employment Training)

November 12-14, 2019

9:00am - 5:00pm

PBI (Proactive Behaviour Intervention)

November 15, 2019

9:00am - 5:00pm

Cerebral Palsy

November 19, 2019

1:00pm

Mission Possible Part 2: Winter Driving and

Fatigue

November 27, 2019

9:00am - 12:00pm

Sexual Assault and Responding to Disclosures

December 3, 2019

1:00pm - 5:00pm

HURT AT WORK?

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all work-place 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.

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/>

Health and Safety Meeting Minutes

October 17, 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- September 11, 2019 Meeting Minutes:

August 1, 2019 - Staff went to the doctor over a concern with the air quality. A GI was also submitted by another staff working in the area. Follow up included checking the thermostat. It was determined that the heat was on when outside it was hot and humid day. The thermostat was immediately turned down. Follow up included H & S Specialist contacting the landlord, who came in and ensured that the A/C was working.

Incident Investigation in Progress: Follow up included training all staff in the area on how to use the thermostat and ensure that it is on the proper settings and ensuring that vents are cleaned in the Edmonton Office and adding thermostat training to the Edmonton Office Orientation checklist.

Recommendations: "Ensure vents are clean" to be added to the Quarterly Office Inspection Checklist

August 2, 2019 - After staff noticed that the client was in possession of toys from other clients' rooms, staff brought this up with the client. The client got upset and kicked staff. Follow up included reviewing the client's positive approaches, reminding staff to keep distance from client, and finding the client activities for herself to do.

Incident Investigation in Progress: Staff shift reduced from 12 to 6 hours and 4 staff will work with the client instead of 2.

Recommendations: Further RPAC Involvement and review of PBI techniques, including ensure keeping a safe distance when client is agitated.

August 6, 2019 - Client became upset and hit staff on the arm and told her to go away. See August 2, 2019 incident for follow up.

Incident Investigation in Progress

Recommendations: Further RPAC Involvement and review of PBI techniques, including ensure keeping a safe distance when client is agitated.

August 7, 2019 - A staff's perfume scent caused another staff to have an allergic reaction, resulting in staff becoming ill. Follow up included a "Scent Free" poster being put up at the program.

Incident Investigation in Progress:

All staff to review that the program is scent free and this has been added to the site-specific hazard document, which is to be reviewed with all staff. Staff to also review the Health and Safety Article in the ICE Page on allergies, including safe work procedures to prevent allergic reactions.

Recommendations: Review of agency documentation to determine if scent awareness can be formally included.

August 8, 2019 - SHO was driving a client and while stopped at a red light, was hit by another car.

Incident investigation Completed.

Recommendations: SHO to avoid driving during rush hour.

August 18, 2019 - Client was eating quickly and staff advised her to slow down. The client started to hit the staff on the arm repeatedly. After supper, the client charged at the staff and started to kick and

punch her.

Follow up included reviewing the client's positive approaches, reminding staff to keep distance from client, and finding the client activities for herself to do.

Incident Investigation in Progress:

Staff shift reduced from 12 to 6 hours and 4 staff will work with the client instead of 2.

August 30, 2019 - The client asked about his birthday cake and staff stated they didn't know about it. The client then grabbed staff's hand and when staff was trying to free their hand, the client bit the staff's other hand and pushed staff towards the dining table where staff fell. The client was successfully redirected and 911 contacted.

Incident Investigation not incomplete.

Recommendations: Review PRP with staff and lifeline guidelines as well as further RPAC involvement.

South- September 10, 2019 Meeting Minutes

No Incidents to report.

Northwest- September 10, 2019 Meeting Minutes

No Incidents to report.

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

Edmonton – September 11, 2019 Meeting Minutes

August 19, 2019 - The smoke alarm went off in an apartment building and there were a lot of people getting off the floor and evacuating by going through the stairs to get outside and to the muster point. When staff attempted to hold the client back to ensure his safety, the client pushed the staff, causing staff to lose balance and almost fall. Follow up recommendations included to look at an alternate exit and to not hold the client's hand during a fire evacuation.

Incident Investigation incomplete.

Recommendations: Rather than holding the client back, use voice prompts to guide the client and practice this in drills; and further RPAC Involvement.

August 30, 2019 - Staff slipped on the slippery pavement while walking through a crosswalk, but didn't fall.

Incident Investigation in progress.

Recommendations: Encourage staff to wear shoes that have good treads and to be aware of hazards at all times. Review Policy 3.8.6 Dress, Hygiene and Grooming which addresses ensuring that staff have shoes with "non-skid/ slip resistant soles."

South- September 10, 2019 Meeting Minutes

No Near Miss Incidents to Report.

Northwest- September 10, 2019 Meeting Minutes

August 1, 2019 - Staff was cooking on the stove at shift change. Staff left kitchen to speak to other staff and grease on the burner from the previous night caught fire. Staff removed pot from burner and shut burner off. Staff reminded client that they need to clean up the stove after cooking.

Incident Investigation to be completed.

Recommendations: Staff to be reminded to check stove prior to cooking. Staff also reminded not to leave the kitchen while cooking.

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

September 3, 2019 - Contractors were busy in client's apartment. When contractors were finished, client and staff went back into the

apartment where client began to sweep their bedroom floor. After client was finished sweeping, staff took the broom and re-swept the room. The client became agitated and began yelling profanities at staff. Staff requested space from client. Client came toward staff with a raised fist and staff went into a defensive position. Client punched staff's arm and grabbed staff's hair and began to pull and continue to swing punches. Staff began to cry and client stopped. Staff went into hallway to call ECAT.

Incident Investigation Incomplete.

Recommendations: Staff to be trained on client's newly developed Planned Procedure. Staff to avoid power struggles with client (i.e.: re-sweeping the room).

3.3 Evaluation of near miss investigations.

September 9, 2019 - Staff chose two sets of clothing for client to choose from and client screamed, "No!" and raised their hand to hit staff. Staff reminded client not to hit and client replied, "yes." Staff then reminded client to plug in their iPad and client screamed and stated, "No!" and raised their fist once more. Staff again reminded client not to hit. Staff sat in a chair and reminded client of their activities for the next day. Client calmed. Follow-up: Staff was informed to plan activities for client to prevent boredom. Staff are to use client's visuals for transitions.

Incident Investigation Complete.

Recommendations: Staff to avoid sitting in a chair when client is agitated. Staff provide space to client upon noticing the client is agitated, staff encourage client to visually see their closet/dresser where clothes are kept to choose their clothing.

September 11, 2019 - Staff and client were on a bus when a community motorist struck the bus. Staff was not injured. Staff reported the incident to their coordinator. Follow-up: Staff and client were notified to sit on the bus where a handle is easily accessible to grab in case the bus driver comes to an immediate stop.

Incident Investigation Complete.

September 12, 2019 - Staff and client went into a facility for client's activities. Staff smelled a strong chemical smell that hurt staff's throat, lungs and later got a headache. Staff and client did not stay long at the facility and reported the incident the office. Two other staff on separate occasions also experienced the same incident. Follow-up: AHS was contacted to investigate the building as there was a total of 4 staff that have experienced the same chemical smell. AHS concluded that they could not find the same smell. Staff were reminded to leave the building when concern is noticed.

Incident Investigation Incomplete:

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: N/A;

none for September 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: N/A; none for September 2019.

3.5 COR Audit Review

Reviewed and discussed element 5. The committee also discussed the new competency checklist and how it will be piloted in the next month.

3.6 Hazard Assessment and Control document (H.A.C.D.) - Review section (and provide recommendation(s) for changes if needed): The Health and Safety Committee reviewed pages 8-12 in the HACD: **Driving**

- It is recommended to add, "AMA website," to the Administrative Controls.
- It is recommended to add, "cat litter or gravel," to the Engineering Controls.

3.7 Policy review- **3.5.6. Investigations of Internal Incidents/ Near Misses**

4.0 Other Business

- Ideas for upcoming ICE Page Articles:
- Emergency Drills - A Health and Safety Memo was sent out on August 21st with emergency drills and emergency procedures to be reviewed at team meetings over the next 12 months.
- COR Update - ICE's 2019 COR Internal Audit will begin on September 30, 2019. In total 74 Staff from Edmonton will be interviewed. Interviews with staff will take place between September 30, 2019 and October 4, 2019.
- Vacancy on H & S Committee - There is a worker vacancy on the Health and Safety Committee. Please contact Brigitte Y or Khrystyna H at the ICE Office for more information or if you are interested in joining the committee.
- Brigitte Y completed and passed COR Auditor Training. A Qualifying Audit will be completed in the Calgary Region within the next 6 months.
- Walk like a penguin posters were posted around the office areas
- Online FOIP training was completed by all office members.
- Inspections schedule: Committee members will be asked to attend the next EQA's when scheduled as well as RI's.
- ICE office staff members completed a drill on Workplace Violence, Harassment and Bullying by a client on October 11, 2019.

NEXT MEETING DATE: November 7, 2019 @ 1:30 p.m.

Want to Make a Difference? Learn new skills?

1 CANDIDATE FOR WORKER REPRESENTATION ON THE CALGARY ICE HEALTH AND SAFETY COMMITTEE IS URGENTLY NEEDED!

These are the requirements for a health and safety committee representative:

- ⇒ Submit your name for candidacy on the HSC by November 15th, 2019 by contacting Brigitte Yvon (CR Manager).
- ⇒ Monthly attendance at scheduled Health and Safety meeting (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 the required worker HSC representative will be complete by November 30th, 2019.

Workers may vote at reception at the ICE office or email their choice of representative to Brigitte.

Cold Versus Flu

What is the difference between a cold and flu?

Flu and the common cold are both respiratory illnesses but they are caused by different viruses. Because these two types of illnesses have similar symptoms, it can be difficult to tell the difference between them based on symptoms alone. Special tests that usually must be done within the first few days of illness can tell if a person has the flu. In general, the flu is worse than the common cold, and symptoms are more intense. The symptoms of flu can include fever or feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches and fatigue (tiredness). Colds are usually milder than flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations. The flu can have very serious complications. Although most people who get flu will recover in a few days to less than two weeks, but some people will develop complications (such as pneumonia) as a result of flu, some of which can be life-threatening.

How Can I prevent myself from getting sick?

1. Get Vaccinated. Everyone 6 months of age and older should get a flu vaccine every season. Vaccination is particularly important for people who are at high risk of serious complications from influenza. See People at High Risk of Developing Flu-Related Complications for a full list of age and health factors that confer increased risk. Flu vaccination has important benefits. It can reduce flu illnesses, doctors' visits, and missed work and school due to flu, as well as prevent flu-related hospitalizations. Information on flu clinics can be found on the Alberta Health Services Website: <https://www.albertahealthservices.ca/>

2. Avoid close contact.

Where possible, avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

3. Stay home when you are sick.

If possible, stay home from work, school, and errands when you are sick. This will help prevent spreading your illness to others.

4. Cover your mouth and nose.

Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick. Flu and other serious respiratory illnesses, like respiratory syncytial virus (RSV), whooping cough, and severe acute respiratory syndrome (SARS), are spread by cough, sneezing, or unclean hands.

5. Clean your hands.

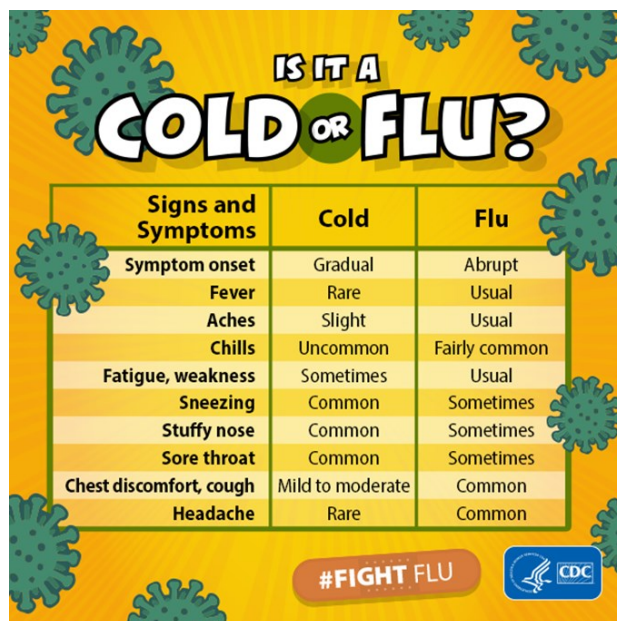
Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand sanitizer.

6. Avoid touching your eyes, nose or mouth.

Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.


7. Practice other good health habits.

Clean and disinfect frequently touched surfaces at home, work or school, especially when someone is ill. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.



Signs and Symptoms	Cold	Flu
Symptom onset	Gradual	Abrupt
Fever	Rare	Usual
Aches	Slight	Usual
Chills	Uncommon	Fairly common
Fatigue, weakness	Sometimes	Usual
Sneezing	Common	Sometimes
Stuffy nose	Common	Sometimes
Sore throat	Common	Sometimes
Chest discomfort, cough	Mild to moderate	Common
Headache	Rare	Common

#FIGHT FLU



Immunization protects you from disease. Get protected, get immunized.

- Vaccines make your immune system stronger by building antibodies, which help prevent diseases. Immunization is safe. It is much safer to get immunized than to get this disease.
- As staff, you should get vaccinated to protect the clients you care for and ensure that clients also get vaccinated to protect them.
- Starting Oct. 21, people will be able to receive the influenza vaccine at their local pharmacy.
- Influenza immunization is also given at Alberta Health Services (AHS) Influenza Immunization Clinics from late October to March 2020. To find local clinic schedules, visit www.ahs.ca/influenza or call Health Link at 811.

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

December 5th, 2019

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, 2019

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