

ICE PAGE

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

October 16th, 2017 – For all shifts worked between October 1st and October 15th

October 31st, 2017—For all shifts worked between October 16th and October 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING** –October 19th , 2017 at 1:30PM
- **RPAC MEETING**– , October 10th, 2017 at 10:00AM

Making it Happen!- Supporting Social Inclusion

Mahyoub is a very delightful man who has been with ICE since February, 2017. He and his family are new to Canada as they fled the war in Syria and migrated here in January of 2016. Mahyoub enjoys many activities like using his computer, taking apart and rebuilding electronics, going to airports and watching the planes take off and land, and helping others. Mahyoub speaks Arabic, and requires a translator when out in the community, ICE was able to match Mahyoub with a staff who could speak Arabic and who shares his cultural background.

Mahyoub, with the help of his staff, Omar, has worked hard to build new community connections. Goals for Mahyoub included integrating himself into Canadian culture by meeting others, learning to speak English, and taking on a volunteer position.

Mahyoub and Omar spent many hours researching volunteer opportunities within the Calgary Immigration Services. This service helps new immigrants find connections in Calgary. They also attended many job fairs available in the city. With Omar's ability to speak Arabic and translate and coach Mahyoub, they were able to find volunteer positions at the Calgary Food Bank, at World Heritage Day (at the booth representing Greece and Syria), Inter-

generational Day, and the Lilac Festival.

One barrier Mahyoub found frustrating at the beginning of his new life in Calgary was not being able to understand his peers out in the community as they all spoke English. Mahyoub has put in great effort and used strategies such as watching cartoons in English to help him learn many English words. In addition, Mahyoub and his staff have selected a new word in English everyday and together they have studied the pronunciation and meaning. Mahyoub has made many friends at the Calgary Food Bank by teaching them words in Arabic, while they share words in English. Mahyoub has made excellent progress in a very short period of time, and has assimilated to Canadian culture very well.

Omar

Mahyoub



Employee Spotlight

ICE would also like to recognize staff Omar Chammout for his tremendous work with his client. Omar's efforts to search out activities and opportunities that would integrate Mahyoub into Canadian culture have been inspiring. Omar's ability to translate all necessary information has proven a major element of Mahyoub's success. Omar has shown great dedication, an eagerness to learn and recently participated in our Certificate of Recognition audit. Thank you Omar!

Thank you to All 2017 Certificate of Recognition (C.O.R.) Audit Participants!

ICE management would like to extend a hearty thank you to all COR audit participants and the many staff working diligently for health and safety each day!

The ICE 2017 external COR Health and Safety audit has been completed and authorized by the Continuing Care Safety Association / Partners in Injury Reduction and we have our results. Two regions Edmonton and Calgary were involved in this year's external audit that included 20 observation tours, 4 contractor interviews, and 90 individual employee health and safety interviews. **ICE achieved a 98% score on the operation of our health and safety management system.** The COR report will now be distributed for staff review and inclusion in company Health and Safety binders at residential programs and ICE offices. In the coming months, ICE will develop and implement a COR Action Plan for the 2017 – 2018 year to address the audit recommendations and suggestions. All ICE employees are encouraged to review the 2017 COR audit results and to get actively involved in actions to further enhance health and safety at ICE. The COR auditor has requested that ICE pass along her sincere appreciation for the cooperation and positive attitude shown by ICE employees during the audit interviews and tours.

Influenza Season Is On Its Way!



Many people get sick with influenza each year, usually between November and April. As of mid-August, Australia has had almost two and a half more flu cases than last year. Experts are concerned the Northern Hemisphere may experience a similar increase in influenza this year.

What is influenza? Influenza is an infection of the nose, throat and lungs that is caused by a virus.

Influenza symptoms start suddenly and may include: fever, sore throat, runny nose, cough, headache, muscle aches, loss of appetite, and feeling tired. Pneumonia is the most common complication of influenza. Influenza can make other health problems worse. It is a serious disease – every year in Canada more than 12, 000 people are admitted to hospital and 3,500 die from influenza.

Best ways to prevent influenza:

- Get immunized.
- Wash your hands with soap and water or use an alcohol-based hand sanitizer often.
- Cover your cough or sneeze into your arm or a tissue, not your hand.
- Stay home when you are sick.

Where can I be immunized?

Influenza immunization is given at Alberta Health Services (AHS) Influenza Immunization Clinics, from late October to the end of March. To find local clinic schedules, visit www.ahs.ca/influenza or call Health Link at 811.

Many family doctors and pharmacists offer free influenza vaccines. Call ahead before visiting to find out if your doctor or pharmacist is offering the vaccine.

Individuals supported by ICE must provide an Alberta Health Services “Consent for Influenza Immunization” form when the parent/guardian is not able to accompany the supported person to the immunization appointment. These forms are available at ICE offices in all regions.



NEWLY DEVELOPED POLICY

Policy Review– 3.9.3 Video Surveillance

Independent Counselling Enterprises has authorized limited use of surveillance cameras to ensure the safety of employees and company equipment by deterring acts of theft, violence and other criminal activity, and increasing the likelihood that perpetrators of these acts will be identified. I.C.E. has created this policy to clarify use of video surveillance within the company and to assist in complying with federal and provincial privacy laws governing the collection of personal information.

1. The company has installed surveillance cameras in the following five locations at the Edmonton ICE office:
 - Outside the building at the front entrance to reception,
 - Inside the building in the reception area,
 - Outside the building at the entrance to Training Room 1.
 - Outside both (2) entrances at the rear of the building,
2. Each of these locations was chosen because of their increased potential for incidents of theft violence and other criminal activity. They are also areas where employee expectations of privacy are minimal. As staff work within the Edmonton I.C.E. office over the full 24 hour period each day, cameras will similarly record security images over a 24 hour period. All areas subject to surveillance will be identified by signs that are clearly posted at the entrance to that area.
3. At no time shall the cameras be used to monitor employee productivity or performance.
4. In the event of a reported or observed incident, the recorded footage may be used to assist in the investigation of the incident and may be turned over to law enforcement personnel, if appropriate.
5. At no time will persons other than those designated by I.C.E. management have access to the footage made in the course of surveillance. Personal information contained on the footage shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.
6. Footage from the surveillance cameras will be kept for a maximum of 1 month unless required for the purposes outlined in this policy. If footage has been used to investigate an incident, that footage will be retained for one year after a final decision is reached concerning the incident.
7. Old footage that isn't reused or recycled for surveillance will be shredded, burned, magnetically erased or otherwise made permanently unreadable by those authorized to do so.
8. Employees who fail to follow this policy or who use surveillance camera footage inappropriately will be subject to disciplinary action.

Developed August 2017

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



ICE Congratulates Long Term Employees!

Staff	Year	Date
Mohammed Ayedi	11	Oct 20/17
Beverly Jerrett	10	Oct 10/17
Rachel Niyiroranya	9	Oct 3/17
John Van Kasteren	8	Oct 22/17
Christina Leslie	7	Oct 14/17
Chinonye Nwachukwu	7	Oct 15/17
Olubokola (Bukky) Aroge	4	Oct 2/17
Josephine Estilong	2	October 14, 2017
Alice Githaiga	2	Oct 19/17
Cheryl Carter	2	Oct 27/17
Joseph Bogda	1	Oct 11/17
Justin Shumbusho	1	Oct 14/17
Donna Meister	1	Oct 17/17
Dwayne Sedgwick	1	Oct 18/17

Other Thank-you Cards Received for September Draw

Andrew I, Arjay A, Beatrice K, Beverly J, Bhupinder M, Brittany B, Cheryl C, Christina V, Jessica M, Margaret W, Omar C, Sheralee S, Sherry R, Tanya D, Theresa W and Vaishaliben D all received thank you cards for participating in the COR Audit interviews.

Jacqueline K received a thank you card for ensuring client safety while on a community outing



Raji Varugheses received a thank you card from her Personnel/Training Coordinator for participating in the COR Audit interviews . Raji won a Little Green Steam Machine.

T R A I N I N G

PET (Pre-Employment Training)

October 24th– 26th, 2017

9:00AM-5:00PM

PBI (Proactive Behaviour Intervention)

October 27th, 2017

9:00AM-5:00PM

Mission Possible– Winter Driving and Fatigue

October 17th, 2017

9:30AM-12:00PM

As described on the website

Client Safety Presentation (Community, Home and Cyber Safety) by Calgary Police Services.

October 18th, 2017

9:30AM-11:00AM

\$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!

**INDEPENDENT COUNSELLING ENTERPRISES
Health and Safety Committee Meeting Minutes
Calgary– September 13, 2017**

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

(July 2017 minutes) June 18th, 2017 - Client behaviour- Staff was in the kitchen and the client requested the keys for the residence. When the staff declined the client tried to take the keys from the staff's pocket. Staff reminded the client that such actions were not appropriate behaviour. Staff gave the client space. The client tried to push the staff and throw food at the staff. After sometime the client did calm down **Recommendations:** Provide the client their own set of keys for the residence- manager to follow up. Staff to ensure they use proper PBI techniques **Incident Investigation Completed Additional Recommendation:** Staff should retake PBI/CPI

June 23rd, 2017—Client Behaviour- staff picked up client from their day program and the client was visibly agitated. The staff tried to calm the client but was not successful. When driving the client was throwing food and items at the staff. Manager was called and the client was brought home and PRN was administered. **Recommendations:** Follow policy when transporting clients with behavioral challenges. Bring PRN out in the community and follow approved plans/protocols for administration. Ensure the client is sitting in the designated location as per policy. **Incident Investigation Completed Additional Recommendation:** Use alternative forms of transportation : i.e.: take bus, Staff should review policy 2.5.1 on behaviour management.

June 28th, 2017—Client came home from work (prep cook at a restaurant) agitated and tired. Client had access to a sharp knife set they own because of their job. The client took one of these knives and pointed at the staff and threatened to harm the staff. The client's medication had been recently decreased. The client is sensitive and stress can lead to agitation. Follow up - Client is now back on the medication. All sharps were removed from the residence and a risk assessment has been developed. **Recommendations:** Extra staff training. Consult with RPAC for ways to assist the client to develop coping strategies for work stress and fatigue. **Incident Investigation Completed. Additional Recommendation:** Advise staff to give client time to "un-wind" when they come home

(August 2017 minutes) July 5th, 2017—Client Behaviour- during medication time one staff passed a pen to another staff. The client present grabbed the pen and accused the staff of stealing his pen. Staff said that it was not the client's pen and they did not steal it. Client then took staffs cell phone and threw it. Client banged his hands on the wall and swore at the staff. **Recommendations:** Do not get into unnecessary power struggles with the client. Review risk assessment with staff and planned procedures. Keep personal belongings (i.e. cell phone) secured while on shift. Have one staff redirect the client into alternate activities while documentation is completed by the other staff. **Incident investigation completed. Additional Recommendation:** Staff should retake PBI.

July 7th, 2017 -Two clients along with support staff were invited by a neighbour to a wedding. The group arrived at the venue early due to transportation by DATS. While the clients were sitting in the shade one staff was assisting in setting up for the wedding. While trying to set up an arch the arch collapsed and it fell on the staff's foot. The staff's foot was seriously injured. **Recommendations:** Staff to ensure they remain focused on providing client supports rather than taking on additional community site duties. Foot wear was not stated in the report; this could have been a contributing factor to the injury. **Incident investigation completed.**

July 7th, 2017 -Client told staff that she wanted to go swimming after she was done work. The staff told the client maybe if there was time. When the client got home from work she was visibly

agitated. The client grabbed staff's arms hard and hurt the staff. Lifeline was pressed. **Recommendations:** Personal boundaries to be explained to client and reviewed with staff. Plan weekly times for swimming and other activities in advance with the client and put these on a calendar so expectations are clear. Review incident with RPAC for additional client support ideas. **Incident investigation completed.**

South (Incidents, Recommendations, Additional Recommendations):

No Internal Incidents to Report

Grande Prairie / Northwest (Incidents, Recommendations, Additional Recommendations):

No Internal Incidents to Report

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

Edmonton (Incidents, Recommendations, Additional Recommendations):

June 19th, 2017- Staff was cleaning and while wiping the counter and stove the staff felt pain in their eye. The staff was worried they had splashed cleaning chemicals in their eye. Staff went to the hospital and found out there was a cut on their eye. **Recommendations:**

Staff to use eye protection during cleaning activities to ensure no splash injuries occur. Near Miss Investigation Completed

July 6th, 2017- Staff and client were walking home. Client began running away and the staff followed the client. The client ran across the street and would not come back to staff. The staff caught up with the client crossing the road safely and the client tried to hit the staff but missed. The police were called. The client did calm down once at home. **Recommendations:** work with the client regarding road safety. Determine if this was the first incident of the behaviour and consult with RPAC. **Near Miss Investigation Completed.**

South

No Near Miss Incidents to Report

Grande Prairie / Northwest

No Near Miss Incidents to Report

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

None to report

3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations)**3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations)**

Section 8 – Program Administration

3.5 Review of Master Hazard Assessment and Control Document

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3.6 Policy Review

2.6.1 – Client Absence/A.W.O.L.

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions - change in weather, car maintenance

NEXT MEETING – October 19, 2017 at 1:30 pm

YOU ARE INVITED TO JOIN US FOR OUR HALLOWEEN CELEBRATION



11:30AM TO 2:30PM

OCTOBER 31, 2017

6021 MADIGAN DRIVE NE
(SMALL HALL)

PLEASE RSVP BY OCTOBER 25, 2017 @ (403) 219-0503

****Please note that we will be serving barbeque beef
on a bun and coleslaw for lunch**