

October 2018



ICE PAGE

CALGARY

ECAT

Employee & Client
Assistance Team

403-819-0583

Phones do not accept text messages— staff need to call ECAT.

INSIDE:

POLICY REVIEW	2-3
INFLUENZA	4
HEALTH & SAFETY MINUTES	5-6

TIME SHEET HAND-IN

- **October 15th 2018** –
For all shifts worked
between October 1st
& October 15th.
- **October 31st, 2018** –
For all shifts worked
between October 16th
& October 31st.

UPCOMING:

- **HEALTH AND SAFETY MEETING**
October 25th, 2018
at 10 AM
- **RPAC MEETING**
October 9th, 2018
at 10:30 AM

Making it Happen!- Supporting Social Inclusion

Bonnie

Bonnie is a happy and caring woman who knows how to advocate for herself. ICE staff have been supporting Bonnie since January 2014. After moving to Calgary, Bonnie set a goal to become employed. With the support of her ICE staff she was able to obtain an employment position at Value Village.

The process they completed to achieve employment for Bonnie took some effort. With the help of the Salvation Army, Bonnie and her staff developed a resume and cover letter.

ICE staff helped Bonnie to research positions that Bonnie would be interested in. Bonnie then applied to many

businesses within the city. Soon she got a call from store management at Value Village. Bonnie attended an interview supported by her ICE staff and a few days



**Bonnie at work at
Value Village**

later was offered a position as a Production Retail Clerk.

In her job role, Bonnie completes tasks such as sorting clothing, and

organizing shoes. She continues to receive support from her ICE staff who encourages and coaches Bonnie to assist her in building positive working relationships.

Management at Value Village keeps open communication with Bonnie, ICE staff and the ICE Coordinator and this network of communication has contributed to Bonnie's success.

Bonnie has been employed at Value Village for one year as of September 22, 2018.

This is a great accomplishment! Bonnie has gained a great deal of confidence and personal pride as a result of her achievement.

Fantastic job, Bonnie!



Nora de Leon

Employee Spotlight

Nora began supporting Bonnie in May of 2018 when Bonnie had already been working at Value Village for eight months. Nora is a reliable and caring person dedicated to ensuring Bonnie's continued success.

Thank you Nora, for all of the work that you do!

POLICY REVIEW

Excerpts from Policy 3.5.2 - WORKER RIGHT TO REFUSE DANGEROUS WORK & ASSIGNMENT OF RESPONSIBILITIES PART 2 (Please refer to the ICE Policy Manual for the full policy.)

B. Assignment of Responsibilities

The Employee / SHO has the responsibility to:

- Ensure the health and safety of themselves and others.
- Refuse work that the employee / SHO feels is a threat to his / her health and safety. This will be without penalty to the employee.
- Report unsafe or unhealthy conditions or any known workplace hazard to the employer / supervisor.
- Work in compliance with the agency's health and safety regulations and cooperate with their employer/ supervisor for the purposes of health and safety.
- Know their responsibilities and duties under legislation and comply with requirements.
- Refrain from causing or participating in violence and harassment.
- To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger. In the event of an injury the employee will follow all agency policies and procedures.
- Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the work the employee can safely complete.
- Report any known equipment or protective device that may be dangerous, missing or defective to the employer / supervisor.
- Practice Standard Precautions.
- Use all devices and wear all personal protective equipment (PPE) as directed.
- Not use or operate any equipment in a way that may endanger any worker or others present in the vicinity of the worksite.
- Not remove or disable any protective device.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.

The Supervisor has the responsibility to ensure:

- That they are competent and protect the health and safety of employees and others on the work site.
- That the supervisor and employees under their supervision work in accordance with ICE policy and procedure and applicable health and safety legislation.
- All health and safety concerns are reported to the employer.
- That the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.
- That the employee practices Standard Precautions.

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The

employee is advised of any known or foreseeable safety and health hazards in the area where the employee works.

- Workers are advised of all health and safety hazards.
- Every reasonable precaution has been taken to protect the health and safety of workers.
- To respond in a timely and effective manner to employees that decide the skill requirements for service provision exceed what they are able to safely do.
- To advise workers of all health and safety hazards ensure the employee has the appropriate medical / behavioral training prior to working a shift.
- To report any known workplace hazard to their employer.
- To ensure employees under their supervision are not subjected to or participate in violence or harassment at the worksite.
- Provision of written instructions when required, including measures and procedures to be taken for the employee's protection and control of hazards.

The Employer has a responsibility to ensure:

- Health and Safety leadership is visible and demonstrated through organizational health and safety standards, goals and objectives.
- The health, safety, and welfare of workers and other persons at the work site.
- Basic rights of workers including their right to refuse dangerous work, that they are protected from reprisal for exercising their right to refuse, and the employee has the right to participate in health and safety discussion or on the health and safety committee.
- Employees are aware of their rights and duties under legislation and are aware of any health and safety issues.
- Written health and safety policies are in place, available to employees and compliant with applicable legislation. ICE completes a formal policy review every three years.
- Workers are not subjected to or participate in harassment or violence.

POLICY REVIEW continued:

- Establishment of a joint work site Health and Safety Committee.
- Consultation and cooperation with the joint Health and Safety Committee and the resolution of issues in a timely manner i.e. 30 days.
- Workers must be adequately trained in all matters necessary to protect their health and safety including; training in work practices/procedures, how to safely use equipment, and how to select and use PPE.
- Those providing direction or supervision are competent.
- Regular inspections of worksites including equipment, materials and protective devices and completion of corrective actions as required.
- Hazard identification, assessment and documentation is completed for existing and potential hazards and updated ongoing. Methods are provided to control or eliminate hazards identified.

- Employees are involved in workplace hazard identification and assessment and in the control or elimination of hazards identified.
- Incidents are reported, investigated and followed up with corrective actions as required.
- Effective claims management in the event of an employee injury.
- Public safety at or in the vicinity of the work sites.

The Visitor/Contractor has the responsibility to:

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety and OHS legislation.
- To work safely and do nothing that increases the normal hazards to any persons at the worksite. (See **Policy 3.5.7 Visitors / Contractors**).
- Inform I.C.E. of any hazards arising out of their activities at the worksite and/or any uncontrolled hazard observed.

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

CONGRATULATIONS !

On behalf of Independent Counselling Enterprises, our warmest congratulations to Khrystyna Herman for recently attaining the status of Candidate for the Chartered Professional in Human Resources CPHR designation. As a CPHR Candidate, Khrystyna contributes to Canada's largest HR community, CPHR. Canada.



Plan ahead for
DAYLIGHT SAVINGS TIME
SUNDAY November 4th, 2018
at 2:00AM

Clocks are turned
BACKWARDS 1
hour



ICE OFFICES WILL BE CLOSED
MONDAY, October 8th, 2018

for the
Thanksgiving Holiday

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

403-819-0583



Health and Safety

Influenza – Prevention, Recognizing Symptoms and Treatment



General Information about Influenza

- ◇ Influenza is commonly referred to as the flu. It is a respiratory disease caused by a virus that affects the nose, throat and lungs. Influenza is easily passed from person to person.
- ◇ Seasonal influenza is the annual influenza that affects people in Canada during the winter, typically between November and April.
- ◇ Seasonal influenza viruses change slightly from year to year. Various strains of influenza virus circulate throughout the world each year and new strains can emerge and spread.
- ◇ Most healthy people are able to recover from influenza without severe complications.
- ◇ Antibiotics do not work against the influenza virus or any other virus. Antiviral medications may be used for treatment or prevention of influenza.
- ◇ Influenza lowers the body's ability to fight other infections. It can lead to bacterial infections, such as pneumonia, and even death especially in the elderly, children (6–59 months), pregnant women, indigenous people, and people with chronic medical conditions.
- ◇ Alberta has a free immunization program for all Alberta residents over 6 months of age that will launch in late October of 2019. Vaccinations will be available at Health Clinics and private pharmacies across the province. For information on clinics nearby and times they are open, go to ahs.ca/influenza.

In addition to immunization, there are other steps that clients and staff can use to protect themselves and their families from influenza including:

- ◇ **Respiratory and Hand Hygiene** – cover your coughs and sneezes and wash your hands often. Hand hygiene is the single most important way to stop the spread of germs.
- ◇ **Cleaning and disinfecting** – increase frequency of cleaning of high touch environmental surfaces.
- ◇ **Social Distancing and disinfecting** – Avoid attending work or social gatherings when you are sick. Keep at least a two meter distance (6-20 feet) between yourself and persons who show signs of being infected.

Recognizing Signs and Symptoms of Influenza

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.” This may include lips, finger nails, or toes ,
 - ◇ Repeated coughing – This doesn't 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 degrees C or 100 degrees F). Please note that for individuals over 50 years, temperature should be determined by **Basal Body Temperature Readings**
- * Any of these signs should, at least, indicate taking the individual to a Medical Center or doctor for medical assessment.

If you determine that the symptoms are severe or breathing is interrupted, phone 911 immediately.

**Preventing Flu...
Starring You!!**

Health & Safety Committee Meeting Minutes August 23, 2018 - Calgary

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): July 11, 2018

June 7th, 2018 a client with autism and communication challenges was travelling in the back-passenger seat with 2 staff to a psychiatrist appointment. When the client became agitated and self-injurious (attempting to open the vehicle door, striking their own face) the staff stopped the vehicle. They attempted to calm the client by taking a short break at a quiet restaurant. Within the restaurant the client became further agitated and self-injurious climbing under the table. Staff were concerned the client would strike their head and reached out to try to prevent injury to the client. The client grabbed staff's arm, struck and pulled them down on their knees. When the other staff attempted to assist they were scratched on the arm. 911 responded to provide assistance. Both staff and the client were provided medical assistance. The client has Positive Approaches in place.

Incident Investigation completed.

Recommendations: Review transportation support plans in place for this client. Transportation in staff vehicles may be too hazardous. Some early warning signs of client agitation were disregarded due to staff feeling pressure to keep the psychiatric appointment. Reassure staff that in the event of potential behavioural concerns it is wise to reschedule the appointment or consider arranging a teleconference. Collect data on client changes and share with the psychiatrist. Review PBI with staff - it is important to keep their distance until the client calms. Seek additional support from RPAC.

No Additional Recommendations.

June 12th, 2018 - An office staff member opened one of the doors to the top cupboard section of their desk and was arranging files in the cupboard. Their phone rang and as they turned their body to answer the phone they struck their elbow on the corner of the cupboard unit. Later their arm began to hurt and they sought medical attention.

Incident Investigation to be completed.

Recommendations: Be aware of your surroundings and potential hazards. For office phones - head sets are available and the phone systems take messages. Take your time when moving about in a small space.

No Additional Recommendations.

South (Incidents, Recommendations, Additional Recommendations): July 11, 2018

June 25, 2018

A client and staff had just returned from an activity. The client was calm and went to use the washroom. Staff heard a loud bang, when they went to check, they discovered that the client had punched the mirror. It broke leaving broken glass in the washroom. Staff cleaned up the glass very carefully using gloves and ensuring that no further injury

occurred to other staff or clients in the home. Client struggles with mental health challenges and this may have contributed to the incident.

Incident Investigation to be Completed

Recommendations: Continued RPAC involvement for the client. Regular review of Risk Assessment and Positive Approaches with staff.

Additional Recommendations: if replacing the mirror, look into non-breakable replacement.

Grande Prairie/Northwest (Incidents, Recommendations, Additional Recommendations): July 3, 2018

No Internal Incidents to Report.

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

Edmonton (Incidents, Recommendations, Additional Recommendations): July 11, 2018

No near miss incidents reported.

South (Incidents, Recommendations, Additional Recommendations): July 11, 2018

No near miss incidents reported.

Grande Prairie/Northwest (Incidents, Recommendations, Additional Recommendations): July 3, 2018

No near miss incidents reported.

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

July 19, 2018

Staff and client were dancing together with a group of others at the ICE BBQ. Staff noticed client getting extra energetic and losing self-control due to overstimulation. Staff asked client if she was done with dancing. Client stated yes. Staff turned from client and began to walk away from dancing area. Client then struck staff in the back of head causing concussion and neck strain.

Incident Investigation Completed

Recommendations: Continued RPAC involvement with client. Review of PBI skills with staff, i.e. not turning back on an escalated client. Break tables were implemented and were used, client and staff took frequent breaks outside of hall throughout party to help regulate client while still being able to participate in party. Review with staff positive approaches and management to provide more strategies for staff. Risk assessment currently being developed. Staff to attend CPI training.

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

July 17, 2018

Staff had a meeting outside of office and was scheduled to be back at office for 10:30 for a meeting. While walking up the stairs, staff tripped and hit side of ankle on the top step, staff did not fall as was holding onto the handrail. Staff reported they were rushing and had items in the free hand.

Near Miss Investigation Completed

Recommendations: Remind staff to take time when going up/down stairs and review with staff procedure of if going to be late for a meeting. Reviewed HACD ascending/descending stairs. When using stairs ensure staff has clear vision, and if need to carry items utilize a bag/backpack or make multiple trips if items

blocking vision. A sign was posted in the staircase landing “Be Careful Watch Your Step”

July 20, 2018

Relief staff was working with client in the community. Client was playing a game with staff from another agency and staff noticed client becoming overly excited which is a sign for this client becoming escalated. Staff tried redirecting client and called client's name. Client turned and grabbed staff's hair. Another staff asked client to "let go" and client immediately let go of hair.

Near Miss Investigation Completed

Recommendations: Continued RPAC involvement with client. Relief staff to shadow with regular staff for a minimum of 1 day prior to working shift alone with client. Review with staff positive approaches and management to provide more strategies for staff. Risk assessment currently being developed. All staff to be informed to tie back hair when working with client. Keep safe distance when next to client i.e. sit across from client rather than beside.

3.4 Certificate Of Recognition (COR) Audit

The committee reviewed implementation of assigned portions of the ICE 2017 – 2018 COR 1 year Action plan:

Element 1-1

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

Element 2

A draft of the non-residential pilot was shared with non-residential staff to be implementation in August. Discussed this pilot with members of H & S Committee.

Pilot project in process, awaiting feedback.

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.

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

3.5 Hazard Assessment and Control Document (HACD) Review:

2018 Hazard Assessment and Control Document will be handed out during next Health and Safety Committee.

Edmonton:

Hazard Assessment discussion was tabled for this meeting as the new HACD will be out soon.

South:

As noted above the Committee put forward their top 5 suggestions to be included in Appendix A of the Hazard Assessment and Control Document. Also discussed and reviewed the Non-Residential Section of the HACD.

Grande Prairie/Northwest

Reviewed pages 2-7 of the High Behaviour Section due to the Workplace Bullying/Harassment changes, Potential for Verbal Aggression, Potential for Property Destruction, Potential for Physical Aggression, Potential for Sexual Behaviours

3.6 Policy Review: Policy 3.5.2 Worker Right to Refuse Dangerous Work and Assignment of Responsibilities

4.0 OTHER BUSINESS:

4.1 ICE Page Health & Safety Article suggestions – Winter driving, when is it safe/unsafe for staff to drive during winter.

4.2 ICE Page Health & Safety Article suggestions – Air advisory (i.e. smoke due to wild fires) how do we determine if it is safe/unsafe to be outside and what can staff do.

5.0 Next meeting – October 25th 2018 at 10:00 am.

PET (Pre-Employment Training)

October 23rd - 25th, 2018

9 am -5 pm

As described on the ICE website

Home, Community and Cyber Safety for Clients

October 15th, 2018, TIME: TBA

NOTE: 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.

TRAINING



Mission Possible

(Driving Safety Awareness)

Part 1— Winter Driving and

Fatigue

October 17, 2018,

9:00 am—12 noon

(Note: Both Part 1 and Part 2 of this training must be completed for course credit.)

PBI (Proactive Behaviour Intervention)

October 26th, 2018

9 am - 5 pm

As described on the ICE website

Workplace Violence, Bullying & Harassment Training

October 10th, 2018

9 am - 12 pm OR 1 pm - 4 pm

October 30th, 2018

9 am - 12 pm OR 1 pm - 4 pm

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 THANK YOU CARD INCENTIVE WINNERS

Joyce Dewayne was thanked by her Supervisor for reporting a hazard while out in the community. Good Job! Joyce won a Serta Queen Size Duvet.

Other thank you cards:

Kendra F. received 2 thank you cards from her supervisor for reporting unsafe conditions while out in the community.

Bill D. received a thank you card from his supervisor for assisting his client to successfully participate in a fire drill at Wal-Mart.

Jacqueline K. received a thank you card from her supervisor for reporting a hazard while out in the community.

Christy V. received a thank you card from her supervisor for reporting a faulty household appliance and replacing it in a timely fashion.

Stephanie M. received a thank you card from her manager for reporting a concern with a household appliance.

Jeff S. received a thank you card from his coordinator for accepting a shift with an extremely short notice.

Angela R. received a thank you card for going above and beyond by completing extra paperwork.

Aji M. received a thank you card from her coordinator for doing an extra “spring” cleaning and hosting a baby shower on behalf of her client.

ICE Calgary Congratulates Long Term Employees!!!



Staff	Years	Date
Mohammed A.	12	October 20, 2006
Bev J.	11	October 10, 2007
Rachel N.	10	October 3, 2008
John V.	9	October 22, 2009
Christina L.	8	October 14, 2010
Olubokola A.	5	October 2, 2013
Josephine E.	3	October 14, 2015
Alice G.	3	October 19, 2015
Cheryl C.	3	October 27, 2015
Justin S.	2	October 14, 2016
Dwayne S.	2	October 18, 2016
Amber M.	1	October 16, 2017

You are invited to our annual
Spook-tacular
Halloween Party



**Monday October 29th, 2018
1pm – 3pm**

Marlborough Park Community Hall

**6021 Madigan Dr. NE, Calgary, AB
Snacks and drinks provided.**

RSVP by October 23, 2018 - 403-219-0503