

OCTOBER 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

- **October 15<sup>th</sup> 2019**—  
For all shifts worked between October 1<sup>st</sup> and October 15<sup>th</sup>.
- **October 31<sup>st</sup> 2019**—For  
all shifts worked between October 16<sup>th</sup> and October 31<sup>st</sup>

### UPCOMING:

- **HEALTH AND SAFETY MEETING**— October 3<sup>rd</sup> at 1:00 PM
- **RPAC MEETING**—  
October 22<sup>nd</sup> at 10:30 AM

# ICE PAGE



## Making it Happen!- Supporting Social Inclusion

### Melissa

Melissa started with ICE Calgary in 2008 and has been working with her staff, Shelly, for over 2 years. Melissa is a kind young lady who enjoys participating in as many different activities as possible. During her day program she has enjoyed unique activities which include going on a tour of a luxury soap factory in Canmore, visiting free concerts downtown each week, a tour of the Yamnuska Wolf Dog Sanctuary, social skills classes, and visiting the kittens at the Regal



Cat Café. Melissa also loves checking out new restaurants around Calgary with Shelly.

Melissa is also enjoying working on her goal of learning to cook new meals. So far Melissa has made quiche, tiramisu cake, and even put on a Mother's Day High Tea for her family. She also enjoys bird watching using her binoculars and participated in counting the Fall Migration of Golden Eagles in Kananaskis Country. She also loves Fish Creek Provincial Park, specifically the history of the park.

Melissa has volunteered at the Calgary Food Bank for 8 years and recently became interested in obtaining a part-time paid job. Melissa and Shelly approached Good Will to apply for a job, unfortunately no positions were available. However, with Shelly's advocacy, Melissa was offered a volunteer position in the interim. This opportunity has the potential to turn into paid employment! Melissa is glad to have some more experience to add to her resume.

Most recently, Melissa obtained a casual paid position doing deliveries with "Anthony At Your Service" and is excited to begin this new opportunity.

Great work Melissa!

### Employee Spotlight

Shelly has been with ICE for 4 years and is a strong advocate for her client. Shelly enjoys taking new trainings at the office and building on her skills. Shelly is full of creative ideas for activities for her client and says her favourite part of her job is discovering new places in and out of the city such as Bar U Ranch and Yamnuska Wolf Dog Sanctuary.



### **PET Changes**

*\*(Selected sections of ICE policy 2.2.2, 3.9.1, & 3.9.2 are reproduced here, please refer to the Policy manual for the complete policies).*

#### **2.2.2 CLIENT CONFIDENTIALITY**

I.C.E places high priority on the right to confidentiality pertaining to client personal information.

Confidential information is collected, used, disclosed, and disposed of as per **Policies 3.9.1 Site Security and 3.9.2 Information Security.**

All employees must sign the Standards of Confidentiality.

All agency owned computers are protected by server access passwords and screensaver passwords.

Confidential client information will not be posted online or saved on employees' personal electronic equipment.

Personal cell phones are not to be used to conduct agency business. Authorized use would only be in the case of an emergency.

If transporting client information, only transport what is required.

Employees may carry documentation (i.e. contact notes, time sheets, critical and general incident forms etc.). They are to keep this documentation as anonymous as possible by only including the client's first name and the first three letters of the last name.

Confidential information will not be left in an unattended vehicle.

#### **3.9.1 SITE SECURITY and 3.9.2 INFORMATION SECURITY**

Security items in all residential settings will be reviewed as part of the Environmental Quality Audit and Monthly Safety Checklists.

Offices are secured after hours by monitored alarm systems.

Client and employee files are stored in a secure location.

Employees will receive an orientation to the security of the location in which they are working.

Information Technology Security: All information of a sensitive nature must be password protected.

All information security breaches are to be reported to the Regional Manager/Chief Operating Officer / President as soon as they occur.

## **ICE OFFICES WILL BE CLOSED MONDAY, OCTOBER 14<sup>th</sup> FOR THANKSGIVING**



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

**403-819-0583**

### **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:

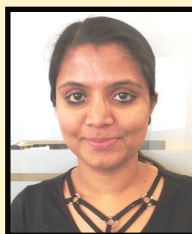
<https://www.td.com/ca/en/personal-banking/branch-locator/>

⇒ To book an appointment online:

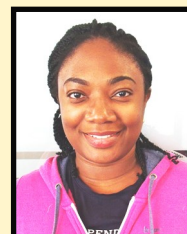
<https://www.td.com/ca/en/personal-banking/products/saving-investing/>

### **Referral Incentive Recipients**

**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!**



**Remya B**



**Vera Z**



**Caroline N**

## ICE THANK YOU CARD INCENTIVE WINNER



Desiree S received a Thank You card from her supervisor for going above and beyond to move her client out of an unsafe living situation into her new safe home. Desiree won a Kitchen Aid Hand Blender.

Your efforts for client care are appreciated!

## Other Thank You Cards

- ⇒ **Joyce D** received a thank you card from her supervisor for going above and beyond to move her client out of an unsafe living situation into her new safe home.
- ⇒ **Greta W** received a thank you card from her supervisor for identifying a hazard at the client's workplace.
- ⇒ **Tarah M** and **Kendra F** received thank you cards from their supervisors for reporting potential hazards while in the community with their clients.
- ⇒ **Aji M** received thank you cards from her manager and the booking coordinator for picking up a last minute shift during a stressful time.
- ⇒ **Jeff S** received a thank you card from his supervisor for being flexible with his schedule to accommodate his client's request to attend the Labor Day Classic Football game.
- ⇒ **Beatrice K** received a thank you card from the ECAT supervisor for her flexibility in switching her shift.
- ⇒ **Eloghosa O** received a thank you card from the ECAT supervisor for suggesting a potential relief staff to fill a shift at the last minute.
- ⇒ **Marissa B** received a thank you card from a coordinator for going above and beyond advocating and assisting a relief client during a stressful situation.
- ⇒ **Bukky A, Ruth A, Harmanjeet K** and **Elise R** received thank you cards from a new co-worker for making her feel welcome and helping her to adjust to her new position.
- ⇒ **Tanya D** received thank you cards from 2 staff for welcoming them into the home and helping them to adjust to their new positions.

## Training

### PET (Pre-Employment Training)

October 7—9, 2019  
9:00am - 5:00pm

### PBI (Proactive Behavioural Interventions)

October 10, 2019  
9:00am - 5:00pm

### Promoting Safety

October 18, 2019  
9:30am - 1:00pm  
Grace Baptist Church Airdrie, AB

### Mission Possible Part 1 Winter Driving and Fatigue

October 29, 2019  
9:00am - 12:00pm

## HURT AT WORK?

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

## 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>

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

<https://work.alberta.ca/occupational-health-safety/resources.html>



## **Health and Safety Meeting Minutes Sept. 12, 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- August 7, 2019 Meeting Minutes**

**July 4, 2019** - Client went to the liquor store and purchased beer, which the client then consumed at home and became intoxicated, in spite of staff's attempted redirection. While staff was completing paperwork, client came towards staff aggressively, pushed staff by the arms and grabbed the papers from her hand and spit on the papers. The client was verbally aggressive, yelling racial slurs at staff and flipped the couch upside down. Staff contacted police by pushing the lifeline panic button in the home. Follow up included: follow up with psychiatrist; encourage client to seek addictions counselling; review client's positive approaches, lifeline procedures, and crisis plan with all staff, as well as ensuring that when client becomes aggressive, for staff to remove themselves from the situation and maintain a safe distance.

#### **Incident Investigation incomplete.**

**Recommendations:** If possible, don't complete paperwork in presence of client. Further RPAC involvement regarding harm reduction strategies for client consuming alcohol.

**July 10, 2019** - Client joined a neighbor to have a cigarette. Staff was watching them when they noticed staff and client approaching him. The neighbor then came inside the house and started assaulting staffing and choking him. The neighbor seemed intoxicated. Staff was able to escape the choke and contact police. Neighbor again approached staff and started choking him. Police came and arrested the neighbor, who was still yelling obscenities at the staff. Follow up: Client is to be accompanied while having a cigarette, and will be directed to the front of the program to smoke; doors at the program to be locked at all times; talk to client about safety in the neighborhood and appropriate interactions with strangers.

#### **Incident Investigation incomplete.**

**Recommendations:** Health and Safety Committee to ensure that the 2019 HACD covers this hazard. Edmonton Health and Safety Committee reviewed and confirmed that hazard is covered in General Section of the HACD – pages 16-17 "Accessing Community" as well as controls under Appendix A #6 - Strategies for Community Safety.

**July 13, 2019** - While on the bus, the client wanted to grab the staff's fingers very hard. Staff tried to redirect, but client persisted. When staff removed their hand, the client got angry and attempted to hit the staff in the chest. Staff avoided the punch and tried to give the client some room, however the client moved towards staff and bit staff on the shoulder. Staff contacted ECAT, who directed staff to go back to the client's home. Follow up includes: Staff will no longer be working with the client as there have been negative interactions with staff in the past; staff moved to another program; staff to review client's PRP.

#### **Incident Investigation incomplete.**

**Recommendations:** Further RPAC involvement as required.

**July 14, 2019** - The client was aggravated during the day and hadn't eaten lunch yet. He calmed down and was napping when staff came in to change his adult undergarment. As staff was changing the client, he rolled over and hit staff in the eye. Once the personal care was finished, the client went to eat his lunch. Follow up included reviewing with staff: PBI and to avoiding personal care when the client is agitated; following the client's Positive Approaches and being aware of stressors identified in them; and reviewing the client's risk assessment.

### **Incident Investigation incomplete.**

**Recommendations:** Announce presence of staff and ensure that client is calm and awake prior to completing any personal care.

**July 24, 2019** - Client turned off A/C, but staff advised him that if it was too low, the apartment would get too warm. The client became physically aggressive and told staff to get off the couch or he will roll it over. The client then began pulling on the couch. When staff tried to move away, the client hit staff twice on the chest. Staff pressed the lifeline panic button. When staff advised the client that the police had been contacted, the client became apologetic. Police responded and spoke to the client that if continued to be physically aggressive, they would have to arrest him. The client then calmed down.

#### **Incident Investigation incomplete.**

**Recommendations:** The apartment should be kept at the comfort level of the client as opposed to the staff (as long as it is a safe temperature for staff) and staff should avoid, if possible, getting into a power struggle with the client.

### **South- August 6, 2019 Meeting Minutes**

There were no incidents to report.

### **Northwest –August 6, 2019 Meeting Minutes:**

**June 3, 2019** - Staff was driving client to the program on a lightly travelled road returning from an outing. Staff slowed as she approached the intersection and the vehicle following her struck her rear end. No injuries.

#### **Incident Investigation to be completed.**

**Recommendations:** Safe driving policies were discussed with staff. Staff encouraged to choose most direct path to and from destinations.

**June 25, 2019** - Staff was putting laundry away and entered the washroom to put away towels. Staff slipped on a wet patch on the floor and struck her knee. It appears that the client who exited the washroom just prior did not use the toilet effectively and the bathroom floor should have been cleaned prior to staff putting away laundry as this is a known issue.

#### **Incident Investigation to be completed.**

**Recommendations:** Staff reminded to check washroom for cleanliness upon client exit. And to ensure bathroom floor is kept dry and clear of obstructions.

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

### **Edmonton- August 7, 2019 Meeting Minutes**

**July 16, 2019** - Client became agitated and complained about the cleanliness of the house and then became physically aggressive and grabbed the staff's leg, dragged him and took off the staff's shoe. Follow up included: Staff review client's positive approaches; maintain safe distance while client is agitated; and remind client to use dialogue and not physical aggression to avoid future conflict.

#### **Incident Investigation incomplete.**

**Recommendations:** Review PBI techniques and ensure that staff chore lists are being completed.

**July 20, 2019** - After escalating in the community earlier, the client came out of her room and smashed a glass by throwing it on the floor. She ensured that she broke it into little pieces. She stated that she doesn't want a new roommate. Follow up included: redirection; psychotropic PRN given; and possibly move up psychiatric visit.

#### **Incident Investigation incomplete.**

**Recommendations:** Change glassware plates and cups to plastic ware.

### **South- August 6, 2019 Meeting Minutes**

There were no Near miss incidents to report.

### **Northwest –August 6, 2019 Meeting Minutes:**

There were no Near miss incidents to report.

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

**July 31, 2019** - Client asked staff if they could open the mailbox, however client had dirty hands. Staff provided client with the choice of washing their hands prior or have staff open it for them. Staff opened the mailbox and as staff and client approached the elevator staff reminded client to provide them with space. Client waited until the elevator doors closed and struck staff on the face with the mail they received. Staff contacted ECAT for support. Follow-up: Planned Procedure complete. Consultation with RPAC. Mailbox key was detached from staff's key bundle and placed in locked medication cabinet. Discuss strategies at team meeting.

#### **Incident investigation complete.**

**Recommendations:** It is recommended that staff carry hand sanitizer or Lysol wipes.

**August 22, 2019** - Client and staff were completing an activity at a facility. Staff noticed a strong chemical smell in the building that caused staff to get a headache. Staff and client went outside the building momentarily, and staff's headache was relieved. When staff and client went back into the building, staff got a headache once more. When staff left the building for the day staff had sore throat and headache for about 1 hour after leaving. Follow-up: Coordinator contacted building management.

#### **Incident investigation in process.**

**Recommendations:** It is recommended that staff call the ICE office when new hazards are noted. It is also recommended that once staff was aware that the chemical smell was affecting staff's physical health, that they find other activities for the day or relief staff could complete shift with client.

**August 27, 2019** - Client asked for staff assistance. When staff provided the client with the assistance, the client began to name call and use profanity toward staff. Client then threw their un-lit cigarette at staff. When staff went to pick up the cigarette, client struck staff on the arm. Staff was not injured. Follow-up: Staff to provide client with space when initial signs of agitation present. Staff to be vigilant with client's body language prior to assisting client.

#### **Incident investigation complete.**

#### **3.3 Evaluation of near miss investigations.**

**July 10, 2019** - Client had just finished shopping for a toy and staff and client were headed to the c-train to complete further activities. As staff and client approached the train, the client seemed to become upset and began rocking their wheelchair in attempt to hit staff. Staff attempted to remind client of the plans for the rest of the day, however, this caused client to escalate further. When staff asked client if they would like to go home, the client agreed. Follow-up: Consult with RPAC. Staff to suggest that client remain home when guardian states that client isn't feeling well.

#### **Incident investigation complete.**

**Recommendations:** Staff to utilize client's visual's in client's positive approaches to communicate.

**August 1, 2019** - While client was on the phone, they noticed staff writing on some documentation. Client seemed to be upset by this and began to point and walk toward staff. Client name called and use profanity toward staff. The client attempted to grab the document from staff's hands while yelling at staff. Staff pressed the panic button and stepped out into the hallway for some space. Follow-up: staff was reminded to complete client documentation while client is asleep. Consult with RPAC. Staff reviewed client's positive approaches.

#### **Incident investigation complete.**

**August 26, 2019** - Staff went to check how the client was doing in their room and asked how their movie was. Client screamed and threw the iPad at staff; however, the iPad did not hit the staff. Staff found that the iPad was uncharged. Staff provided client with space. Staff reported the incident. Follow-up: Consultation with RPAC committee. Staff will ensure iPad is always charged.

#### **Incident investigation complete.**

#### **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 August.

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: August 2, 2019 Stephanie M completed a random inspection with one other participant.

#### **3.5 COR Audit Review**

Reviewed and discussed element 4. COR audits were also discussed

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 4-7 in the HACD:

#### **Working Alone**

It is recommended to add the, 'Field Level Hazard Assessment,' document in the administrative controls

It is recommended to add, "staff injury and client unable to assist staff," in the physical hazards.

**Communication (clients, guardians, funders, or other persons associated with service)**

It is recommended to add, "driving," in the physical hazards.

It is recommended to add, "mediator," in the administrative controls.

#### **3.7 Policy review- 3.6.2 Confidentiality of Employee Records and Information.**

#### **3.0 Other Business**

Health and Safety Training updates: New member of Health and Safety Committee Desiree S will need to complete CCOHS HSC training, incident investigation training, HACD, and workplace inspection training.

All Health and Safety members will also complete the Promoting Safety training. Stephanie M completed Promoting Safety Sept 11, 2019

3.1 Ideas for upcoming ICE page articles: Neighborhood Safety

3.2 Hazard Assessment and Control document: Calgary region's residential HACDs are completed. Office HACD completed.

3.3 HSC reviewed Terms of Reference

**NEXT MEETING DATE:** October 3, 2019 @ 1:30 p.m.



## Certificate of Recognition (C.O.R.)

Our annual C.O.R. audit is set to start September 30<sup>th</sup>, 2019. This year's audit will be completed in Grande Prairie and Edmonton by our certified internal C.O.R. auditors. It will involve interviews with 84 ICE staff as well as workplace observation tours, documentation review and contractor interviews. This process is important to ICE management, employees, clients and community partners.

**What is the COR program all about?** A Certificate of Recognition (COR) is awarded to employers who voluntarily develop health and safety management systems that meet established standards. Certificates are issued by the Alberta government and are co-signed by the Alberta Association for Safety Partnerships. Achieving and maintaining a valid COR allows employers such as ICE to qualify for financial incentives through the Worker's Compensation Board's Partnerships in Injury Reduction program. ICE management develops a vision of what health and safety should be for our company in order to manage risk. ICE has chosen to participate in the Certificate of Recognition (C.O.R.) Program to ensure continuous improvement of our Health and Safety systems. We have maintained our commitment to this goal and our COR certification for over 15 years.

### **What are the benefits of having a COR?**

Having an effective health and safety management system in place assists to minimize injuries and illnesses to employees involved in the work of ICE. Achievement of a Certificate of Recognition demonstrates that ICE has excellent Health and Safety systems in place and is consistently striving to improve them.

### **What happens after the audit?**

The on site audit is only the first step in the C.O.R. process each year. The real work begins after the audit. From the audit information a comprehensive report is generated and submitted for approval to the Continuing Care Safety Association. The ICE C.O.R. audit report identifies areas where the company's Health and Safety Management System can be improved and then the work begins to address these areas. Annual C.O.R. action plans may involve development of new safety procedures, additions or revisions to policy and/or documentation and training initiatives.

### ICE Calgary Congratulates Long Term Employees!!!

Staff	Years	Date
Mohammed A	13	October 20, 2006
Beverley J	12	October 10, 2007
Rachel N	11	October 3, 2008
John V	10	October 22, 2009
Christina L	9	October 14, 2010
Olubokola (Buky) A	6	October 2, 2013
Josephine E	4	October 14, 2015
Justin S	3	October 14, 2016
Dwayne S	3	October 18, 2016
Jared U	1	October 1, 2018
Mariamol (Maria) G	1	October 2, 2018
Geethu M	1	October 2, 2018
Mary M	1	October 30, 2018
Cynthia (Cindy) K	1	October 31, 2018
Hyder S	1	October 31, 2018
Harmanjeet K	1	October 31, 2018



### **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 2019. To find local clinic schedules, visit [www.ahs.ca/influenza](http://www.ahs.ca/influenza) or call Health Link at 811.

**You are invited to our annual**  
***Spook-tacular***  
**Halloween Party**



**Games, Music and Treats**

**October 30, 2019**

**10:30 am – 12:00 pm**

**Penbrooke Meadows Community Association**

**6100 8th AVENUE SE - MAIN HALL**