

ICE PAGE

CALGARY

2014

Contents:

Reporting Work Related Injuries, Illnesses and Near Misses - Pg 4

POLICY REVIEW

3.5.9 HAZARD ASSESSMENT AND CONTROL DOCUMENT - Pg 5

TIME SHEET HAND-IN:**September 15th, 2014**

For all shifts worked between Sept. 1st and Sept. 15th, 2014

September 30th, 2014

For all shifts worked between Sept. 16th and Sept. 30th, 2014

REMINDER - Pay stubs are available for pickup during ICE office hours.

Team Leader Meeting

September 3rd, 2014 @ 1:30 pm

Health and Safety Meeting

September 17th, 2014 @ 1:30 pm

RPAC Meeting

September 18th, 2014 @ 1:30 pm



ECAT

Employee & Client Assistance Team

403-819-0583

after office hours

Employee Spotlight

Cyril

Cyril came to work for ICE in April, 2013 when he moved to Calgary from Southern India. Cyril's ICE supervisor describes Cyril as hard working, reliable, and diligent. He is always demonstrating initiative. Ask Cyril's clients to describe him and you receive big smiles, lots of laughs and heaps of positivity.

Cyril received a degree in Social Work while living in India and he has previous experience in counseling. He says that when he came to Canada he knew he wanted to help people with disabilities. He likes to spend



time with ICE clients supporting them to meet their goals, and ensuring that they are happy.

Initially, Cyril started his employment at ICE providing support to many clients both in residential homes and day programs as a dependable relief staff. Currently Cyril supports two clients on a regular basis as well as continuing to work many relief shifts for ICE. He is always eager to help and enjoys being with the clients.

When Cyril is not at work he loves to listen to music. He also loves to travel to places like Banff and spend time with his wife and two daughters. Thank you, Cyril, for your dedication and commitment to ICE.

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
Linna Roem at 780-453-9664

ICE offices will be closed

Monday, September 1st, 2014

for

Labour Day

Please direct all calls to the Employee Client

Assistance Team for this day.



**HAVE YOU MOVED ?
HAS YOUR PHONE
NUMBER CHANGED?**

It is important to advise the
ICE office of any address or
contact changes.

Client Success Story
Ryan

Ryan is a friendly enthusiastic man with broad interests. He has received support services from I.C.E. residentially for the past 13 years. Ryan is helpful by nature and he is quick to assist around his home. He likes to help with basic household repairs and meal preparation activities. In addition Ryan enjoys spending time outdoors completing yard maintenance chores such as mowing the lawn and shoveling snow as the seasons require. He also likes gardening for fun.

Ryan is currently employed at the North Refund Center where he sorts bottles for recycling. Ryan enjoys his work and loves to talk about his time there. In 2014 he received an 'Alberta Society for Citizens with Disabilities Milestones to Achievement' award. Ryan was very excited



about this and his family, friends and staff were very proud of all Ryan's hard work.

In his spare time Ryan likes to listen to music especially country singers. His favorite of all time is Johnny Cash. He is also a weather enthusiast and he enjoys keeping on top of local weather forecasts and ensuring his roommates are informed and up to date on what is happening. Ryan values his independence and

likes taking time to ride his bike and enjoy city community activities, festivals and events.

Ryan maintains strong family ties. His family lives outside of Edmonton and during the summer he loves to visit. On these trips some of Ryan's favorite activities are riding quads and going fishing.



**ICE Calgary Congratulates
Long Term Employees!!!**



STAFF	YEARS	DATE
Annette I.	14	Sept 22nd
Dianne S.	11	Sept 2nd
Mussie G.	10	Sept 16th
Theresa W.	10	Sept 16th
Stephanie N.	9	Sept 6th
Carol H.	8	Sept 28th
Tammy S.	5	Sept 1st
James M.	6	Sept 18th
Abby I.	2	Sept 2nd
Jasmine H.	2	Sept 25th
Edwin J.	1	Sept 11th
Heather D.	1	Sept 30th

Employee 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!

Calgary ICE Moments!

August Incentive Thank-you Card Draw Winner

Gina Lopez received a thank you card for attending extra Health and Safety Training at the office.

Other Thank-you Cards Received for August's Draw

Theresa Walker, Shafiqul Amin and Denise Sielecki each received a thank you card for attending extra Health and Safety training at the ICE office.

Valerie Ross- Dressler received a thank you card for reporting a hazard in the community (sidewalk construction) and taking precautionary steps to avoid it.

Tanya Dusang received a thank you card for taking preventative measures to ensure client and staff safety in the residential home.

Olubokola (Buky) Aroge received thank you cards for being flexible with her schedule and agreeing to work on very short notice.



Nikki R. (above left) was presented with a Health and Safety mug for attending three H&S Committee meetings.

If you are interested in joining the ICE Health and Safety Committee please contact the ICE office.

Reporting Work Related Injury, Illness, and Near Misses

A workplace injury or illness is considered to be one that:

- Happens at work.
- Requires medical treatment.
- May or may not result in time off work.

Under legislation in the province of Alberta both workers and employers have key responsibilities for reporting workplace injuries and illnesses. These important requirements are covered in ICE Policy 3.5.5 Employee Work Related Injury, Illness, and Near Misses.

As a worker for ICE if you experience an injury related to your employment you **must**:

- Immediately report your injury to ICE regardless of the severity.
- Seek medical attention for your injury. If you need an ambulance or transportation from

your workplace to your doctor's office or the hospital, ICE will assist you.

- Report your injury to WCB as soon as possible.

Work-related diseases

Report work-related diseases as soon as you notice the symptoms.

WCB, ICE and the worker will be asked to cooperate to achieve an early and safe return to work for the employee. This involves ongoing clear communication, medical follow up and often modified work duties.

As per the Occupational Health and Safety Act, ICE as an employer also follows up to investigate each workplace injury and near miss incident in order to control workplace hazards and prevent future worker injuries/ illnesses. Timely worker reporting is the first step in this important process.

Remember it is a requirement to report such injuries as soon as they happen!

Regional Manager Health and Safety Tours

On August 14th, 2014 Regional Manager Deanna Rachkewich visited 4 Calgary residential programs including: Patterson Hill, Mayland Heights, McNeill and Buckthorn to reinforce Health and Safety standards.

ICE\ Calgary also opened a 7th Residential home this month named 45th Street. Deanna completed a random inspection at this new program to ensure all policies and procedures had been met.

The Health and Safety of ICE clients and employees continues to be a very important part of service delivery.



Creating Excellence Together (CET) Certification



ICE is proud to share that our 2014 CET Survey wrapped up on June 5th, 2014. ICE received 100% for its Edmonton, North Central, Calgary, Northwest and South regions.

The agency would like to thank all those who participated in the survey. The hard work, dedication and the excellent quality of service provided to the people ICE supports is evident in the CET results.

Congratulations to all on a job well done!

Policy Review

3.5.9 HAZARD ASSESSMENT AND CONTROL DOCUMENT

The Hazard Assessment and Control Document Master is a continual evolving document that details all hazards known to the employees of Independent Counselling Enterprises and the controls in place to mitigate them. Employees at all levels of the organization are involved in the creation and updating of this document.

All tasks that an employee may be required to perform are listed in this document. For each task the potential hazards are identified and are rated based on frequency of exposure, potential consequences, and the probability of the consequences occurring. This rating determines the priority of that hazard to eliminate/mitigate and control. All controls (Administrative, Engineering, or Personal Protective Equipment) in place are listed for each hazard.

For residential settings the Hazard Assessment and Control Document Master, is tailored at each site to include a site based assessment and control information that details the hazards specific to that setting. Community Support Coordinators/Team Coordinators or the appropriate Manager will update the site based hazard assessment under the following circumstances:

With the receipt of general and critical reporting incident indicating employee injuries or near misses

With the identification of new hazards

3. With a change in work procedures

With the occurrence of renovation/ construction

With the introduction of new or update to equipment

Change in support requirements due to client behaviour

The master document will be updated at a minimum annually, or as required due to the above circumstances or, with the report of workplace health and safety concerns in the community (e.g. flu). The Health and Safety Committee will be responsible for updating the document in consultation with the Health and Safety Specialist.

In non-residential settings a hazard assessment checklist (as part of the Non-Residential Random Inspection) will be completed by a supervisor, or designate, in each new work site. All employees working in these sites will be responsible for ongoing hazard assessment and reporting new hazards to a supervisor utilizing their "Identify Hazards/Utilize Controls" card distributed at the beginning

of non-residential shifts. For each location, each regular non-residential worker will document that this was completed on a Schedule 1 Outline. Any relief employee working in these programs will validate these hazards on a Contact Note. Hazards of these sites will be documented on C-Views and reviewed with each new employee at the time of booking.

In home care settings, each home support worker will be required to assess and control hazards on each visit to the location, utilizing their "Identify Hazards/Utilize Controls" card distributed at the beginning of home care shifts.. Any new hazards will be reported to a supervisor and documented in C-Views. Contact Notes will validate this process. All known hazards to the location will be reviewed with the employee at the time of booking.

In each new support home the appropriate I.C.E. personnel or designate, will complete an Initial Contractor Checklist form to assess the hazards in the home. Ongoing hazard assessment will be completed via the Monthly Contractor Checklist. All known hazards will be documented in C-Views and reviewed with contractor.

New employees will be advised about the Hazard Assessment and Control Document Master and how to assess hazards in the workplace during Pre-employment Training. All employees will be required to review their section on the Hazard Assessment and Control Document Master in their probationary period. Employees will be informed of their site-specific hazards and controls during orientation.

A copy of the Hazard Assessment and Control Document Master will be available at all sites where more than one employee works, in all Health and Safety Binders, and in every office. All employees are responsible to ensure that the document remains an accurate reflection of the Hazards and Controls of the agency.

Updated October 2012



Health and Safety Minutes Calgary Health and Safety Meeting - July 22, 2014

3.0 STANDING ITEMS

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

Edmonton: June 11, 2014 minutes

April 3, 2014- A visitor was at a residence to see one client. A roommate became agitated and bit the visitor on their arm.

Recommendations: Ensure staffing supports are reviewed and in place for planned events such as external visits. Ensure visitors are informed of site hazards and staff to provide active support during site visits.

Internal Incident Investigation to be completed.

No Further Recommendations

South: June 11, 2013 meeting minutes

No Internal Incidents

Grande Prairie / Northwest

(Incidents, Recommendations, Additional Recommendations):

No Minutes to review

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

Edmonton:

April 3, 2014- Staff took a client golfing and the client hit the ball into the mud. Staff went to retrieve the ball and they slipped and fell in the mud. No one was injured.

Recommendations: Avoid muddy places if possible. When required to access such conditions walk with extreme caution. Wear appropriate shoes for the planned activity i.e. golf shoes with cleats.

No Further recommendations

April 3, 2014- Staff was making popcorn when they heard a strange sound from the microwave and saw sparks. Staff unplugged the microwave and plugged the appliance into another electrical outlet. The same thing happened. Staff unplugged the microwave and called ECAT and contacted building maintenance. Maintenance came and replaced both electrical outlets. Staff discarded the microwave.

Recommendations: Provide a microwave orientation and ensure a microwave instruction sheet/ manual is readily available for staff/client use in the kitchen. Regularly inspect kitchen appliances and

discard poorly functioning equipment before they present a hazard.

Additional Recommendations: in cases of sparks from electrical appliances or outlets turn off power and contact ECAT/office and building management immediately.

South:

May 16th, 2014 - Staff was driving a client and another vehicle did not see them and attempted to merge into the same lane. Staff was able to brake to avoid an accident. Near miss investigation was completed.

Recommendations: Staff to continue to drive defensively, (had already taken AMA training). Encourage client to take the bus to outings and staff could meet there or take the bus with the client.
No Further recommendations.

Grande Prairie / Northwest: No Minutes available to review

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

June 19, 2014- Client had left the door to the basement open, when the staff walked quickly by she hit her hand on the door knob which resulted in bruising and soreness. Client has been asked to keep door closed

Incident Investigation completed

Recommendations: Keep the door closed. Slow down and be aware of your surroundings. Possibly add a reflective strip to edge of the door to increase visibility.

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

July 26, 2014- Client, staff, another client and staff were waiting for a taxi to take them to a different restaurant as the one that was chosen did not have food that the client wanted. Client was agitated because the wait was too long and struck staff on the arm which did not result in any injury. The other staff then tried to speak with the client and put her hand out to distance herself from the client. The client then bent staff's finger back which also did not result in injury.

Near Miss Investigation completed.

Recommendations: Staff to take PBI refresher or CPI. Staff to recognize the signs that client is agitated and keep distance from the client to ensure personal safety. Better planning in terms of restaurant choices and matching the

client's food preferences. RPAC to review.

3.4 Review of COR Audit and Action Items Reviewed Emergency Response 6.1-6.8

3.5 Review of Master Hazard Assessment and Control Document

Reviewed General Section pages 37-39

Completing First Aid/CPR- add under resources – counseling for dealing with traumatic events in cases where First Aid/CPR were utilized.

Use/ Maintenance of oxygen tanks- no additions

Use of gloves- no additions

Other regions review & and recommendations and regional response to recommendations. :

South

General HACD Pages 50 & 51.

Contact with Visitors, Contractors or intruders/strangers.

Recommend the activity be divided. Contact with visitors and contractors poses significantly less potential for serious consequences than contact with intruders and strangers. Contact with visitors and contractors will happen much more frequently but will have less potential for serious consequences. Contact with intruders or strangers will happen less frequently but have more potential for serious consequences. Entering of leaving worksite after dark. No changes.

Edmonton

Review of Master Hazard Assessment and Control document. Pages 30-31 Review of Seasonal yard work/lawn mowing.

Under Safe Practices - consider the following additions:

Ensure that lawn mower instructions are easily available for the reference of staff. (Staff must have been provided a proper equipment orientation and have read and understand the instructions of proper lawn mower usage before using the equipment.)

Make sure that proper foot wear is worn as per policy.

Make sure that proper clothing and safety attire is worn i.e. safety glasses, ear plugs.

Ensure there is no loose debris on the lawn i.e. sticks, rocks etc

3.6 Policy Review - 3.5.6- Mandatory First Aid Kits

4.0 OTHER BUSINESS

ICE Page Health & Safety Article suggestions - Camp fire/fire pit safety.

NEXT MEETING – Sept. 17th , 2014 at 1:30 pm

