

CALGARY

ECAT

Employee & Client
Assistance Team
403-819-0583

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

INSIDE:

POLICY REVIEW	2
Smoking Rules & Safe Cigarette Disposal	3
HEALTH & SAFETY MINUTES	4-5
Safety Minutes	

TIME SHEET HAND-IN

- September 17th 2018
– For all shifts worked between September 1st & September 15th.
- October 1st, 2018 –
For all shifts worked between September 16th & September 30th.

UPCOMING:

• **HEALTH AND SAFETY MEETING**
September 20, 2018
at 10:00 AM

• **RPAC MEETING**
September 11, 2018
at 10:00 AM

Making it Happen!- Supporting Social Inclusion

Alex

Alex began accessing services from ICE in July 2016. Since then he has been active in many recreational and educational activities. He is involved with Track and Field through Special Olympics. He also volunteers at a bottle depot, the Edmonton Food Bank, and with the City of Edmonton Green Shack Program at a local playground. In the Green Shack Program Alex helps children with crafts, sports, drama and whatever seasonal events are happening.

A highlight and proud accomplishment for Alex this year was his grade 12 graduation in June from Strathcona High School.

Alex is now reviewing his options and



Alex's Grad Photo

exploring post-secondary programs he may like to enroll in. While he is deciding his future education plans he is keeping busy. He enjoys bike riding, working out at the gym, basketball, track and field, swimming, movies and going to the library.

Alex recently decided he would like to be employed. With some help from Ken, the ICE Team Coordinator at his home, he began exploring community employment services that could assist him. These endeavors soon paid off. Alex has been accepted into a 30 week Employment Readiness Skills Training Program with Employabilities starting in September of this year.

Alex and Ken continue to work together to prepare Alex for success. They have researched and planned the bus route/schedule that Alex will travel once he starts his training to ensure that he will arrive and return from his program safely and on time.

Best wishes for the future, Alex!



Alex on the left & Ken on the right.

Employee Spotlight - Ken Popowich

Ken Popowich has been employed by ICE for more than 16 years. He is a quiet man who lets his actions of caring and dedication speak for him. By encouraging the individuals he supports to take the lead in setting and achieving their goals, Ken builds their confidence and independence.

POLICY REVIEW

Excerpts from Policy 3.5.2 WORKER RIGHT TO REFUSE DANGEROUS WORK & ASSIGNMENT OF RESPONSIBILITIES

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

A. Worker Right to Refuse Dangerous Work

Worker's rights:

1. Right to know
2. Right to participate
3. Right to refuse dangerous work

The worker has the right to refuse work that could:

Endanger the worker

Endanger another worker

Endanger another person

This right is based on the worker having **reasonable grounds** to believe that the work is dangerous or that there is a dangerous condition at the work site and the controls are inadequate.

Workers are required to protect themselves and others at or in the vicinity of the work site.

Refusal procedure:

- The worker should promptly report the refusal to the supervisor or employer.
- The employer is to remedy the issue immediately. If the supervisor is unable to remedy the situation the site will be inspected by a member of the Health and Safety Committee.

If no resolution can be reached the situation can be referred to an OHS office to resolve the matter. Another worker can be assigned to do the work if they are advised of the refusal, the reason for the refusal, the reason the employer believes it is not a danger, and advised of their right to refuse.

Workers are protected from discriminatory action; this includes action or threat of:

Termination, Suspension, Demotion, Transfer, Wage reduction, Change in hours.



ICE OFFICES WILL BE CLOSED

MONDAY, September 3rd, 2018
for
LABOR DAY



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:
780-453-9664

Health and Safety – Smoking Rules & Safe Cigarette Disposal



In Edmonton, improper disposal of smoking materials is being blamed in 54 of the city's 350 structure fires investigated so far in 2018. In Calgary 17 of the 53 building fires in May and June were smoking related.

Numerous large condominium fires in Alberta cities have been caused by smokers attempting to put a cigarette out in a potted plant. Many of us have seen television coverage of these large and terrible events on our local newscasts.

Such fires have put people's lives unnecessarily at risk, displaced hundreds from their homes and have caused millions in damages.

Each city has by-laws that designate smoking rules. Staff should be knowledgeable of the By-laws for their location.

As an example, Edmonton by-laws state that smoking is **not** allowed in the following areas:

- * Inside a public building.
- * Within 5 metres of a doorway, window or air vent.
- * On a patio related to a business, restaurant, lounge or nightclub.
- * In a bus, taxi, LRT, bus shelter or on an LRT platform
- * In bars, bingo halls and casinos.



* Within 10 metres at or around playgrounds, spray parks, sports fields and courts and temporary, seasonal outdoor skating rinks.

* Smoking is limited to private homes or vehicles and designated smoking areas in the workplace.

Condo board or apartment owners are also allowed to create their own by-laws around smoking on their property, so ensure you are aware of their regulations, including smoking in designated areas while on the property.

Smoking Support Requirements

- Staff are expected to monitor clients at all times when clients are smoking and to ensure that clients properly dispose of cigarette butts. Staff should also ensure that if they smoke, they are using the receptacles provided and modelling best practices for their clients as per city by-laws.

- ICE programs, in buildings where smoking is permitted, with client or staff smokers are required to have a safe smoking receptacle.



- Receptacles should have safety sand in the metal pail at the bottom and the receptacles must be cleaned on a regular basis. It is best to assign this cleaning task as a regular household responsibility so that butts do not build up in the receptacle creating their own fire hazard.

- When cleaning out the receptacles, staff should ensure that there are no smouldering butts before emptying the receptacle and double bag and tie the bag off prior to disposing of it.

- Never flush cigarette butts down the sink or in the toilet as this causes damage to the environment and can cause damage to drainage pipes.

Health & Safety Committee Meeting Minutes July 28, 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): **June 13, 2018**

May 3, 2018

Client was at the hospital for dialysis got upset when his headphone would not work. Refused to sit for his treatment, when staff tried to assist him with his headphones, he struck staff on the hand. Hand was swollen. Headphones were checked before the client leaves the home with them but they can malfunction. Positive approaches are in place, a functional assessment has been completed and RPAC is involved with client.

Incident Investigation to be completed.

Recommendations:

Additional Recommendations: Staffs to review PBI skills, i.e. to keep safe distances when client becomes escalated, bring a working pair of back up headphones to appointments. South (Incidents, Recommendations, Additional Recommendations): **June 13, 2018**

No Internal Incidents to Report

Grande Prairie/Northwest (Incidents, Recommendations, Additional Recommendations): **June 13, 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): **June 13, 2018**

May 7, 2018

Staff discovered that the client's chair was broken. The chair was removed for safety and flagged with a note saying it was broken. Staff is completing regular inspection of furniture and equipment.

Recommendations:

Additional Recommendations: None

May 20, 2018

The fire alarm at the apartment complex was triggered. Staff and clients evacuated out to the muster area. Edmonton fire service arrived and checked the building before allowing tenants to return to the building.

Recommendations: None

Additional Recommendations: None

South (Incidents, Recommendations, Additional Recommendations): **June 13, 2018**

No Near Miss Incidents to Report

Grande Prairie/Northwest (Incidents, Recommendations, Additional Recommendations): **June 13, 2018**

No Near Miss Incidents to Report

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

June 29, 2018

When relief staff arrived at client's home, client began to scream and become agitated. SHO left the house to try and en-

courage client to attend her day program. Relief staff tried redirecting client and encourage client to leave house and attend day program. Client then continued screaming and hit staff in the stomach. Client then continued to scream, raise voice and hit staff in head, hitting the eye area. Space was given and once calmed staff and client proceeded with their day. Note relief staff had 4 days of shadowing with regular staff, SHO is also new to the client.

Internal Investigation completed.

Recommendations: PBI techniques to be reviewed with staff, review policy of not driving an escalated client and reporting incidents. SHO to be present during pick up and drop off as staff identified that client becomes anxious when SHO leaves. Positive approaches to be reviewed with staff. Consult with RPAC.

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

June 20, 2018

Staff and client were having a picnic in the park at a nearby picnic table. Staff noticed the air quality changed and could smell smoke. Staff contacted ICE receptionist to inform of hazard and packed up their lunches and walked back to the vehicle to finish lunch at another location. While walking staff could hear sirens and a child near the park expressed that there was a vehicle or house on fire nearby.

Near Miss completed.

Recommendations: Staff to continue utilizing Non-Res HACD, staff to continue to notify office of hazards out in the community.

June 29, 2018

CSC was working at office desk, when pushing back chair from desk area CSC brushed ankle on corner of desk filing drawer causing a scratch on the ankle. CSC did not notice at first, but 15 minutes later felt slight sting and notice small scratch. CSC applied first aid to the area (alcohol wipe and Band-Aid). During completion of near miss report, noticed that the filing drawer did not properly close and this was the reason for scratching ankle - Sharp corners of the desk were padded and taped with bright green tape while waiting for new desk.

Near Miss completed.

Recommendations: Discussion of desk hazards to be discussed at team meetings, when completing bi-monthly office inspections to look at functions/hazards with desks.

3.4 - see next page for Review of COR Audit and Action Items

3.5 Review of Master Hazard Assessment and Control Document

As above – Review of COR Action Plan item 2-3

3.6 Policy Review ICE Policy 3.1.5 Orientation of New Employees & Support Home Operators

4.0 OTHER BUSINESS

4.1 ICE Page Health & Safety Article Suggestions – utilizing the wipes at grocery stores as there could be residue of Fentanyl on the shopping carts.

NEXT MEETING – September 20th at 10:00 am

Health and Safety Meeting Minutes section 3.4:

3.4 Review of COR Audit and Action Items (review section and pages reviewed, discussion, recommendations)

COR Action Plan	Actions:	Follow up / timelines:
<p>Element 2</p> <p>Establish formal Non-Residential hazard assessment and control procedures that involve front line staff directly. Revise procedures to include documentation and signatures that non-residential in contracted positions have received a copy of the site specific Hazard Assessment and Control Document pertaining to their assigned clients/ duties. (Relief staff orientations provided by phone bookings will continue to be documented in the C-Views system.)</p>	<p>A pilot test for non-residential Field Hazard assessment has been distributed to selected front line staff.</p> <p>The proposed use of the form was discussed;</p> <ul style="list-style-type: none"> -As part of an initial non-residential site hazard assessment when Coordinators or managers are setting up a new non-residential program -Reviewed with/completion by signed or relief staff on their first visit to a community site -Regular signed staff would be asked to complete a copy of the form if there were any changes in hazards or new/additional hazards noted for any particular site -Regular signed staff would be asked to review and sign off the form at set intervals (to be discussed and determined). 	<p>Informed front line staff that this is a pilot project and to provide with feedback.</p> <p>To be copied onto the back of schedule outlines and contact notes and to be used for the month of August and September.</p>

TRAINING

PET (Pre-Employment Training)

September 24th - 26th, 2018
9 am - 5 pm

As described on the ICE website

PBI/PBS

(Proactive Behavior Intervention /Proactive Behavior Support)

September 27th, 2018

9 am - 5 pm

As described on the ICE website

HIV

September 18th, 2018

9:30 am - 11:30 am

Presented by Community Links



CPI

September 21st, 2018

9:30 am - 5:00 pm

As described on the ICE website

Work Place Violence, Bullying & Harassment Training

September 5th, 2018

9 am - 12 pm or 1 pm - 4 pm

September 11th, 2018

9 am - 12 pm or 1 pm - 4 pm

This workshop will inform staff what workplace violence, harassment & bullying looks like & how to deal with it when or if it happens.



\$100.00 ICE Employee Referral Incentive Program

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements & completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

HURT AT WORK?

Employees & 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 & procedures.

While not all injuries are reportable to WCB, all injuries & work related health concerns are required to be reported within the company. This is done so that health & safety investigation & follow up may be completed for the safety of all parties.



Looking for Answers? Here 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 WINNER

ICE Calgary Congratulates Long Term Employees!!!



Randy Diell was thanked by the ECAT Supervisor for taking an awake overnight shift on extreme short notice (1/2 hour).

Randy won a Kitchen Aid Hand Held Mixer.

Thank you for your dedication!

OTHER ICE THANK YOU CARDS

Bev J. received a thank you card from her supervisor for going above and beyond during a client's medical emergency.

Staff	Years	Date
Dianne S.	15	September 2, 2003
Theresa W.	14	September 16, 2004
Stephanie N.	13	September 6, 2005
James R.	10	September 18, 2008
Jasmine H.	6	September 25, 2012
Edwin J.	5	September 11, 2012
Aji M.	3	September 3, 2015
Shelly R.	3	September 24, 2015
Kendra F.	3	September 25, 2015
Marcelo M.	2	September 8, 2016
Shaista N.	2	September 8, 2016
Anoop M.	1	September 12, 2017
Savitha M.	1	September 14, 2017
Wellie D.	1	September 18, 2017
Rosa S.	1	September 18, 2017
Louanne F.	1	September 21, 2017
Harshal W.	1	September 25, 2017