

APRIL 2019

**EDMONTON/
NORTH CENTRAL**

ECAT

Employee & Client Assistance Team

780-461-7236

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

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TIME SHEET HAND-IN

- **April 15th 2019**– For all shifts worked between April 1st and April 15th.
- **April 30th 2019**–For all shifts worked between April 16th and April 30th

UPCOMING:

- **HEALTH AND
SAFETY MEET-
ING**– April 3rd 2019
at 1:30 PM
- **RPAC MEETING**–
April 17th 2019 at
1:30PM

ICE PAGE

Making it Happen!– Supporting Social Inclusion



Ashley

Ashley is a fun and bubbly young woman and a new client with ICE in the South Region. She and her family moved from Calgary to Fort Macleod in October of 2018. The small community of Fort Macleod welcomed Ashley right away, and community members are quick to smile when she's around. Fort Macleod's slogan "Small Town – Big Heart" has never been truer.

Ashley's family has shared a lot of her interests with ICE and staff have been able to support her to broaden her exploration of her new community. Staff have helped connect her to volunteering with the Salvation Army in a role sorting books which Ashley very much enjoys! Staff have also been researching various resources to support Ashley become more connected with her culture which her family has identified as an important part of their lives. Staff take Ashley



to the Galt Museum in Lethbridge on a regular basis where Ashley enjoys playing the drums and singing with just a little staff reassurance. Staff encourage Ashley to have fun and celebrate her cultural heritage; she is looking forward to the pow-wows this summer! Ashley also loves animals, and staff are working hard to get her connected to some equestrian therapy resources in Southern Alberta.

Communication can be challenging at times as Ashley only speaks a few words. Staff have become creative to help empower Ashley to make choices on activities throughout the day, they are putting together a communication book with pictures of Ashley doing some of her favorite things so she can better share her preferences.

Ashley's family is a big support to her and they work together to help her accomplish her goals. They have welcomed ICE staff to observe their smudging tradition in the mornings and have helped ICE staff learn some ASL to better communicate with Ashley. We're very happy to have Ashley with ICE in the South Region. Her smile and laugh light up the room, and we look forward to seeing her flourish in her new community!

Employee Spotlight



Shaylen (right) with Ashley

Shaylen started working with ICE in the South Region in September of 2018. She is one of South's rural employees that works with clients in Bellevue, Pincher Creek and Fort Macleod. Shaylen has been supporting Ashley for the last few months helping to search out opportunities to connect Ashley with volunteer and cultural activities as well as options to interact with horses and animals in general.

Shaylen has been a wonderful addition to the South region. Her compassion for others and persistent nature helps her to develop and maintain great relationships with clients while supporting them to work towards their goals.

Thank you, Shaylen, for all your hard work.

Policy Review

Continuum of Positive Behaviour Supports:

There may be situations where Positive Approaches alone have not adequately addressed a situation/behaviour of concern. In these circumstances, a formal written Planned Procedure may be considered.

Independent Counselling Enterprises utilizes a continuum to indicate the range between positive approaches and more restrictive interventions. When developing a Planned Procedure, the least restrictive approach is to be utilized unless a health and safety risk is identified.

| POSITIVE APPROACH | MORE INTRUSIVE | RESTRICTIVE |
|--|--|--|
| Choices Reinforcement Verbal instruction/teaching Redirection Positive role modeling Physical support | Ignoring the behavior Restitution Required relaxation Required exercise | Psychotropic PRN Emergency services (i.e. 911, Lifeline Communication System) |

Behaviours requiring formal intervention need either a Planned Positive Procedure or Planned Restrictive Procedure developed with the input of:

- Client
- Parent/guardian
- Supervisor
- Support staff

In addition all Planned Procedures require:

- Documented Review: Restrictive Procedures Advisory Committee
- Documented Approval: Qualified Person
- Documented Informed Consent: Client/Guardian

October 2018

**ICE OFFICES WILL BE CLOSED FRIDAY
APRIL 19th, AND MONDAY APRIL 22nd
2019 FOR EASTER**



**Please direct all calls to
the Employee
Client Assistance Team
for these days.
780- 461-7236**

Referral Incentive Recipient

**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!**



ICE THANK YOU CARD INCENTIVE WINNERS



Claude Muhira received a Thank You card from his team leader for helping with repair tasks and taking extra care in interacting with individuals at the house. Claude won a Panini grill.
Great job!

Synthia Agasaro received a Thank You card from her Team Coordinator for remaining attentive and responding quickly to prevent a displaced closet door from falling in the direction of the client. Cynthia won a food processor.
Job well done!



Victor Chinweoku received a Thank You card from his team leader for helping with the first-aid checklist and emergency inventory checklist. Victor won a flip waffle maker.
Your efforts are appreciated!

Training

PET (Pre-Employment Training)

April 1-3 , 2019
April 15-17, 2019
9:00AM-5:00PM

PBI/PBS (Proactive Behavior Intervention)

April 5, April 18, 2019
9:00AM-5:00PM

CPI Training

April 26, 2019
9:00AM-5:00PM



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
March 6, 2019
(minutes edited for publication)

3.0 Standing Items

3.1 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Incident Investigations for Injury, Health and Property Damage

Calgary – February 14, 2019 Meeting Minutes:
January 10, 2019

Staff and client had plans to go grocery shopping. Client wanted to leave at 9:00 a.m. and staff suggested for client to listen to their music as it was too early to go. While in the common area, client began yelling and verbally threatening staff. Staff attempted to provide a safe distance, however, client continued to move closer and eventually punched staff in the chest. Staff increased distance and provided some time for client to calm.

Incident Investigation Completed.

Recommendations: Remind staff of client's triggers and review positive approaches to include avoiding power struggles. Strategies to be discussed at the next monthly team meeting. Staff will attend future training from CATALYST team. Manager to review CPI Verbal Escalation Continuum with client's team.

Additional Recommendations: Could go for groceries earlier when the client wants to go. Investigate other ways to engage the client while they are waiting.

January 28, 2019

Staff slipped on a patch of water at the top of the stairs of the waterslide. Staff attempted to hold onto the railing, however, they fell.

Incident Investigation Completed.

Recommendations: Staff received materials on, "pool safety." Staff to wear water shoes. Staff to read and utilize the ICE Hazard Identification Card. Staff could talk to slide attendant and ask for a wet surface hazard sign.

South – February 12, 2019 Meeting Minutes:
January 22, 2019

A client was upset due to another staff being in the home when they were not expected. The client escalated from tapping the staff to get their attention to then hitting them on the arm. Staff gave space and the client calmed quickly (the other staff was not an ICE staff member – client lives in a different residential home and ICE provides non-residential supports).

Incident Investigation Completed

Recommendations: Talk to staff at the other agency to emphasize how much this client struggles with a change in routine and ask that unexpected visits do not occur. Staff to review PBI/CPI skills and review client's Positive Approaches and Risk Assessment.

Additional Recommendations: Review the importance of staff attending to clients at all times. Provide introduction to client of all visitors.

Northwest – February 12, 2019 Meeting Minutes

No incidents to report.

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

Calgary – February 14, 2019 Meeting Minutes:
December 29, 2018

Client was upset at the start of staff's shift. Staff asked client if they could prepare the client a meal. The client declined the offer and started throwing things at staff. The client then came towards staff with something in their hand and stated, "Leave or I will kill you." Staff left the apartment and called 911. Later services were terminated by the client.

Near miss Investigation Completed.

Recommendations: Client's Risk Assessment was updated.

Additional Recommendations: As per PBI, staff could explore what's bothering client and see if they can help alleviate concerns. Avoid food preparation (E.g. Using sharps, turning burners on) when client is escalating.

South – February 12, 2019 Meeting Minutes:

No near miss incidents to report

Northwest – February 12, 2019 Meeting Minutes:

No near miss incidents to report

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

February 6, 2019 –

Staff accompanied client to a CO-OP gas station. The parking lot was icy and staff slipped, falling on his buttocks. Staff returned to the program where he experienced back pain. Incident recommendations included staff wearing ice grips which were at the program and to, "Walk like a penguin" (take shorter, shuffle-like steps to avoid slips and falls).

Incident Investigation not completed

Recommendations: Review with team regarding the necessity of wearing PPE provided at the program. Avoid going out in inclement weather unless essential when conditions are really bad (E.g. freezing rain, bad snowstorm).

February 20, 2019 -

Medical personnel at an external facility asked the staff to help move the client out of bed. While helping, staff heard a crack sound from her back. Staff stated that they experienced back pain as a result. Recommendations included reviewing with non-residential staff not to do or help with any lifts/transfers unless they have received a formal delegation and ICE authorization, even when requested by external medical staff.

Incident Investigation to be completed

Recommendations: Follow up with staff at the facility and review with them that ICE staff cannot assist with lifts/transfers.

3.3 Evaluation of near miss investigations.

No near miss incidents to report

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 February.

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

February 2019:

Monthly Safety Inspection Checklists completed – 4 – Dusi (1), Emmanuella (1), Vesna (1), Pauline (1) – 2 workers participated.

Random Inspections completed – 7 – Chantel (7) – 7 workers participated.

3.5 COR Audit Review – 2018 COR Action Plan completed – received 90% score.

3.6 Hazard Assessment and Control document

(H.A.C.D.) – Review section –

Working with Clients with High Behaviour – Potential for Verbal Aggression, Potential for Property Destruction and Potential for Physical Aggression

- **Engineering Controls** – add “tools” to secure storage of equipment/materials and change “help buttons” to Lifeline or Panic button
- **Administrative Controls** – add “ASIST” to client disability training

Calgary – February 14, 2019 Meeting Minutes:

The HSC reviewed pages 24-29 in the Master Hazard Assessment and Control Document recommendations:

- **Food Storage:** frequently review the expiry dates of foods (especially non-perishables) and swap it with newly purchased goods in the safe work practices section.
- **Handling (exposure to) Raw Meats:** (i.e.: safe work practices section) to wash washcloths often (especially right after handling meat).

- In the Engineering controls, re-label the meats that are re-packed in the freezer with the dates.
- Use of Electric Stove/Oven. Use of Gas Stove and Oven: In the Physical Hazards, add food dropped in elements can cause hazards; check inside the oven before turning it on.

South – February 12, 2019 Meeting Minutes:

- Reviewed pages 40 - 47 in the Master Hazard Assessment and Control Document. - remove reference to washing overnight staff bedding under bed making section.

Northwest – February 12, 2019 Meeting Minutes:

Reviewed pages 8-13 of the High Behaviour Section

- Working with Clients – “Away without Leave”, AWOL – Recommendation to add “Personal safety in unsafe neighborhoods” as a hazard
- Self-Injurious Behaviours – No recommendations
- Suicidal Behaviours – No recommendations

3.7 Policy review – 4.4.3 Quality Assurance Audits

4.0 Other Business

4.1 Health and Safety Committee Training Updates

- 9/10 H & S Committee Members have their CCOHS training certificate. Greg congratulated members for getting their training done in a timely manner.
- Greg and Charmaine are scheduled to take the Part Two training (for Co-chairs) on March 28, 2019 at CCSA.

4.2 Worker election for vacant position – Amanda J was announced as a new Health and Safety Committee member.

4.3 Inspections schedule – The group discussed completing 2-3 inspections per year. It was confirmed that all committee members have received Workplace Inspections Training.

4.4 Ideas for upcoming ICE Page Articles – Pedestrian Safety, Seasonal Allergies

4.5 Health and Safety Binder – Table of Contents – The group reviewed a draft of the proposed revisions to the Health and Safety Binder.

NEXT MEETING DATE: April 3, 2019 at 1:30 p.m.

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**

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.

Canada Food Guide 2019

On January 22nd, 2019, Canada's new food guide was released. The old guide was dramatically changed into a simplified approach that encourages plant-based eating and reduces the emphasis on meat and dairy.

For the past four decades, Health Canada has instructed Canadians that a healthy diet consists of specific servings across "four food groups," set against a rainbow background. The new guide not only does away with the four groups; it eliminates recommended daily servings and serving sizes altogether. It also replaces the "rainbow" with a new icon: a plate. Here are some of the biggest changes from the new food guide:

- **Four food groups reduced to three:** The old food guide had four food groups that consisted of dairy and alternatives, meat and alternatives, grains and fruits and vegetables. The new guide reduces those groups to three: fruits and vegetables, whole grains and proteins, a new category that combines both dairy and meat, and focuses more on the alternatives: plant-based proteins. The guide encourages the consumption of plant-based food – vegetables, fruit, whole grains and choosing plant-based proteins more often.



- **A simple message.** The new guide is captured in one simple image: a plate of food representing a variety of different foods filled with about half fruits and vegetables, a quarter whole grains and a quarter proteins. Gone are recommendations to eat a specific number of servings across each of the groups. Gone too is information about what makes up a serving for different types of food.
- **Make water your beverage of choice.** This is both to promote hydration as well as to limit consumption of sugary drinks and alcohol. Sugary drinks are the main source of total sugars in the diets of Canadians which have been associated with dental decay, obesity and type 2 diabetes.
- **Eat fewer processed foods. If you do eat processed foods, eat them less often in small amounts.** The new guide includes specific warnings about what not to eat – namely, processed and prepared foods that are high in sodium, free sugars, and saturated fats. Shifts in the past decade towards processed foods have been linked in rises in obesity, cardiovascular disease, hypertension, diabetes and certain types of cancer. Examples of processed foods include muffins, hot dogs, frozen pizza, chocolate and soda.
- **A new emphasis on food behaviours.** The new food guide discusses behaviours associated with healthy eating patterns, including:
 - ◇ **Be mindful of your eating habits.** Take time to eat. Notice when you are hungry and when you are full.
 - ◇ **Cook more often.** Plan what you eat and involve others in planning and preparing meals.
 - ◇ **Enjoy your food.** Culture and food tradition can be a part of healthy eating.
 - ◇ **Eat meals with others.** When people eat meals alone, they often eat less healthy and eat fast foods, which generally having higher fat, salt, and caloric content.
- **Tips for healthy eating.** The food guide contains tips on meal planning, cooking and healthy choices, eating at home, school and work as well as addresses nutritional needs at different life stages.
- **Recipes.** The Canada Food Guide website contains recipes for breakfast, lunch/dinner and snacks.
- **The link to the Canada Food Guide website is:** <https://food-guide.canada.ca/en/>

Spread the word regarding the new food guide. Share information with your teams and with your clients. Information regarding the 2019 food guide can also be found in the resource section of the Health and Safety Binder.