

ICE PAGE

EDMONTON / NORTHEAST

2014

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

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

September 2nd, 2014

For all shifts worked between August 16th and August 31st, 2014

Health and Safety Meeting

August 6th, 2014 @ 1:30 pm

RPAC Meetings

August 13th, 2014 @ 2:00 pm

August 27th, 2014 @ 2:00 pm

Team Coordinator Meetings

August 5th, 2014 @ 1:30 pm

August 6th, 2014 @ 9:30 am



ECAT

Employee & Client Assistance Team

780-461-7236
after office hours

Employee Spotlight

Ava

Ava grew up in a small Alberta town just north of the American border. At 18 she moved to Lethbridge and obtained her beauticians license. She worked in the insurance industry for many years and was part of a family renovation business. Ava is married and has two sons that are both lifeguards and who attend school. Ava says taking care of others has always been a part of her life therefore she found the transition to an ICE support worker a natural one. When not working Ava's hobbies include sewing, crafting, stained glass, and camping.

Ava started working for ICE in November of 2012. She had considered a career as a health care aid but her

friend recommended that she apply at ICE and she has never looked back. Ava has developed a very special bond with the client she supports. She says her

favorite moments in the day are when her client smiles and giggles. She loves being a caregiver and excels at finding new ways to motivate her client.



Ava says one of her favorite things about her current position working for ICE is being able to provide one on one care. She enjoys being able to give her undivided attention to her client without any distractions. Ava also enjoys the independence that ICE allows within each program. She is able to plan her days and feels it makes her better at her job. Ava has been to many of the training sessions offered by the company and really enjoys that she has opportunities to continue her education within new areas of learning.

Ava's kind and cheerful attitude make her a valuable asset to ICE. Thank you for your dedication, Ava!

TRAINING

Pro Active Behavior Intervention Thursdays - August 21st, 28th, 2014

9 am - 5 pm

As described on the ICE website

Promoting Safety

August 22nd, 2014

9 am - 12 pm



ICE offices will be closed Monday, August 4th, 2014 for the Alberta Heritage Day Holiday

Please direct all calls to the Employee Client

Assistance Team for this day.



Client Success Story

Gary

Gary is an outstanding gentleman with many wonderful attributes. It is hard to imagine a more courteous or well-spoken person. He is compassionate, loyal and welcoming towards others, putting them at ease in situations when they may be uncomfortable. Gary participates in many activities within the Grand Prairie community. He is a part of many special "O" teams such as floor hockey, bowling and curling. Gary also attends Toastmasters, Northwest Self Advocacy group and People Planning Together.



Gary was not always the outgoing person he is today; he has worked hard to achieve his current success. There was a point in Gary's life when even holding a conversation would make him nervous and very anxious. It would take weeks of

preparation, conversations and rehearsing to prepare for self advocacy events. Through classes, encouragement and Gary's own self-discovery he has developed a new world of confidence proving that with support and perseverance anything you imagine can be achieved.

Gary is a great leader because he is selfless. He recognizes people for who they are, always encouraging the best part of them to shine. He can relate with many of the individuals that have a hard time articulating what they would like or need to say, because he's been there... he's lived it.

Gary inspires others with his enthusiasm and his love for life. His excitement when he is telling you about the self-advocacy group is contagious. He is very thorough and upbeat. People that have witnessed his journey and new found confidence will tell you how much he's grown, and how inspirational it has been to watch his success.

Gary has influenced his community's view of adults with disabilities by showing that the only limits persons with disabilities have are those that others put on them or label them with. Gary has held a job at Red Rock for many years. He volunteers at hockey games, and makes himself visible for the world to see. He has chosen to be a voice for others that can't speak and to encourage those that can.

Congratulations, Gary, on your many achievements and your recent selection for an Individual Achievement award by the Northwest region of PDD!

Policy Review

The following contains information from Policy 3.5.1. Please refer to the policy manual for the complete policy which also outlines Employer responsibilities.

3.5.1 EMPLOYEE HEALTH AND SAFETY - INTRODUCTION & RESPONSIBILITIES

Independent Counselling Enterprises will take reasonable and prudent action to prevent and to minimize risks in the workplace. **(See policy 4.4.2 Risk Management)** This is best done by having written policies, practices and procedures in place, training and educating employees, employing competent supervisors and communicating to employees their responsibilities. The agency is aware of its responsibilities and complies with legislation as outlined in the Occupational Health and Safety Act Regulation and Code and and Worker’s Compensation Board (W.C.B.).

The Supervisor has the responsibility to:

- Ensure that the employee complies with the agency’s health and safety regulations.
- Ensure that the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.
- Ensure the employee practices Standard Precautions.
- Advise the employee of any potential or actual health or safety danger that is known by the supervisor.
- Provide written instruction, when required, about measures and procedures to be taken for the employee’s protection.
- Take every precaution reasonable in the circumstances for the protection of the employee.
- To work in compliance with the agency’s health and safety regulations.
- 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 ensure the employee has the appropriate medical/ behavioural training prior to working a shift.

The employee/SHO has the responsibility to:

- Work in compliance with the agency’s health and safety regulations.
- Practice Standard Precautions.
- Use or wear any equipment, protective devices or clothing required by the employer/regulations/legislation.
- Report to the employer or supervisor any known defective equipment or protective device that may be dangerous, missing or defective.
- Report any known workplace hazard to the employer or supervisor.
- Not remove or disable any protective device.
- Work safely and not use or operate any equipment in a way that may endanger any worker.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger.
- The employee/SHO has the right and the responsibility, at all times and without penalty, to refuse work that the employee/SHO feels is a threat to his/her health and safety.** The employee is to ensure their own and the clients’ immediate safety and immediately contact their supervisor or after hours ECAT supervisor for further direction. Replacement coverage will be provided if required. Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the type of work the employee can complete. In the event of an injury to follow all agency policy and procedures.

The Visitor or Contractor has the responsibility to:

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.
- To do nothing that increases the normal hazards to clients of I.C.E. or to employees engaged in work for the agency. (see **Policy 3.5.7 Visitors/ Contractors**).
- Inform I.C.E. of any uncontrolled hazard observed.

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!



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 Employee Opportunity!

ICE has recently joined the City of Edmonton's Corporate Wellness Program

What does this opportunity mean for ICE employees?

This program allows ICE employees to enjoy discounted admissions for the following:

- **Annual Pass** - a 20% discount on Adult and Family Annual Passes.
- **Continuous Monthly Pass** - a 20% discount off the Continuous Monthly Membership Program using their Pre-Authorized Debit Program.
- **Multi Admission Pass** - a 15% discount on multi admission passes (starting at 5 visits).

What facilities are included in this opportunity?

This includes City of Edmonton operated sports and fitness centres. Bulk Single Admission discounts are also available on city attractions such as the Valley Zoo and Muttart Conservatory.

How do ICE employees access this opportunity?

Advise City of Edmonton facility cashiers that you are an employee of a Corporate Wellness Program participating company - Independent Counselling Enterprises Inc.; present proof of employment with ICE (e.g employee photo identification, letter of Employment, or a Current Pay stub) and choose from the above available discount options. Employees who purchase the above passes will be issued a photo access card which is to be swiped at each admission.



Alaisha Keith was recently presented with a Health and Safety incentive mug for her contributions to the Edmonton ICE Health and Safety Committee.



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

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

Smoking Materials - Handle Safely



Recent news stories have covered community events with serious damages incurred due to fires caused by cigarettes or other smoking materials. Fires caused by smoking materials affect not only the smoker, but non-smokers as well. Losses caused by cigarettes are preventable and it is important that ICE staff are knowledgeable about how to prevent fires caused by smoking materials.

A lit cigarette improperly disposed of can cause a large fire in seconds. Putting out a cigarette the right way only takes seconds, too. It is up to ICE staff to ensure the cigarettes of the ICE clients they support and their own cigarettes are put out, all the way, every time!

ICE Policy 3.8.10 **Smoking** outlines expectations for smoking behaviors by both clients and staff at ICE. Residential programs are required to have safe cigarette disposal means readily available. If clients are smoking on balconies or outside at ICE programs, staff must actively monitor ongoing for safe client actions and to ensure safe disposal of cigarette ends.

Disposal equipment for cigarettes must be non-flammable and readily available i.e. deep metal cans filled with either sand or water. Douse cigarettes with water or stub out in the sand.



Caution - Cigarettes should NEVER be put out in the soil of potted plants as the soil contains organic materials that may catch fire.

Always be alert around smoking.

Brenda Neville received a thank you card from her Community Support Coordinator for her efforts to research opportunities on her own time in order to help an ICE client to volunteer throughout the summer. Brenda won a Hamilton Beach – Food Processor.

Thank you for your dedication to excellent client support!



Ghivmawit Gebreyowanes was thanked by her Team Coordinator for her team spirit and the follow up completed for health and safety at her program.

Ghivmawit won a Sportline – S12 Heart Rate and Advanced Pedometer Watch.

Your hard work is greatly appreciated!



EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100 RECIPIENTS!



Suman Withrana



Elby Malekudiyil Mathai



John Anderson III

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!

Important Reminders from the Personnel Department for ICE Staff:

- **Letters of Employment - this process may take up to two weeks**

As per ICE policy 3.4.5 Payroll Processing #10, employees requiring “Written Verification of Employment” are reminded that this process requires a written request and **may take up to two weeks to complete**. Employees are responsible to submit requests for verification of employment far enough in advance to allow for processing time in order to avoid disappointment.

- **Letters of Intent- an application process**

Staff who sign an ICE “Letter of Intent “should not confuse this application process with “Signing Terms of Employment” for a position. A Letter of Intent is simply a written application indicating that staff are interested in a posted position within the company. Many staff may complete a “Letter of Intent” for the same posted positions. ICE will complete a selection process and will offer the position to the most qualified applicant. Once that process has been completed the successful applicant will be asked to sign “Terms of Employment” for the position.

Health and Safety Minutes Edmonton Health and Safety Meeting - July 10th, 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)

Calgary-June 18, 2014 - Mtg. Minutes

No internal incidents

South – June 11, 2014 Mtg. Minutes

No internal incidents.

Grande Prairie – June 12, 2014, Mtg. Minutes:

May 19, 2014- Staff was assisting with meal preparations using the oven. Staff went to pull a tray of food out of the oven to check it and the baking sheet slipped from staff's hand and hot cooking liquids poured on to staff's foot, burning the foot. (Staff was wearing runners at the time)

Recommendations: Replace cooking ware when it is warped/ damaged. Use deeper cooking pans when cooking something that will produce fluids.

Internal Incident Investigation completed.

Additional recommendations – Pull the oven rack out of the oven before attempting to lift the pan out of the oven. **The Edmonton committee noted that this incident demonstrates clearly why it is so important that ICE employees wear proper safe footwear on shift. The foot injury here could have been much worse without the protection of proper shoes.*

Internal Incident report to be completed.

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

Calgary- June 18, 2014 - Mtg. Minutes

No near miss reports.

South – May 6, 2014 Mtg. Minutes

No near miss reports.

Grande Prairie – May 16, 2014 Mtg. Minutes:

No near miss reports.

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

Date- A Health Inspection visit (new provincial PDD requirement) was planned to an ICE program. Staff moved some items in the general area of the home and a client became agitated and aggressive. The client aggressed towards 3 staff at the home injuring one employee. Police intervention was required to resolve the incident.

Recommendations: Refresher PBI training for staff. Careful client preparation in advance of Health Inspection visits. Hoarding behavioral patterns require pro-active intervention measures to be implemented well in advance of Health inspection visits. Staff training and agency

planning surrounding this area of concern is under development.

Internal incident Investigation to be completed.

June 10th, 2014- Staff and a client were on an outing requiring variation from the client's regular schedule. The client did not respond well to the schedule change and became tired and agitated and struck the staff injuring them. The staff redirected the client to calm by having a treat at a restaurant.

Recommendations: When support requirements necessitate schedule changes, the support team needs to plan carefully in advance with the client. Determine activities that the client will enjoy and that will not over-tax their energy levels. Build in rest breaks. Offer rest breaks/ preferred activities (going to sit and have a treat) before the client becomes overtired and agitated. Review the incident with the RPAC committee for additional support suggestions.

Internal incident Investigation to be completed.

June 27, 2014- Staff was driving in the community and their vehicle was struck from the side by an oncoming car. Staff was injured in the motor vehicle collision.

Recommendations: Use public transit (ETS, DATS) as much as possible; drive at less busy times and avoid high risk areas. Staff to be offered the opportunity to attend Mission Possible driver awareness training.

Internal incident Investigation has been completed.

3.3 Evaluation of current Near Miss Incident Investigations:

June 13, 2014- At a residence a sharp was found which had not been locked up immediately after use as per policy. Once reported it was immediately secured.

Recommendations: Review of policy 3.5.8 with the Residential team.

A near miss incident investigation is to be completed.

June 6th, 2014- Staff was outside the ICE office wearing footwear according to ICE office requirements.

A passerby requested directions and the staff hurried across the grass verge to provide directions to assist the visitor. Staff misplaced their footing on the rough ground surface and twisted their ankle. Staff recovered shortly afterwards with no injury effects.

Recommendations: Staff to use care regarding the hazards presented by variations in ground surfaces i.e. cement / grass/ and dirt. Proceed with caution.

A near miss incident investigation is to be completed.

3.4 Review of COR Audit and Action Items – 2013 COR report review of section 5, Pages 58-65.

3.5 Review of Master Hazard Assessment and Control Document

Edmonton

Review of Master Hazard Assessment and Control document. Distribution of 2014 Hazard Assessment and Control Document. Review of ICE office site specific control measures.

Other regions review:

Calgary – Mtg. Minutes June 18, 2014

General section pages 30-37.

South – June 11, 2014 Mtg. Minutes

General HACD pages 48, 49 and 50

Client support for seizures: Biological Hazards- suggest increasing frequency to: 2. Contact with bodily fluids likely happens at least once per month when working with some clients. All other items remain unchanged.

Contact with Visitors or Contractors: no suggested changes.

Entering to leaving the worksite after dark: Biological Hazards-0 suggest changing the frequency to a 1, and potential consequences to a 2. The total would be a 5.

Grande Prairie- Mtg. Minutes May 16, 2014

Reviewed pages 23-24

Use of BBQ- No additions

Storing and using household cleaners- safe work practices: add store chemicals that if mixed are combustible separately

Changing light bulbs- No additions

Use of ladder- No additions-

Use of floor mats- Safe work practices: add regular inspection of mats for wear and tear and replacement when necessary.

3.6 Policy Review – 3.5.8 Elimination/ Mitigating/ Controlling Work Site Hazards.

4.0 Other Business -

4.1 ICE Page Health & Safety Article for August 2014- Summer Health and Safety (Severe Summer Weather, Heat Stroke, Insect Protection).

NEXT MEETING – August 6th 2014 @ 1:30 pm.

