AUGUST 2017

ICE PAGE

EDMONTON/ NORTH CENTRAL

ECAT

Employee & Client Assistance Team

780-461-7236

After office hours Phones do no accept text messages– staff need to call ECAT.

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TIME SHEET HAND-IN

- **August 15th, 2017 –** For all shifts worked between August 1st and August 15th
- **August 31st, 2017–**For all shifts worked between August 16th and August 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING** – August 2nd, 2017 at 1:30PM
- **RPAC MEETING–** August 16th, 2017 at 1:30PM

Making it Happen!- Supporting Social Inclusion

Tannis is a lovely lady who moved to Lethbridge from Calgary about a year ago. She is very busy and loves being active in the Lethbridge community. She regularly participates in programs through the Lethbridge Seniors Citizens Organization (LSCO). She volunteers twice a week at a seniors lodge. She participates in community art classes and she plays bocce ball through Special Olympics. At the beginning of July Tannis was invited to take part in the Provincial Special Olympics Summer Games held in Medicine Hat. She said she had a wonderful time at this event. Even with all of the things she does each week Tannis finds time to work on some personal goals. Recently she decided that she'd like to improve her ability to read.

Tannis takes city transit regularly and she noticed that she had some difficulty because she didn't read well. She felt she could do a better job at her volunteer position as well as with her LSCO programs if she were able to read and better understand more complicated information. Tannis mentioned this goal to her staff Linda. Linda did some research and was able to find a program at the Lethbridge Public Library called "Read On". This is an adult literacy program that supports people to build skills at their own pace. Tannis has worked very hard and most shifts with ICE staff she wants to go to the library to get more books and work sheets for the program.

Tannis has been able to increase her literacy skills a great deal since beginning the program in June. She is encouraged by how quickly she's been able to learn and she's already on her fourth book. Linda says Tannis can now pick up a book and read it quite easily. Tannis says that she is more confident and feels proud of herself for working on this goal. Tannis says being able to read and understand signs, information sheets and other documents has made a huge difference to how well she is able to participate in her volunteer position, and get around on city transit.

Employee Spotlight

Linda worked for ICE for several years then moved away. She recently came back to work for us again. We are so happy that she did as she is great at finding community resources and available programs. She is willing to do research and make phone calls in order to support her clients to stay connected in the community in order to work on their goals.

Tannis (Pictured Left)

Linda (Right)

Air Quality

Recently the wildfire smoke blanketing western Canada has forced us to give greater consideration to the air we breathe and the negative impact of air pollution on our health. There are many pollutants in smog that contribute to cardiovascular and respiratory disease especially gases and particles in the air. Depending on the length of exposure, health status, genetic background and the concentration of pollutants there can be serious negative effects on a person's heart and lungs. Smog can make it harder to breathe, irritate lungs and airways, and worsen chronic diseases such as heart disease, chronic bronchitis, emphysema and asthma. Children, the elderly and persons with diabetes, heart or lung disease are the most sensitive to the adverse effects. People participating in sports or strenuous work outdoors could also be at increased risk as they tend to breathe more deeply and rapidly, allowing more air pollution to enter their lungs.
Each person reacts differently to air pollution and negative health effects increase as air pollution worsens. You can better protect yourself and the individuals you support by understanding how air pollution affects health and by checking the Air Quality Health Index (AQHI) to find out what the health risks are in your community. Local news/weather forecasts often include the AQHI rating information for the benefit of the general public.
Here are some steps that can be taken to reduce possible negative effects when the Air Quality Health Index rises:

- Reduce or reschedule outdoor physical activities (i.e. going for a walk, mowing the lawn etc.)
- Limit exposure to outside air pollution by closing doors and windows and staying indoors. For community access on such days choose indoor venues such as malls, recreation centres or libraries that have air conditioning systems.
- For home air conditioners, keep the fresh-air intake closed and the filter clean to prevent outdoor smoke from getting inside.
- Use air purifiers indoors if these are available.
- Avoid smoking as smoking puts added stress on your lungs.
- Monitor vulnerable persons for symptoms of concern such as difficulty breathing, coughing or irritated eyes. Follow a doctor's advice to manage existing conditions such as heart or lung disease. Health Link may be consulted at 811 for persons experiencing symptoms.

Creating Excellence Together (CET) Certification

ICE is proud to announce that our 2017 CET Survey wrapped up in June 2017. All regions: Edmonton, North Central, Calgary, Northwest and South participated in the survey.

The agency would like to thank all those who participated in the survey. The hard work, dedication and the excellcent quality of service provided to the people ICE supports is evident in everything you do!

Congratulations on the continued hard work!

Policy Review– 3.5.2 Assignment of Responsibilities

The Employer has a responsibility to ensure:

Health and Safety leadership is visible and demonstrated through organizational health and safety standards, goals and objectives.

Every reasonable precaution is taken for the health and safety of employees and others present at ICE work sites.

Employees are aware of their responsibilities and duties under legislation.

Written health and safety policies are in place, available to employees and compliant with applicable legislation. ICE completes a formal policy review every three years.

Hazard identification, assessment and documentation is completed for existing and potential hazards and updated ongoing. Methods are provided to control or eliminate hazards identified.

Effective claims management in the event of an employee injury

Employees are involved in workplace hazard identification and assessment and in the control or elimination of hazards identified.

Employees are informed and receive training regarding hazards in the work place.

Provision of information, instruction, training and adequate supervision to employees to ensure
their health and safety.

Regular inspections of worksites including equipment, materials and protective devices. Corrective actions will be taken as required.

Incidents are reported, investigated and followed up with corrective actions as required.

Establishment and support of a Health and Safety Committee.

The Supervisor has the responsibility to ensure:

That the employee complies with the agency's health and safety regulations.

That the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.

That the employee practices Standard Precautions.

The employee is advised of any known or foreseeable safety and health hazard in the area where the employee works.

Provision of written instructions, when required, about measures and procedures to be taken for the employee's protection and control of hazards.

Every reasonable precaution has been taken 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 / behavioral training prior to working a shift.

The Employee / SHO has the responsibility to:

Know their responsibilities and duties under legislation.

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 any known workplace hazard to the employer / supervisor.

Report any known equipment or protective device that may be dangerous, missing or defective to the employer / supervisor.

Work safely and not use or operate any equipment in a way that may endanger any worker.

Not remove or disable any protective device.

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. In the event of an injury the employee will follow all agency policies and procedures.

Refuse work that the employee / SHO feels is a threat to his / her health and safety. This will be without penalty to the employee. The employee is to ensure the immediate safety of clients / others / themselves and immediately contact their supervisor or after hours an ECAT supervisor to report the hazard and seek further direction.

Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the work the employee can safely complete.

The Visitor/Contractor has the responsibility to:

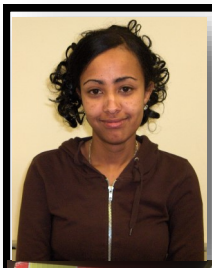
Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.

To work safely and do nothing that increases the normal hazards to clients or employees of I.C.E. **(See Policy 3.5.7 Visitors / Contractors).**

Inform I.C.E. of any uncontrolled hazard observed.

ICE THANK YOU CARD INCENTIVE WINNERS

Elizabeth Yanga was thanked for supporting the transition process of a new client. Elizabeth won a Starfrit Panini Grill Very much appreciated!



Feven Ghilemariam helped with making the Beaumaris move a success! Your efforts were truly appreciated! Feven won a portable BBQ.

Sini Varghese was thanked for her assistance with transitioning a new client into their new home. Sini won a four piece luggage set. Great Work!

Training

PET (Pre-Employment Training)

July 31-Aug 2 , 2017 9:00AM-5:00PM

Aug 14-Aug 16, 2017 – 9:00AM-5:00PM

As described on the ICE website

PBI (Proactive Behaviour Intervention)

August 4, 2017

August 18th, 2017

9:00AM-5:00PM

As described on the ICE Website

Mental Health First Aid

August 22nd– August 23rd, 2017

9:00AM-5:00PM

As described on the ICE Website

$100 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 offices will be closed ***Monday, August 7th, 2017 for the Heritage Day Holiday***
Please direct all calls to the ***Employee Client Assistance Team for this day.***

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:

Independent Counselling Enterprises at: 780-453-9664

INDEPENDENT COUNSELLING ENTERPRISES
Health and Safety Committee Meeting Minutes
Edmonton

STANDING ITEMS

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

Calgary- Meeting May 11, 2017

No Internal Incidents to Report

South – Meeting May 10th, 2017

No Internal Incidents to Report

Grande Prairie – Meeting Northwest – May 11, 2017

No Internal Incidents to Report

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

Calgary- Meeting May 11, 2017

April 4, 2017

Staff was cooking rice in the microwave as per the suggested time on the package. Staff left the rice while it was cooking in the microwave. While sitting at the kitchen table, smoke alarm went off and microwave was pouring out smoke. The back door was opened; rice was safely removed from microwave and placed outside, windows and doors opened to remove smoke.

Recommendations: When cooking foods do not leave it unsupervised, use a lower setting on the microwave and/or cook with less time and check, if not done put in for more time.

Near Miss Investigation Completed.

Additional Recommendations: Individual microwaves may vary in cooking time from the suggested times provided by food suppliers. Staff must monitor microwaves / other cooking appliances at all times while in use.

April 6, 2017

Client wanted to go to store to buy cat litter and wanted to do so by crossing a busy highway. Staff tried redirecting client but client was adamant. Staff and client crossed busy highway when they thought it was safe to do so.

Recommendations: Remind staff to refuse unsafe work and contact office for future concerns, incident reviewed with RPAC.

Near Miss Investigation Completed.

Additional Recommendations: Careful and comprehensive planning must be completed before introduction of changes into existing programs. Advance planning would ensure that all requirements are in place avoiding risks to both clients and staff .

South – Meeting May 10th, 2017

April 21st, 2017

A client became upset when asked to use a smaller bowl for their cereal. The client threw the bowl down and left the room.

Recommendations: Give the client space when upset; review positive approaches; review incident with RPAC committee to determine if further supports are needed.

Additional Recommendations: As a positive approach consider storing appropriate individual size serving size bowls in readily available / easy access locations and move storage of larger bowls to an alternate yet still accessible cupboard.

Grande Prairie – **Northwest – May 11, 2017**

No Near Miss Incidents to Report.

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

May 17, 2017

Staff bent down and attempted to pull open the bottom drawer of the filing cabinet to remove cleaning products; felt a pain in their back.

Recommendations: Immediate actions to be taken to repair drawer malfunction. Do not exceed personal capacity when pulling or lifting, seek assistance. Lift using proper ergonomic principles.

Incident Investigation Completed.

May 27, 2017

Client returned to his home intoxicated. He demanded that staff give him funds from petty cash and drive him downtown. Staff attempted to redirect the client. Suddenly staff saw the client throwing a pair of pliers at them. Staff initiated safe distance and requested assistance from 911. The program manager and police came and spoke with the client to calm the situation.

Recommendations: A Risk Assessment is to be completed as recommended by the manager. Client supports (RPAC, psychiatrist) to be reviewed. Installation of a Lifeline button has been recommended by the manager. Consider revising the location of petty cash for this program.

Incident investigation to be completed.

May 30, 2017

Client had been assisting staff by cleaning mirrors/ windows in their residence. Staff saw that the mirror was not fully clean and decided to clean it further. This made the client angry and they reacted by spraying window cleaner in staff's eyes. Staff called police via the lifeline in place. First Aid was administered. Staff was familiar with the client and training requirements had been completed.

Recommendations: Review PBI techniques and avoid actions clients may consider insulting, i.e. re-cleaning a mirror/window they had just cleaned. Review and follow ICE policy regarding the safety requirement for all cleaning chemicals to be immediately locked up after use.

Internal Incident Investigation completed.

3.3 Evaluation of current Near Miss Incident Investigations:

No Near Miss Investigations to be reviewed.

3.4 Review of COR Audit and Action Items – COR 2016 Section 5, Qualifications, Orientation and Training.

3.5 Hazard Assessment and Control document (H.A.C.D.) review –

Review of General Section Page 22 Cooking / Food Preparation. Add to Safe Work procedures – monitor all appliances while in use.

3.6 Policy Review – Review and discussion of Policy Changes: 2.1.6 Change to Approved Support Requirements, and 4.4.2 Risk Management.

OTHER BUSINESS

Possible ICE Page articles were discussed for July. Severe Summer Weather Safety. Marnie suggested sharing information in the ICE page recommending clients carry a backpack for summer outings with key summer safety items including: a hat, a bottle of water, sunscreen, long sleeve shirts, long pants, bug spray, a personal first aid kit, a snack etc.

NEXT MEETING – August 2nd, 2017 at 1:30 PM