

EDMONTON

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

- **August 15th 2018 –**
For all shifts worked between August 1st and August 15th.
- **August 31st, 2018 –**
For all shifts worked between August 16th and August 31st.

UPCOMING:

• **HEALTH AND SAFETY MEETING**
August 1st, 2018 at
1:30 PM

• **RPAC MEETING**
August 22nd, 2018
at 1:30 - 3:30 PM

Making it Happen!- Supporting Social Inclusion



Ken

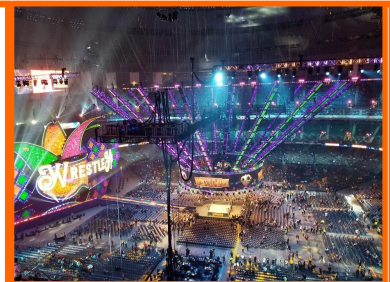
Ken is a man with many fine qualities including a strong dedication to his goals and a zest for life. When ICE first met Ken in Grande Prairie in 2013, his physician recommended that Ken work on his mobility. The doctor felt Ken would benefit from having more muscle to ensure that he would not later become bound to a wheelchair. ICE staff facilitated Ken meeting with a personal trainer shortly after Ken began services and an exercise routine was devised for him. Ken has diligently followed this routine for five years. His hard work has paid off as he has increased his muscle mass and now only requires use of his wheelchair while at work. He enjoys being active and has made the Special Olympics team for five pin

bowling. He has been able to travel to Edmonton with his fellow teammates for tournaments and to play at provincial competitions in the past years.

Ken is a social and helpful person. He has worked at Walmart for three years as a Greeter. He enjoys his work at the store and the chance to show his sense of humour and kindness to the customers that come through the front doors.

This past year, while Ken was having coffee with a friend, he announced that he wanted to save his money and go to the huge World Wrestling Entertainment (WWE) event that takes place in the United States each year. He asked his friend to accompany him on the adventure and the friend agreed.

In September of 2017 Ken started the process to attend the WWE event with a goal to get his passport. Ken's ICE support team, helped him collect and fill out the passport application. Ken and Bismark, his support staff, came to the ICE office and made copies of his identification papers and sent the information by Purolator. Six weeks later an excited Ken arrived back at the office with his passport in hand! Ken then set his next goal. Taking a trip to New Orleans in April of



WWE in New Orleans April 2018

2018 for the annual WWE event. Ken began working with his ICE support team to complete all the necessary planning tasks to organize a trip to New Orleans. There was a lot to be completed: medical clearance; securing approval from Ken's trustee; travel insurance, hotel and travel arrangements. This was an excellent learning experience for Ken. Staff worked with him each step of the way and were able to secure West Jet accompany pricing, hotel as well as transportation.

With everything arranged, Ken and his friend set off this April on their six day holiday adventure to Wrestlemania in New Orleans. Ken had a wonderful time with his friend, a natural support, and came back with many happy memories and souvenirs. Well done, Ken!



Employee Spotlight - Bismark Kwarteng

Bismark has been an employee at ICE since January 2017. He has a gentle yet effective demeanour and has formed many great relationships with ICE clients. He is always excited for the individuals he supports when a goal has been achieved.

Having the ability to give back to the community in a productive and caring way is one of the many reasons Bismark chose to work in this field. Thank you Bismark for your contributions to our ICE team!

POLICY REVIEW

Excerpts from Policy 3.5.8 Eliminating/ Mitigating/Controlling Work Site Hazards are included here. *Please refer to the ICE Policy Manual for the full policy.*

For the purposes of this policy residential programs refers to homes that are staffed by I.C.E. employees. Support homes refer to programs that are only monitored by I.C.E. and the operator is not an employee of the agency.

1. To reduce the risk of fire there are to be no lit candles, lit fires in fireplaces and no lit fire pits in the yard in any residential program.
2. There are to be no stick pins in common areas in any residential program. These may be used in the staff office and only if this is a contained room and able to be locked.
3. All sharps i.e. knives, scissors, tools, sewing/ knitting supplies, choppers, graters, blender blades, thermometers, fire ignition sources (i.e. lighters) etc., with the exception of butter knives, and will be locked up in all residential programs. A location will be identified as appropriate to the home i.e. office, kitchen drawer. In a support home sharps are to be in a secure location. Client support requirements

will determine if locks are required.

4. In residential programs all cleaning supplies are to be kept locked up in an area separate from the food and medications in the home. If a client is independent in cleaning and/or are able to clean unsupervised a location will be identified for the storage of these products i.e. laundry room. MSDS forms are readily available in the Daily Planner. Cleaning supplies may need to be in a locked location in a support home and is dependent on client support requirements.

Any deviation from #3 and #4 will be a joint decision of the client, their support network and Independent Counselling Enterprises Management and will be documented as such.

6. All residential and support homes are to have a working fridge thermometer. Appliances with built in thermometers are acceptable.
7. As per **Policy 3.8.6 Dress, Hygiene, and Grooming** it is the employee's responsibility to ensure they wear clean and safe indoor shoes while on shift in the homes. This is not applicable to support home operators.
11. Employee personal belongings i.e. purse, money, cigarettes, matches, lighter, medications etc. are to be kept locked away at all times. (**See Policy 3.8.12 Smart Phones and Mobile Devices**)

ICE OFFICES WILL BE CLOSED

**MONDAY, August 6th, 2018
for
HERITAGE DAY**



Please direct all calls to the Employee
Client Assistance Team for that day.

780-461-7236



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 – Heat Hazards

Heat waves in Quebec this summer have resulted in loss of life for more than 90 people.



High temperatures can overwhelm the body's ability to cool itself. They cause stress on the body, especially when combined with high humidity, direct sunlight, and/or poor air circulation. It is important that staff know how to recognize and respond to incidents of heat stress both in clients and in themselves so that necessary safety steps can be taken to keep everyone healthy and comfortable.

Recognizing heat stress

Heat stress does not just affect persons outdoors, people indoors in hot environments such as buildings without air conditioning. It is important that staff monitor clients, co-workers and yourself for signs of heat illness, exhaustion or heat stroke. Heat impacts on health are worse if high temperatures persist over several days and throughout the night. Some persons are more prone to heat strain including older individuals, people with physical impairments or chronic illnesses. Certain medications also affect heat sensitivity and the body's cooling functions.

Excessive heat stress on the body may result in one or more of the following symptoms:

- Heat illness: heat rash, swelling of hands, feet and ankles, headache, dizziness, upset stomach or vomiting.
- Heat exhaustion – tiredness or weakness, moist skin, a rapid weak pulse,
- Life-threatening heat stroke – hot dry skin, a rapid

strong pulse, mental confusion, seizures or convulsions, unconsciousness.

Prevention:

- Monitor clients, co-workers and yourself. Take rest breaks and drink cool water frequently.
- Wear lightweight, light-coloured, loose fitting clothes and head coverings when outdoors.
- Limit heat exposure. If outdoors, try to stay in the shade.
- Use sunscreen, sun glasses and sun block if outdoors.
- Focus on lighter activities when possible and plan more strenuous tasks in the cooler hours of the day (mornings, evenings).
- Access community venues that are air-conditioned or that offer the opportunity to cool off (i.e. swimming pools).
- Use personal body cooling strategies– i.e.: fans, a cool damp facecloth and cloth covered icepacks. (Gel ice packs work well as they are softer. The idea is similar to a hot water bottle but used for personal cooling instead of warmth.)

What to Do

Pay attention to individuals displaying symptoms of sudden and severe fatigue, nausea dizziness or light headedness, rapid breathing and /or a sustained heart rate.

If you see someone showing signs that they are struggling in the heat:

- Encourage them to move to a cool, shaded area or remove them from the heat source.
 - Loosen or remove heavy clothing.
 - Provide cool drinking water.
- Call 911 immediately if you think someone may be experiencing heat stroke.

Source : <https://www.safemanitoba.com>



TRAINING

PET (Pre-Employment Training)

July 30th-Aug 1st, 2018

Aug 13th-Aug 15th, 2018

Aug 27-Aug 29, 2018

9 am -5 pm

As described on the ICE website



PBI (Proactive Behaviour Intervention)

August 3rd, 2018

August 17th, 2018

August 31st, 2018

9 am - 5 pm

As described on the ICE website

Health & Safety Committee Meeting Minutes July 11, 2018 - Edmonton

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

Calgary-, Meeting minutes, meeting –June 28th, 2018

May 25, 2018

Supervisor was traveling highway to go to scheduled meeting. Supervisor saw up ahead two cars made an abrupt stop. Supervisor pressed brake and was able to stop, avoiding hitting car ahead. Moments later, supervisor was struck from behind as the car behind failed to stop. Minimal damage was caused to both vehicles and supervisor sought medical attention.

Incident Investigation to be completed.

Recommendations: Review of safe/defensive driving practices with employee. When braking abruptly, look in rear-view mirror to ensure drivers behind are breaking and if they are not and possible to do so drive on to shoulder or switch lanes to avoid rear crash. Engage hazard lights (four-way flashers) to alert other drivers on the road to roadway hazards. Schedule meetings and drive during less busy times.

Additional recommendations: Turn your vehicle lights on to increase visibility.

May 26, 2018

Client from another agency was at Support Home for weekend respite. Client was playing with his remote-control car. The car was stored safely away in the garage on the floor unplugged. At 12am smoke detectors were heard throughout the house, client and SHO evacuated and noted there was a fire in the garage from the remote-control car. It is unclear if the car started on fire due to the car overheating or from the lithium battery (i.e. corroded or faulty wiring).

Incident Investigation to be completed.

Recommendations: Ensure items coming into the home are in safe working order. SHO will ask the client when coming for respite to leave the remote-control car at his house and not bring to SHO's home. If client brings car to the home, a fire proof/explosion proof bag will be purchased. Check remote control car after each use to ensure it has not overheated.

Additional Recommendations: Monitor the garage for hazardous items in storage during temperature extremes (hot weather). Remove the battery from the remote control device when not in use and store in a separate safe, non-flammable location. Have the remote control unit checked, if faulty – dispose of unit.

South – Meeting –May 9th, 2018

No near miss incidents to review.

Grande Prairie – Meeting North West – June 13th, 2018

No Incidents to review.

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

Calgary- May 24th, 2018 Meeting minutes

May 7, 2018

Staff informed supervisor via email that he believed he was developing onset asthma from the client's second-hand smoke. Staff believed that the second-hand smoke could be

affecting his respiratory function. Staff informed supervisor that he had seen a doctor who diagnosed him with a respiratory condition. Staff confirmed it was not due to the second-hand smoke.

Near Miss Investigation to be completed.

Recommendations: Identify and enter a hazard of client smoking into C-Views under comments section. When relief schedule to work with client, smoking hazard to be identified and inform staff client does this independently and staff do not need to be near client. Supervisor to inform staff of this hazard during Non-Residential Orientation. Review with staff HACD – exposure to smoking. Remind staff to report potential hazards on the Schedule Outline and report to supervisor.

Additional Recommendations: Staff to be informed of smoking hazard during when being offered shifts. They may choose not to work with a smoking client. The staff's respiratory concern may not have been caused by the client smoking, but being around second hand smoke may irritate an existing condition.

May 23, 2018

Staff and client were at the employment office to update and print client's resume. Client became upset and agitated as he did not want to complete this task. After printing resumes they returned to the car. Client escalated took the resumes and tore them up. Staff questioned why he tore up his resumes, client stated he only wanted to work at a movie theatre and he hit the staff on the shoulder. While car was in park client was touching gear shifter and other buttons in the car. Staff attempted to calm client, then gave him some personal space. After some-time, he drove client home, as client was leaving the vehicle he slammed the car door with force.

Near Miss Investigation to be completed.

Recommendations: Front seat agreement was removed from client's file. Staff informed that client is not to be transported by ICE staff due to the risk, client and staff to utilize public transit. Review with staff PBI skills, policy 2.4.5 Use of Staff's Vehicles, reporting process and Non-Res HACD. Client's goal of obtaining employment to be discontinued as this agitates client. Staff to not engage in power struggles. Review incident with RPAC.

Additional recommendations: Reminder to staff as per Policy 3.4.5 not to drive clients within 3 hours of a behavioral escalation. There are other options to transport clients home.

South – Meeting – June 13th, 2018

No Near Misses to Report

Grande Prairie – Meeting North West – June 13th, 2018

No Near Misses to Report

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

June 7th, 2018 a client with autism and communication challenges was travelling in the back passenger seat with 2 staff to a psychiatrist appointment. When the client became agitated and self- injurious (attempting to open the vehicle door, striking their own face) the staff stopped the vehicle. They attempted to calm the client by taking a short break at a quiet restaurant. Within the restaurant the client became further agitated

and self-injurious climbing under the table. Staff were concerned the client would strike their head and reached out to try to prevent injury to the client. The client grabbed staff's arm, struck and pulled them down on their knees. When the other staff attempted to assist they were scratched on the arm. 911 responded to provide assistance. Both staff and the client were provided medical assistance. The client has Positive Approaches in place.

Incident Investigation completed.

Recommendations: Review transportation support plans in place for this client. Transportation in staff vehicles may be too hazardous. Some early warning signs of client agitation were disregarded due to staff feeling pressure to keep the psychiatric appointment. Reassure staff that in the event of potential behavioural concerns it is wise to reschedule the appointment or consider arranging a teleconference. Collect data on client changes and share with the psychiatrist. Re-

view PBI with staff - it is important to keep their distance until the client calms. Seek additional support from RPAC.

June 12th, 2018 - An office staff member opened one of the doors to the top cupboard section of their desk and was arranging files in the cupboard. Their phone rang and as they turned their body to answer the phone they struck their elbow on the corner of the cupboard unit. Later their arm began to hurt and they sought medical attention.

Incident Investigation to be completed.

Recommendations: Be aware of your surroundings and potential hazards. For office phones - head sets are available and the phone systems take messages. Take your time when moving about in a small space.

3.3 Evaluation of current Near Miss Incident Investigations:
No near miss incidents reported.

3.4 Certificate Of Recognition (COR) Audit

COR Action Plan	Actions:	Follow up / timelines:
<p>Element 1-1 Element 1-2 1-2 Identify a cross regional H&S sub-committee to: Revise/develop Health and Safety Committee Terms of reference including both psychological injury and illness prevention as well as physical health and safety.</p> <p>Determine key H&S legislation links for inclusion on the ICE website, Develop and distribute a set of instructions for sharing links to applicable legislation and resources in the ICE newsletter, PET, and other training sessions.</p>	<p>Subcommittee members Vesna, Carrie, Nishita, Pauline, Hilary, Greg, Jackie, and Corinne The subcommittee met May 18th for a second time to review ICE current H&S committees and worker representation. Greg & Jackie provided an update from the OHS presentation June 6th that OHS and ACDS are still in discussions over H&S representation for supported residences. Links were included in the July Newsletter to enable staff access to key legislation. This will be included going forward.</p>	<p>Management is continuing the process to draft revisions to the Policy and H&S Terms of reference. This may need to wait for a final decision by OHS regarding representation for supported residences.</p> <p>Addition of Links to PET and Website by end of July.</p>
<p>Element 2-3 Identify a short term committee involving representatives for Non Residential programs in each region.</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 staff 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 draft of the non-residential pilot will be shared with regions in July for implementation in August. Corinne will follow up with regional participants.</p>	<p>Pilot form/ process to be implemented July/ August.</p>
<p>Element 3 3-1 Addition of 5 information sections specifying Safe Work Practices to the index section of the ICE Master Hazard Assessment and Control document (HACD). 3-2 Development of Terms of Reference for regional ICE Health and Safety Committees including membership requirements including member designates representing front line staff from both residential and non-residential programs.</p>	<p>3-1 The selection of 5 new HACD Appendix topics has been completed and will be included in the 2018 Master HACD circulated in July. 3-2 There is still some discussion being held between ACDS and OHS regarding PDD programs and Health and Safety representation for shared client residences. Updates will be provided as soon as decisions are made by OHS.</p>	<p>Web- links will appear on-going in the ICE Pages. – Element 1-2</p> <p>Once information updates are provided from ACDS/ OHS ICE will move forward on this area.</p>

Health and Safety Meeting Minutes continued:

3.5 Hazard Assessment and Control Document (HACD)

Review

Calgary Review Pages 14 – 21

Outdoor Activities, Accessing the Community – No additional recommendations, **Use/Handling of Sharps** – no additional recommendations. **Elevator Use** – it was suggested to include; when client escalated do not get into elevator with client.

Committee member expressed that in the Non-Res HACD a task or activity that should be added is “Partaking in Emergency Procedures”.

South

As noted above the Committee put forward their top 5 suggestions to be included in Appendix A of the Hazard Assessment and Control Document. Also discussed and reviewed the Non-Residential Section of the HACD

Grande Prairie:

Discussed addition of sections to Appendix A as per the COR action plan Element 3-1.

Self Care

Safety in the Community for both staff and community members

Understanding Mental Illness

Considerations for Safe Handling of Medical Cannabis products

Fentanyl Training

Edmonton:

Hazard Assessment discussion was tabled for this meeting as the new HACD will be out soon.

3.6 Policy Review – ICE Policy – 3.5.13 Fire Evacuation Assessments

OTHER BUSINESS

ICE PAGE – Suggested Articles Edmonton – Hot Weather and Heat Stress, Cigarette safety.

Loss of Water/ Excessive Heat (As per Policy 3.5.10) Emergency Drill/ Review assigned to be completed between May 1st and July 31st.

Next meeting – August 1st 2018 at 1:30 pm



Team Coordinator (TC) Training Opportunity

ICE is now accepting formal written letters of interest along with a Letter of Intent for employees interested in the fall/winter session of the TC training.

Candidates must be willing to commit to attending the full 15 week classroom session, achieving a minimum pass mark of 80% for each module, and then the successful completion a 2 month practicum.

Those interested in completing the training must be willing to re-locate to another program if/as required.

Please forward your written letter with your Letter of Intent to your Manager by August 17, 2018.

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>

Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities.

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

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>

This month's winners:



BEONE MUTEBUTSI



SINI VARGHESE

\$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!

Health & Safety Incentive Presentation



Chantal Long was presented with a H & S Safety mug for her work on the Edmonton Health & Safety Committee. Thank you!

ICE THANK YOU CARD INCENTIVE WINNERS



Oblageli Ewo received a Thank You card from her Coordinator for supporting a client with mobility challenges to swim and achieve his goal for the year.

Oblageli won a Hamilton Beach Stack & Snap Food Processor. Your client support efforts are much appreciated!



Filipos Berhane received a Thank You card from his Manager for staying with his client in the hospital until 2am to ensure he was safe and comfortable.

Filipos won a Bissell Powerforce Bagless Canister Vacuum. Your client care and concern is valued!



Marie Insigne received a Thank You card from her Coordinator for her efforts on behalf of her clients for community social inclusion. Marie won a Farberware Triple Rivet 21 Piece Knife Set. Great Job!

**Please join us at the 2018
ICE Staff
Appreciation Barbeque!!!!**



FUN



WEDNESDAY, AUGUST 15TH, 2018

11:00 AM - 2:00 PM

At the Edmonton ICE Office