

AUGUST 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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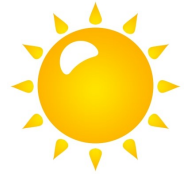
TIME SHEET HAND-IN

- **August 15th 2019**– For all shifts worked between August 1st and August 15th.
- **September 3rd 2019**– For all shifts worked between August 16th and August 31st

UPCOMING:

- **HEALTH AND SAFETY MEETING**– August 7th 2019 at 1:30 PM
- **RPAC MEETING**– August 21st 2019 at 1:30PM

ICE PAGE



Making it Happen!- Supporting Social Inclusion



Tamara

Tamara is a fun, bubbly young lady. She is outgoing and no one would ever accuse her of being shy! Tamara cares about others and makes friends easily, earnestly listening and trying to make everyone's day better if she can. She recognizes that not everyone shares this ability and goes out of her way to help those who struggle in social situations feel more comfortable.

Tamara and her staff Selena recently volunteered at an event called "A Night to Shine" sponsored by

the Tim Tebow foundation. This event gives individuals with disabilities the opportunity for a special night to get dressed up, walk down the red carpet and have their pictures taken. Tamara and Selena had the job of cheering on and encouraging guests when they arrived at the venue. Tamara made it her personal mission to encourage people to get up and dance and have a good time. The event was a huge success and Tamara was likely one reason why!

Tamara works as a receptionist at another agency's front desk and has had the opportunity to meet many other individuals who receive support. Tamara and her staff discussed how it would be nice to get some of those people together to help make connections and possibly make some new friends. Tamara dreamed up the idea of an Inter-agency Picnic. Staff helped her to make connections with two other agencies to ask if they would support the idea and they agreed!

Tamara and her staff made up a poster and went around to advertise the event at these agencies. Staff helped Tamara ensure the venue for the picnic was appropriate and that the space could accommodate the number of expected guests. The picnic is scheduled for June 29th and so far, the response has been very positive with many RSVP's already coming in.

Tamara is someone who genuinely cares about others and is the definition of a good friend. We can all learn to reach out and spend a little time to make someone else's day better.

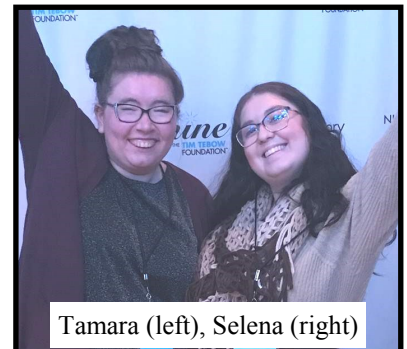
Thanks for that lesson, Tamara.

Employee Spotlight

Selena J.

Selena started working with the South Region in April of 2016. She is a good fit to support Tamara because she is also outgoing and fun. She has helped all the clients she's worked with connect with volunteering opportunities, cultural activities and special events in the community. She is always ready to try a new approach to help someone reach their goals.

Thank you for all your hard work.



Tamara (left), Selena (right)

Policy Update

3.4.5 PAYROLL PROCESSING:

PAY PERIODS/TIMESHEETS AND DOCUMENTATION/WAGES PAYABLE/EMPLOYMENT & WAGE VERIFICATION/30 DAY EMPLOYEE FILE CLOSED/PROCESSING OF BENEFITS

**(Selected sections of ICE policy 3.4.5 are reproduced here, please refer to the Policy manual for the complete policies).*

Pay Periods

1. Pay Periods are semi-monthly with wages payable available to employees on the tenth and the twenty-fifth of each month (or if on a weekend day, then the previous business day).
2. A list of yearly submission dates for timesheets and the associated documentation is provided to the employee and a copy is posted in the main office. Pay periods are from the first to the fifteenth and the sixteenth to the last day of each month. Any alteration of pay periods will be clearly indicated on the list of submission dates. A list of submission dates is completed yearly by the Manager of Accounts in consultation with the Comptroller.

Employee Timesheets and Documentation

1. The employee is to document hours worked on an agency timesheet. There are two types of timesheets. Regular program staff and office personnel use the calendar time sheet and casual employees will use the casual timesheet.
2. The employee is to claim all hours worked until midnight on the stipulated day of hand-in (the fifteenth and the last day of every month). If the shift extends onto the next day this must be claimed in the next pay period by the employee.
3. Time sheets, verification forms and contact notes must be handed into the office on specified dates. These forms are required from the employees to complete our billing and subsequent payroll. Failure to comply with this procedure will result in the following:
 - First time failure to hand in documentation on hand-in day will result in the employee being contacted to comply immediately. Compliance will result in normal processing of the employee's timesheet for the purpose of payroll.
 - Second delinquency will result in corrective action.
 - Subsequent delinquencies will follow the above and continue to be a performance issue. Should the delinquency be an ongoing issue direct deposit of pay will not be an option.
 - The employer may choose to limit the action taken for the delinquency based on individual circumstances.

Updated August 2019

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

Contact your local TD branch or book an appointment online to see a financial advisor to discuss your savings needs and any other financial objectives.

⇒ To find a TD branch close to you:

<https://www.td.com/ca/en/personal-banking/branch-locator/>

⇒ To book an appointment online:

<https://www.td.com/ca/en/personal-banking/products/saving-investing/>

**ICE OFFICES WILL BE
CLOSED
MONDAY, AUGUST 5th
FOR HERITAGE DAY**



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

780- 461-7236

ICE THANK YOU CARD INCENTIVE WINNERS



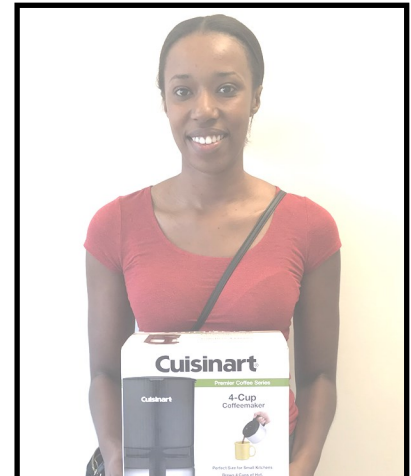
Medias Musabimana received a Thank You card from her team coordinator for staying with the clients in the house until ECAT found staff to cover the shift. Medias won a Thomson dinnerware set.

Thank you for your efforts!



Deanna Crookedneck received a Thank You card from her team leader for agreeing to take on extra hours for a client and being very flexible in maintaining hours with other clients. Deanna was a huge help with this. Deanna won a Hamilton Beach coffeemaker.

Well done!



Synthia Agasaro received a Thank You card from her team coordinator for covering 4 shifts on such short notice. Coordinator really appreciated Synthia's hard work with the client. Synthia won a Cuisinart Coffeemaker.

Keep up the good work!

Referral Incentive

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!



Training

PET (Pre-Employment Training)

August 6 - 8
August 19 - 21
9:00am - 5:00pm

PBI (Proactive Behavioural Interventions)

August 9 & 23
9:00am - 5:00pm

ASIST Tune-up Training

August 2
9:00am - 12:30pm

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

July 3, 2019

(Minutes edited for publication)

3.0 Standing Items

- 3.1 Review of 'Regional Health and Safety Meeting Minutes'. Review other region's minutes especially sections 3.2 and 3.3.
- 3.1 A) Review of Regional Health and Safety Meeting Minutes –

Calgary:

No Health and Safety Committee meeting in June.

South – June 4, 2019 Meeting Minutes:

May 20, 2019

A client was upset and said they were feeling that they wanted to harm themselves. The client said they wanted to get into the staff room where the sharps and other potentially dangerous items were located. The client grabbed the keys from around the staff's neck and tried to unlock the staff room door with the keys. The keys were on a lanyard that broke away easily so there was no injury to the staff. The client was unable to gain access to the room.

Recommendations: Staff to keep keys in their pocket, not around their neck on a lanyard. Staff to review PBI/CPI techniques. Staff to review RPAC documents for the client including Suicide Prevention Protocol. Client to continue to see psychiatrist, mental health therapist and continue with CAST involvement.

May 27, 2019

A client was upset as they didn't like what the Support Home Operator was cooking for supper. The client became more upset when they spoke with their guardian a short time later. The client was in their room yelling loudly and throwing things. The client came out and hit the wall with their fist which put a hole in the wall.

Recommendations: Review incident with RPAC and update RPAC tracking record. Review CPI/PBI skills with SHO. Review RPAC documents with SHO.

Incident Investigation in Progress

Additional Recommendations: Ensure client has other menu options and is included in menu planning and grocery shopping.

Northwest – June 4, 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 –

No Health and Safety Committee meeting held in June.

South – June 4, 2019 Meeting Minutes:

May 24, 2019

A client was upset that staff was unable to drive them to make a purchase. Staff explained they could walk as it was not a far distance. The client attempted to get others to drive; including the other staff in the home and the supervisor of the program. When this was also not successful the client became upset and tried to push the door into the staff. The client went into the bedroom and began yelling and throwing things. The client threatened to kick the door in and hurt the staff. Staff called the police for assistance.

Recommendations: Staff to review PBI/CPI techniques. Staff to give more space when the client is upset and ensure they have a safe route to an exit. Continued RPAC and CAST involvement for the client. Review of RPAC documents with staff in the program.

Incident Investigation in Progress

Additional Recommendations: Ensure client is aware of staff boundaries ahead of time with client regarding team's ability to drive client and discuss other modes of transportation with client, including walking short distances and public transportation on an ongoing basis.

Northwest – June 4, 2019 Meeting Minutes:

No near miss incidents to report.

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

May 31, 2019

An office employee went to pick up a box with both hands and the contents shifted, resulting in the employee's wrist being sore. It was determined that the file box was half full on one side of the box and nothing on the other side. Recommendations include ensuring to check the contents of the box prior to lifting it and checking to ensure even distribution. If it is not evenly distributed, lay contents flat to minimize movement.

Incident Investigation Complete

Recommendation: Include hazard in office HACD.

- 3.3 Evaluation of near miss investigations.

June 5, 2019

A shelf inside the kitchen cabinet fell down and the broke the blender. Follow up included placing a note in the hazard communication log and put a hazard sign on the cupboard. The cause was determined to be a loose screw holding the shelf.

Incident Investigation Complete

Recommendations: Routinely check shelves to ensure clips are securely in place and ensure that cupboards are not overloaded.

Additional Recommendations: Review with team to report hazards as soon as they are identified and ensure follow up is completed as soon as possible (E.g. item repaired right away or landlord notified immediately of repairs required).

June 6, 2019

Staff tripped over a pair of shoes left on the floor by staff which weren't put on the shoe rack. Follow up included bringing up issue at the next team meeting, including shoes kept on the shoe rack and ensuring that staff are maintaining awareness for potential hazards.

Incident Investigation in progress

Recommendations: N/A – no further recommendations.

June 12, 2019

Staff was opening the top drawer of a filing cabinet in the Edmonton Office when the cabinet came down. Staff initially attempted to stop the filing cabinet but realized it was too heavy and were able to get out of the way when it fell over. Follow up included: The file room door code was changed and a hazard sign put on the door until the hazard could be assessed. It was determined that the bottom drawer of the filing cabinet was empty causing the cabinet to be top heavy. The interlock safety mechanism on 2 older cabinets (which mean only one drawer at a time opens) were broken. The older cabinets were replaced with new ones and all filing cabinets were checked and it was ensured that files were evenly distributed so that they wouldn't be top heavy. A health and safety memo was sent out on June 17, 2019 to all employees regarding file cabinet safety. On June 30, 2019, the Hazard Assessment and Control document was revised to incorporate this hazard and associated controls, including ensuring that filing cabinets are in working order and that they are loaded properly.

Incident Investigation in Progress

Recommendations: N/A – No further recommendations.

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 June.

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 - June - Monthly Safety Inspection Checklists completed – 3 – Emmanuella (1), Vesna (1), and Pauline (1) – 10 workers participated; Random Inspections completed – 5 - Adrienne F. (3), Trust in God (2) – 5 workers participated.

3.5 COR Audit Review – N/A – there was no review for this month.

3.6 Hazard Assessment and Control document (H.A.C.D.) — **New drafts for HACD were reviewed including for “Supporting Clients who are Smoking Cannabis/ Tobacco Products or Using Them by Other Routes (e.g. ingesting them) and/or Vaping (using e-cigarettes)” and “Testing and Changing Batteries on Safety Equipment.”** Revisions were made to both the hazard ratings and controls.

Calgary –

There was no health and safety committee meeting held in June.

South – June 4, 2019 Meeting Minutes:

South Committee Reviewed pages 74 – 80 which includes Use of Gloves, Personal Care of a Client, Client Lift/Transfer and Assisting Persons who use/have matches, lighters etc. No changes to the controls or ratings for these hazards was put forward by the committee.

Northwest – June 4, 2019 Meeting Minutes:

N/A - There was no review of the HACD document in June 2019 minutes.

3.7 Policy review – **2.5.9 Harm Reduction and Safety Strategies**

Other Business

3.1 Health and Safety Training Updates – All members have Health and Safety Committee and Workplace Inspections Training. Greg discussed other training to be completed, including Hazard Assessment, Promoting Safety and Incident Investigation Training for committee members.

3.2 Hazard Assessment and Control Document – Greg updated the group that a draft of the HACD was in the process of completion and thanked the committee for their role in reviewing and role in developing new sections of the HACD.

3.3 COR Update – Internal COR has been set for October 2019.

NEXT MEETING DATE: August 7, 2019 at 1:30 p.m.

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.





Dealing with the Risks of Heatstroke

When the weather is blistering hot, you need to listen to your body.

"What starts out as heat cramps can quickly move to heat exhaustion and then heatstroke when the body loses the ability to regulate and cool itself down." Ensure that you (and the individuals you support) begin the day hydrated and keep hydrating. If you feel hot but develop chills, that's a clear sign you need to slow down and seek cool air or water.

Heatstroke occurs when your body temperature rises rapidly and you're unable to cool down. It can be life-threatening, damaging your brain and other vital organs. It may be caused by strenuous activity in the heat or being in a hot place for too long. Heatstroke can occur without any previous heat-related condition, such as heat exhaustion.

Heatstroke signs and symptoms include:

- Fever of 40 degrees C (104 degrees F) or greater
- Changes in mental status or behavior, such as confusion, agitation or slurred speech
- Hot, dry skin or heavy sweating
- Nausea and vomiting
- Flushed skin
- Rapid pulse
- Rapid breathing
- Headache
- Fainting may be the first sign in elderly adults

What Can I do to prevent myself and the individuals I support from getting heat stroke?

- Drink plenty of water or other cool, non-alcoholic fluids even if you're not thirsty (check with your doctor if you are on limited fluids or fluid pills). Avoid drinking extremely cold liquids as they can cause stomach cramps.
- Plan ahead. Reduce activity and avoid exercise in hot weather. If activity is unavoidable, try to schedule it for the cooler part of the day and rest often. Whenever possible, stay indoors or in the shade.
- Stay cool and keep air circulating around you. Draw your blinds or curtains and use a fan or air conditioning if possible. If you don't have air conditioning, consider visiting an

air-conditioned shopping centre or public library.

- Eat smaller meals more often and cold meals such as salad.
- Wear light-coloured, loose-fitting clothing made from natural fibres like cotton and linen.
- Keep yourself cool by using wet towels, putting your feet in cold water and taking cool (not cold) showers.
- Never leave clients, children, older people or pets in cars.

If you must be out in the heat:

- Limit outdoor activity to the coolest part of the day.
- Protect yourself from the sun and **'slip, slop, slap'** when outside by covering exposed skin, using sunscreen and wearing a hat.
- **'Seek'** shade and **'slide'** on some sunglasses.
- Rest regularly in the shade and drink fluids frequently

Heatstroke: First aid

Seek emergency medical care

If you suspect heatstroke, call 911. Then immediately move the person out of the heat, remove excess clothing, and cool him or her by whatever means available. Cooling methods include:

- Placing in a tub of cool water or a cool shower
- Spraying with a garden hose
- Sponging with cool water
- Fanning while misting with cool water
- Placing ice packs or cool wet towels on the neck, armpits and groin
- Covering with cool, damp sheets

Let the person drink cool water to rehydrate, if he or she is able. Don't give sugary, caffeinated or alcoholic beverages to a person with heatstroke. Also avoid cold drinks, as these can cause stomach cramps.

Begin CPR if the person loses consciousness and shows no signs of circulation, such as breathing, coughing or movement.

PAY DATES ARE CHANGING
Effective the second pay date of August
(paying timesheets August 1st to 15th).

ICE's pay dates are changing from the 15th and the end of each month to the 10th and 25th of each month (or if on a weekend day, then the previous business day).

WHAT DOES NOT CHANGE

- All employees will continue to be paid on a semi-monthly pay cycle.
 - Pay period dates will remain as the 1st to the 15th and 16th to the end of the month.
 - Timesheet hand in dates will remain as the 15th and end of the month (or if on a weekend day, the following business day).
 - Timesheets must be handed in promptly upon completion of your last shift in the pay period.
- Timesheets are accepted prior hand in day if your schedule is completed.

HOW YOU CAN SUBMIT YOUR TIMESHEET

At the ICE office (after hours drop in box available).

By Fax or Email - contact the ICE Office for appropriate contact person and number.

Time Sheet Submission Dates and Pay Dates August - December 2019

MONTH	TIME SHEETS	PAY DATE
August	Hours for August 1st-15th Due August 15th.....	Paid on August 23rd
	Hours for August 16th-31st Due September 3rd.....	Paid on September 10th
September	Hours for September 1st-15th Due September 16th.....	Paid on September 25th
	Hours for September 16th-30th Due September 30th.....	Paid on October 10th
October	Hours for October 1st-15th Due October 15th.....	Paid on October 25th
	Hours for October 16th-31st Due October 31st.....	Paid on November 8th
November	Hours for November 1st-15th Due November 15th.....	Paid on November 25th
	Hours for November 16th-30th Due December 2nd.....	Paid on December 10th
December	Hours for December 1st-15th Due December 16th	Paid on December 24th
	Hours for December 16th-31st Due December 31st.....	Paid on January 10th, 2020

Head Office: 15031 - 118 Avenue, Edmonton, Alberta T5V 1H9

Phone: 780-454-9500 Pager: (24 Hour Service) 780-461-7236 Fax: 780-452-4889 Toll Free: 1-800-565-5710

Internet: <http://www.icenterprises.com> Email: ice@icenterprises.com