

**DECEMBER  
2017**

**EDMONTON/  
NORTH CENTRAL**

**ECAT**

Employee & Client  
Assistance Team  
**780-461-7236**

After office hours  
Phones do not accept  
text messages- staff  
need to call ECAT.

**INSIDE THIS**

- HEALTH AND SAFETY ARTICLE** 2
- POLICY REVIEW** 3
- HEALTH AND SAFETY MEETING MINUTES** 5

**TIME SHEET  
HAND-IN**

**December 15th, 2017 –**  
For all shifts worked between  
December 1st and December  
15th

**January 2nd, 2018–** For all  
shifts worked between  
December 16th and December  
31st

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**  
–December 6th , 2017  
at 1:30PM
- **RPAC MEETING–**,  
December 20th, 2017  
at 1:30PM

# ICE PAGE

**Making it Happen!- Supporting Social Inclusion**

Dan is a friendly and outgoing man who lives in Lethbridge. He has been with Independent Counselling Enterprises since 2008. He started out living in a support home with ICE; he set a goal that he wanted to have his own place and with a lot of support from his front line staff at the time he was able to achieve this goal. He moved out into his own place in 2015 and he has done a great job of managing the challenges of living independently. One of the things he has wanted for many years was to have a pet. He currently has two cats and he is very proud that he can call himself a pet owner. Dan loves the outdoors; he enjoys hunting, fishing and hiking. He is an avid photographer and has taken many breathtaking nature shots. His interest in photography started while he was in high school. He was in a graphic design course and he took a few photographs, the response he received from others was overwhelmingly positive so he continued to take pictures as often as he could. His love of nature really shows through in the photographs he takes.

Dan was happy with doing his photography just for himself but his ICE staff felt he had a real talent that should be explored more extensively. She suggested he enter his photos in contests around Lethbridge as a way to help him recognize that talent in himself. He was a bit nervous about this at first but with staff support he went ahead and entered some of his favorite shots. This led to him winning a number of awards for his skills.

With his increased confidence and continued staff support he started to believe in his ability as a photographer. He has made calendars and given away his photographs as gifts. He has also sold many of his pictures. If you come to the ICE office in Lethbridge you will see many of his works displayed on the walls.

Dan recently went on a trip to Victoria and came back with some really amazing photographs. He is interested in entering contests again and continuing to grow his photography business. It is always inspiring to see someone like Dan who is able to follow his passion.

Congratulations to Dan on his many achievements.



## Employee Spotlight

Sandra has been helping Dan work on his goals since he started with ICE. She started with the agency in 2004 and is one of the South's longest term employees. She has held the positions Community Rehabilitation Worker, Community Support Coordinator, and Regional Manager. She continues to work with clients on a part time basis while also working as a team leader for ACDS CET surveys. Dan says he is so grateful for all of the support she has given him over the years and really feels he would not be where he is today without her.





**POLICY UPDATE!**  
**Changes effective January 1st, 2018**

**3.4.11 Vacation**

*\*Note the changes to point #2\**

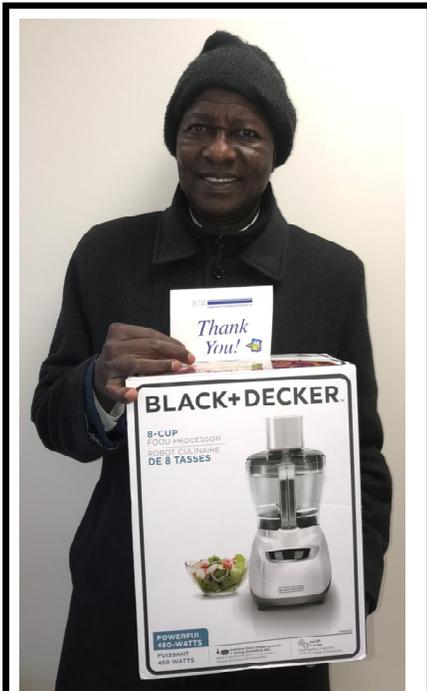
1. An employee will accrue vacation pay at a rate of 4 %, after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta. The agency will provide vacation accrual at a rate of 8% for employees who have worked for more than 10 years.
2. **All casual employees may request a pay out of vacation pay twice per year. Payouts will only occur on May 31<sup>st</sup> and/or Nov 15<sup>th</sup>. No request will be considered within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will be processed through payroll by submitting a request form two weeks prior to the date requested. Supervisors will not approve a request unless the documentation is submitted within these time lines.**
3. **All Casual Employees who have signed terms of employment and work a fix schedule** may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. The employee must complete the vacation request form.
4. **All full time employees** must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.**

**Vacation will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.**

5. The employer has the final approval of the time when the annual vacation is to be taken. No vacation will be approved over Christmas or Easter for those employees providing direct client care.

Updated January 2018

# ICE THANK YOU CARD INCENTIVE WINNERS



Dayo Gbadegesin was thanked by his manager for providing urgent medical attention to a client in a crisis. We are so grateful to have someone like you on staff that cares so much!

Dayo won a 8-cup Black and Decker Food Processor.



Patrick Ngabo was thanked by his supervisor for going the extra mile and always being available to his team for extra shifts. Great teamwork!

Patrick won a Oneida 45 piece cutlery set.



Jacqueline Yangonde was thanked by her Team Coordinator for always being available to her clients to take them to doctor appointments and also take them to day programs two times per week. Your effort is really appreciated. Keep it up!

Jacqueline won a 16 quart self basting roaster oven.

## \$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!



Richard Kinga



Gugulethu Tembo

**INDEPENDENT COUNSELLING ENTERPRISES**  
**Health and Safety Committee Meeting Minutes**  
*Edmonton Region—November 15, 2017*

**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- Meeting October 23, 2017**

None to report

**South – Meeting October 13, 2017**

None to report

**Grande Prairie – Meeting Northwest – October 12, 2017**

None to report

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

**Calgary- Meeting October 23, 2017**

None to report

**South – Meeting October 13, 2017**

None to report

**Grande Prairie – Meeting Northwest – October 12, 2017**

None to report

**3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage: October 3, 2017**

Client with mental health challenges went for a cigarette outside and came inside and was agitated. The client flipped a table and broke the television at their residence. Staff pressed the lifeline and removed themselves to a safe area. Police came to the residence and the client was taken to the Royal Alexandra Hospital for assessment and was later released.

**Recommendations:** Access the Mental Health Crisis line during time of crisis for individuals. After intense/ traumatic events, a supportive debriefing with staff is important. No further Recommendations as safety procedures were followed.

**Internal Incident Investigation to be completed.**

**October 25, 2017**

Client with mental health concerns was agitated and made death threats towards the staff working and others. The client then moved to get a fork from the utensil drawer. Staff pressed the lifeline to call for help and removed themselves from the area. Client ended up damaging the wall in the apartment hallway. Police arrived and took the client for a mental health assessment resulting in admittance to hospital. Staff was debriefed after this intense and frightening incident.

**Recommendations:** Staff to use the lifeline as soon as clients present verbal threats/ aggressive mannerisms and remove themselves from the situation immediately.

**Internal Incident Investigation to be completed.**

**October 30, 2017**

Client asked their staff for another cup of tea. The staff responded, with the word, “No”. The client became agitated and threw a mug at the staff and it hit them on the chest.

**Recommendations:** Staff need to avoid power struggles and honor client requests. In the event that there is a concern (i.e. health affect) related to such requests, staff are to use positive redirection strategies such as offering de-caffeinated tea or getting the client involved in other choices/activities.

**Internal Incident Investigation completed.**

**October 30, 2017**

Staff and client were walking on uneven concrete in the community. The client and staff were holding hands for client comfort. The client fell down and the staff trying to support them from falling was pulled down with the client. Both staff and client were injured.

**Recommendations:** Staff to be trained in appropriate and safe support methods that do not include holding hands. Support is safer if the staff place their hand under the forearm of the client. In the event of a fall by the client this position allows the staff to support the client but also to release rather than be pulled down into an injury.

**Internal Incident Investigation completed.**

**3.3 Evaluation of current Near Miss Incident Investigations: October 29, 2017**

Client uncomfortable with relief staff attempted to hit the staff with their purse. Staff hid in the closet to remove themselves from the situation and called ECAT for assistance. Additional staff was brought to the home for support. The client was able to calm down. The situation was debriefed with staff after the incident. The team is working towards hiring regular staff to stabilize client supports. Positive approaches are in place.

**Recommendations:** It is recommended that staff fully remove themselves from the situation rather than using a confined space where they could be cornered.

**Near Miss Incident Investigation to be completed.**

**3.4 Certificate Of Recognition (COR) Audit**

The committee reviewed sections of the ICE 2017 Certificate of Recognition Audit report – Pages 8-11 were continued from previous meeting. Elements 3-5 strengths and recommendations were reviewed with the group.

**3.5 Hazard Assessment and Control Document (HACD) Review**

Information on psychosocial hazards was shared with the committee. The group began reviewing the current HACD for possible additions of information in this area.

Page 2 of the HACD was reviewed. It was discussed to add exposure to traumatic events, harassment and compassion fatigue to the possible hazards. It was also mentioned to add debriefing to the controls for the hazards.

More sections will be reviewed in coming meetings.

**3.6 Policy Review – Policy 2.3.6 Risk Assessment was reviewed and discussed**

- The importance of supervisors ensuring the competence of staff selected to provide Risk Assessment orientations to staff was discussed.
- Supervisors are recommended to shadow staff completing this task and ensure their skills prior to authorizing them to provide orientations.

**4.0 OTHER BUSINESS**

- Instead of a Christmas celebration the committee decided to have a February potluck.

- Corinne reviewed information on a Fire Extinguisher recall related to some Kidde/Garrison extinguishers with plastic tops as per a recent Health Canada alert. All ICE programs are being checked for related extinguishers.

- Reminder to Residential Programs –a Home Invasion emergency drill is to be completed prior to the end of the year

**NEXT MEETING – December 6<sup>th</sup>, 2017 – 1:30 PM**

## **SAVE THE DATE!**



**Independent Counselling Enterprises  
Open House and Awards Celebration!**

**Thursday December 7th, 2017**

**12:00PM-3:00PM**

**St. Michael's Parish Hall**

**12918 121 Street (East Door), Edmonton, AB T5L 3J1**

*\*Employee awards at 1:15PM\**



*ICE offices will be closed  
December 25th, 2017, December  
26th, 2017, January 1st, 2018 for  
Christmas Day, Boxing Day and  
New Years' Day respectively.  
Please direct all calls to the  
Employee Client  
Assistance Team for these days.*



## **Training**

### **PET**

#### **(Pre-Employment Training)**

December 4th-December 6th, 2017

9:00AM-5:00PM

December 18th-December 20th, 2017

9:00AM-5:00PM

As described on the ICE website

#### **PBI (Proactive Behaviour Intervention)**

December 8th, 2017- 9:00AM-5:00PM

December 21st, 2017—9:00AM-5:00PM

As described on the ICE Website

## **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**



# Congratulatory Ads from ACDS

## CONGRATULATIONS



Independent Counselling Enterprises Inc.  
Edmonton Region

on achieving

### CET LEVEL 2 ACCREDITATION

plus COMPLEX SUPPORT NEEDS DESIGNATION  
RESPITE FOR CHILDREN AND ADULTS WITH  
DEVELOPMENTAL DISABILITIES

And for your commitment to quality service  
and for the dedicated efforts of the people  
involved with your organization.

**The following services have been accredited  
from June 2017 to June 2020**

- Overnight Staffed Residences
  - Support Homes
- Supported Independent Living
  - Community Access
- In-Home and Out-of-Home Respite
  - Employment



## CONGRATULATIONS



Independent Counselling Enterprises Inc.  
North Central Region

on achieving

### CET LEVEL 2 ACCREDITATION

plus  
RESPITE FOR CHILDREN AND ADULTS WITH  
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