

DECEMBER 2019

EDMONTON/  
NORTH CENTRAL

## ECAT

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

Phones do not accept text  
messages– staff need to call  
ECAT.

### INSIDE THIS ISSUE:

<b>POLICY REVIEW</b>	2
<b>HEALTH AND SAFETY MEET- ING MINUTES</b>	4- 5
<b>SLIPS, TRIPS, AND FALLS</b>	7

### TIME SHEET HAND-IN

• **December 16<sup>th</sup> 2019–**

For all shifts worked  
between December 1<sup>st</sup>  
and December 15<sup>th</sup>.

• **December 31<sup>st</sup> 2019–**

For all shifts worked  
between December 16<sup>th</sup>  
and December 31<sup>th</sup>

### UPCOMING:

• **HEALTH AND  
SAFETY MEET-  
ING–**

December 4<sup>th</sup>,  
2019 at 1:30PM

• **RPAC MEETING–**

December 18<sup>th</sup>, 2019  
at 1:30PM

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

### Madge, Kathleen & Shiloh

Madge, Kathleen and Shiloh are some of the South Region clients that live outside the city of Lethbridge. Madge and Kathleen live in Pincher Creek and Shiloh lives in Hillcrest near the B.C border. This is an incredibly beautiful part of our province close to the mountains and all of the ladies enjoy spending time outdoors enjoying nature. Shiloh loves to hunt and fish while Kathleen and Madge like hiking and going for walks.

This group of ladies has been with ICE for between 2 and 5 years. They are a fun loving, energetic group who often travel to Lethbridge together to attend the ICE open house or the summer barbeque. The ladies are all working on their own goals. Madge is working on being more comfortable in group settings and increasing her communications skills. Kathleen is trying to increase her skills in preparation for employment and Shiloh is planning on attending further schooling with the end goal of becoming a veterinary technician.

They all work with the same ICE staff named Shaylen. Shaylen heard about a program being offered in Pincher Creek as part of the Adult Learning Council. The program is called "Potential Best" and it's for people seeking to achieve their goals whatever they may be. Individuals attending the course are asked to come with a goal in mind and then the course helps them find their own path to achieving it.

Shaylen loved the idea behind the course that each person is striving to reach their "potential best" in their own way. She thought it might be a great way to support each of the ladies she works with so she mentioned it to them individually. They all wanted to attend the course, so they have decided to do so as a group. They say they are able to learn from each other as well as the community members attending the class with them.

Shaylen attends the class with the ladies and she says she has gained valuable insight into how each person wants to work to achieve their own goals. She can then support the ladies in the way that makes the most sense for each of them. It has been eye opening to see that everyone does not respond to working on their goals in the same way. Customizing the approach to achieving goals can make a big difference to the outcome.

The ladies are finding the course very helpful and are looking forward to continued success in all of their pursuits. They are each other's cheerleaders, always providing support and encouragement to one another. We can all learn from them to work to achieve our own "Potential Best".



### Employee Spotlight



Shaylen lives in Pincher Creek and is a valuable member of the ICE team. Her bubbly personality and kind nature are very appreciated. She has been an employee for a little over a year and has worked diligently to help her clients make connections in the community.

**ICE OFFICES WILL BE CLOSED  
WEDNESDAY & THURSDAY  
DECEMBER 25-26, 2019 FOR  
CHRISTMAS AND BOXING DAY**



**Please direct all calls to the  
Employee Client Assistance Team  
for that day.  
780-461-7236**

### 3.3.4 MANDATORY EMPLOYEE / SUPPORT HOME OPERATOR TRAINING

*\*(Selected sections of ICE policy 3.3.4 are reproduced here, please refer to the Policy manual for the complete policies).*

#### Complex Needs

Employees and support home operators providing service to clients with **Complex Needs (as identified by the GFS)** are required to receive additional mandatory training. The tables below clearly outline the training requirements and renewal criteria.

Employees Working with complex needs clients	Course	Renewal	Course Details	Length
	Proactive Behavior Intervention (PBI)	3 years	Internal Must complete during PET or within the first 90 days of employment If you begin working with a complex needs client and you received PBI training more than 3 years ago in PET will need to take the renewal course no later than 90 days after begin working with the client. Mandatory Refresher every three years  - 2 hour course that is provided by I.C.E.	2 hours (internal in-service)
	Abuse Prevention Response	1 year	Internal Employees must complete during PET Mandatory training for all employees Written presentation of principles and procedures -Annual review at team meetings, non residential staff communication meetings	2 hours (booklet presentation)
	Medication Administration	1 year	Internal Part of PET Refer to policy 2.3.5 for retraining in regards to errors or omissions during medication delivery that result in retraining and re-shadowing Mandatory  Must successfully complete a shadow for medication delivery at this time -Annual re-shadow completed at time of annual evaluation	1 hour (internal in-service & shadow)
	First Aid	3 years	External	1 day - external
	Non Violent Crisis Intervention (CPI)	1 year	Mandatory for all employees if identified in a PRP as a training requirement To be completed no later than 90 days after beginning to work with a complex needs behaviour client Internal or External training completed by certified trainer  -1 day training program – 1 day recertification	1 day recertification (internal or external in-service)
	Positive Behavior Supports	3 years	Internal Must be knowledgeable of I.C.E. positive approaches to behaviours of concern and policies prior to working with the client Must be aware of and able to follow any PPP or PRP prior to working with the client Ongoing training.	2 hours (internal In-service & booklet presentation)

**If all required mandatory training is not complete within the specified timelines, the employee is unable to complete further shift assignment until such time that all training requirements are met. (Refer also to Policy 3.1.5 Orientation of New Employees/Support Home Operators).**

## ICE THANK YOU CARD INCENTIVE WINNERS

Blessing N received a Thank you Card from her Supervisor for participating in an interview for the purpose of the 2019 COR internal audit. Your participation in the interview is truly appreciated.

Blessing won a Russell Hobbs Coffee Maker.

Keep up the good work!



Jean Pierre R received a Thank you Card from his Supervisor for participating in an interview for the purpose of the 2019 COR internal audit. Your participation in the interview is truly appreciated.

Jean Pierre won an Oster Slow Cooker.

Thank you for your efforts!



Candide B received a Thank you Card from her Supervisor for participating in an interview for the purpose of the 2019 COR internal audit. Your participation in the interview is truly appreciated.

Candide won a Black Decker Oven Toaster.

Your efforts are appreciated!



### 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!**

### HURT AT WORK?

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all work-place 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.



**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**

**October 2, 2019**

*(Minutes edited for publication)*

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 – Section 3.2. Incident Investigations for Injury, Health and Property Damage

### **Calgary – October 17, 2019 Meeting Minutes:**

**September 3, 2019**—Client began to sweep their bedroom floor. After client was finished sweeping, staff took the broom and re-swept the room. The client became agitated and began yelling profanities at staff. Staff requested space from client and was standing on the opposite side of the apartment. Client came toward staff with a raised fist and staff went into a defensive position. Client punched staff's arm and grabbed staff's hair (staff's hair was tied up) where the client began to pull and continue to swing punches. Staff began to cry and client stopped. Staff went into hallway to call ECAT.

#### **Incident Investigation Incomplete.**

**Recommendations:** It is recommended for staff to be trained on client's newly developed Planned Procedure. Rather than staff requesting the client give staff space, the staff should move away and give the client space to allow them to calm down. In any situation where the client is becoming physically aggressive, staff should ensure that they are closest to an exit to avoid getting cornered by a client.

### **South – October 8, 2019 - Meeting Minutes:**

**September 26, 2019**— Staff was going down the stairs at a residential program. They lost their footing at the top of the stairs and one foot slipped while the other stayed on the top of the stairs. The staff did not fall but in an attempt to avoid the fall the staff twisted awkwardly hurting their back and shoulder.

#### **Incident Investigation in Progress**

**Recommendations:** Ensure stairs have sufficient grip. Ensure all staff in the program are wearing proper footwear. Review site-specific HACD regarding safety when ascending and descending stairs. Staff should be holding handrail where possible when going up and down the stairs.

### **Northwest – October 8, 2019 Meeting Minutes:**

No incidents to report in previous month.

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

### **Calgary – October 17, 2019 Meeting Minutes:**

**September 9, 2019**—Staff chose two sets of clothing for client to choose from and client screamed, "No!" and raised their hand to hit staff. Staff reminded client not to hit and client replied, "yes." Staff then reminded client to plug in their iPad and client screamed and stated, "No!" and raised their fist once more. Staff again reminded client not to hit. Staff sat in a chair and reminded client of their activities for the next day. Client calmed. Follow-up: Staff was informed to plan activities for client to prevent boredom. Staff are to use client's visuals for transitions.

#### **Incident Investigation Complete.**

**Recommendations:** It is recommended that staff avoid sitting in a chair when client is agitated. It is also recommended that staff provide space to client upon noticing the client was agitated when the first question was asked.

**September 11, 2019**—Staff and client were on a bus when a community motorist struck the bus. Staff was not injured. Staff reported the incident to their coordinator. Follow-up: Staff and client were notified to sit on the bus where a handle is easily accessible to grab in case the bus driver comes to an immediate stop.

#### **Incident Investigation Complete.**

**September 12, 2019**—Staff and client went into a facility for client's activities. Staff smelled a strong chemical smell that hurt staff's throat, lungs and later got a headache. Staff and client did not stay long at the facility and reported the incident at the office. Two other staff on separate occasions also experienced the same incident. Follow-up: AHS was contacted to investigate the building as there was a total of 4 staff that have experienced the same chemical smell. AHS concluded that they could not find the same smell. Staff were reminded to leave the building when concern is noticed.

#### **Incident Investigation Incomplete:**

### **South – October 8, 2019 Meeting Minutes:**

**September 17, 2019**—Staff reported seeing wasps flying under the front step. A supervisor visited the program to investigate further and it was determined that it was likely that a wasp's nest was under the stairs. The landlord was contacted and the wasp's nest was removed. Staff working in the program were contacted to inform them and to ask if any staff had allergies that might be an issue. Hazard was noted in the Health and Safety Binder and in the Staff Communication Logs.

#### **Incident Investigation in Progress**

**Recommendations:** Continue to monitor for insects. Review incident with all staff working in the program at the team meeting and go over the HACD section on exposure to insects and or pests.

### **Northwest – October 8, 2019 Meeting Minutes:**

No incidents to report in previous month.

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

### **October 8, 2019**

Staff reported to TC that client was agitated after going to the A.C.T. Centre to a dance and refused to get into the car with him. TC reminded staff to keep a safe distance from the client and TC informed the manager of the program. The TC to go to the program to support the client. When the TC arrived, he was calmly sitting with the staff. Staff drove the client home and when they reached home, the client punched the staff in the head.

**Follow up:** The guardian stated that the client was upset because someone at ACT brought back bad memories to the client. It was decided that the client would not go to the A.C.T. Centre on Tuesdays, as his previous group home clients are scheduled to go on that day.

#### **Incident Investigation incomplete.**

**Recommendations:** Staff should not transport clients in their vehicles when clients are agitated. Other options which could have been utilized included sending the client home on public transportation or a taxi.

#### **October 15, 2019**

After a client came back to his residence from being AWOL, there was concern about the client's well-being. A room search was conducted and the manager found a steak knife in the client's room. The item was removed from the client's room.

**Follow up:** Double staffing being put in place to ensure the safety of the client, his roommate and the staff, staff retraining on AWOL Protocol and Risk Assessment, Room searches to be conducted when it is safe to do so, psychiatrist updated, and service review of the client to be completed.

**Incident Investigation incomplete.**

#### **October 25, 2019**

Client had gone AWOL and obtained alcohol. Client then drank the alcohol, became intoxicated and became verbally and physically aggressive, including using racial slurs, breaking into the medication cabinet to obtain cigarettes and chain smoked them. When they ran out of lighter fluid, they used the stove element to light their cigarette. Follow up included: Continue to redirect client from drinking alcohol and follow their alcohol consumption agreement, staff to review that client has an extra lighter in the storage cabinet for use rather than using the stove element to light his cigarette.

**Incident Investigation incomplete.**

**Recommendations:** Client to take cultural sensitivity training.

#### **October 26, 2019**

The manager entered the residence and noticed a burning smell. She noticed that two burner elements were on and were bright red. An empty pot on it was beginning to burn on the one element. The manager immediately turned the burners off. The manager also went into the client's room and noticed a glass container with several tealight candles. Staff also removed them from the residence. Follow up included: double staffing the residence, staff reminded to be diligent regarding fire safety, psychiatrist to be updated, ensure high risk monitoring for the client, service review to be completed.

**Incident Investigation Incomplete**

#### **October 31, 2019**

Staff was trying to get a binder out of the filing cabinet and her wrists bent back when she went to grab it. Follow up included to not fill the filing cabinet drawer so full with binders.

**Recommendations:** Staff to review file cabinet safety memo (June 2019) and paperwork section of HACD (p. 108-109).

**Incident Investigation Complete.**

### **3.3 Evaluation of near miss investigations.**

#### **October 16, 17, and 24, 2019**

On 3 separate occasions, staff was directing the client and the client got upset and spit towards the staff as well as was swearing and was using racial slurs towards the staff. Follow up included: Review of client's Planned Restrictive Procedures with staff, including using incentive plan, review of staff actions with RPAC Committee as well as the client taking cultural sensitivity training.

### **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 – No concerns reported in October.

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 – October: Monthly Safety Checklists Completed – 4 – Emmanuella (1), Vesna(1), Pauline (1) and Dusi (1) – 4 workers participated; Random Inspections completed – 5 – Amanda (1) and Adrienne (4) – 5 workers participated

**3.5 COR Audit Review** – The 2019 Internal COR audit began in September 30, 2019 and is ongoing. 86 employee interviews have been completed including 74 in Edmonton and 12 in Grande Prairie. Observation Tours have been completed in 17 residential and 4 Non-residential Programs in Edmonton and Northwest Regions.

**3.6 Hazard Assessment and Control document (H.A.C.D.)** – Review section (and provide recommendation(s) for changes if needed):

Edmonton

p. 52-53 General Housekeeping Tasks: Under physical hazards ratings section, increase Potential Consequences (PC) from 2-3 and total from 8 to 9.

Storing and Using Household Cleaners: Under physical hazards rating section, increase PC from 2 to 3 and Total from 8 to 9. Under chemical ratings section, increase PC from 2 to 3 and total from 8 to 9.

#### **Calgary – October 17, 2019 Meeting Minutes:**

The Health and Safety Committee reviewed pages 8-12 in the HACD:

Driving: It is recommended to add, "AMA website," to the Administrative Control and to add, "cat litter or gravel," to the Engineering Controls.

Driving with Clients: no further recommendations.

Use of Public Transportation: It is recommended to add "observe all safety signs and ensure you remain in designated safe areas" under the Administrative Controls.

#### **South – October 8, 2019 Meeting Minutes:**

Non-Residential Services Section – 1) Accessing Outdoor/Community Activities: No changes recommended. Committee thought it would be a good idea to let more staff know about downloading the Emergency Alert app on their phones. 2) Use of Community Transit – No suggested changes. 3) Community Access After Dark – no suggested changes.

#### **Northwest – October 8, 2019 Meeting Minutes:**

Contact with unknown visitors, contractors, community persons at office or residences – no recommendations

Entering or leaving worksite after dark – no recommendations

### **3.7 Policy Review – 3.9.1 Site Security**

#### **4.0 Other Business**

4.1 Health and Safety Training Updates – Greg discussed new members getting safety training, including: Promoting Safety, Workplace Inspections (to be scheduled for December 2019 in Edmonton), Hazard Assessment Training and Incident Investigation Training.

**NEXT MEETING DATE: December 4, 2019 at 1:30pm**



**Emmanuela K** was presented with a Health and Safety Travel Mug for her exemplary work on the Edmonton Health and Safety Committee. Your participation to the team is truly appreciated. Keep up the good work!



**Cody M** is a New Member of the Edmonton Health and Safety Committee. Welcome to the team!



**Joseph A** is a New Member of the Edmonton Health and Safety Committee. Welcome to the team!

## Training

### PET (Pre-Employment Training)

December 9th-11th, 2019  
December 16th-18th, 2019  
9:00am - 5:00pm

### PBS/PBI (Proactive Behavioural Intervention)

December 13th and 20th  
9:00am - 5:00pm

### NVCI (CPI)

December 13th, 2019  
9:00am - 5:00pm



## 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/>

## Prevention of Slips, Trips and Falls

Many workers are injured annually due to falls on walking and working surfaces. These injuries account for a significant percentage of lost-time injuries. Not only are slips, trips and falls an economic loss, they also account for a lot of pain and suffering and sometimes even death. It is important to understand how slips trips and falls happen, how to identify hazards and how to eliminate or minimize these hazards.

**Slips** - Slips happen when there is too little friction or traction between the footwear and the walking surface. Common causes of slips are:

- wet or oily surfaces
- spills
- weather hazards, including slippery conditions from rain and snow (E.g. puddles and ice) loose, unanchored rugs or mats

**Trips** - Trips happen when your foot collides (strikes, hits) an object causing you to lose the balance and, eventually fall. Common causes of tripping are:

- obstructed view
- poor lighting
- clutter
- uneven (steps, thresholds) walking surfaces

**Falls** - Falls occur from a height or on surfaces that are on the same level. A fall can be the result of a slip or a trip where your center of gravity is shifted causing you to lose your balance. Preventative measures should be taken to avoid slips and trips.

### How to prevent falls due to slips and trips?

Both slips and trips result from some a kind of unintended or unexpected change in the contact between the feet and the ground or walking surface. This fact shows that good housekeeping, quality of walking surfaces (flooring), selection of proper footwear, and appropriate pace of walking are critical for preventing fall incidents.

**Housekeeping** - Good housekeeping is the first and the most important (fundamental) level of preventing falls due to slips and trips. It includes:

- Ensure that there are good housekeeping standards in the home (E.g. regular chore lists are completed)
- Clean all spills immediately
- Mark any temporarily made wet areas with signs or limit access until area dries
- Mopping or sweeping debris from floors
- Removing obstacles from walkways and always keeping walkways free of clutter
- Ensuring that mats, rugs and carpets lay flat and have the appropriate non-slip backing
- Close file cabinet or storage drawers
- Keep working areas and walkways well lit

**Footwear** – Ensure that your footwear fits properly. As per Policy 3.8.6, all footwear, should be safe, functional and appropriate for the job responsibilities. Outdoor footwear should be exchanged for indoor wear. For working in the programs, shoes need to have closed toes and have heel support and be non-skid/ slip resistant. In winter, outdoor shoes should have good grips appropriate for the conditions and both clients and staff should wear ice grips where they are available in the program.

### General Tips –

- Take your time and pay attention to where you are going
- Adjust your pace to suit the walking surface (E.g. wet, rough, icy sloped or cluttered).
- In winter, walk like a penguin, that is:
  - Bend slightly and walk flat footed
  - Point your feet out slightly like a penguin
  - Keep your center of gravity over your feet as much as possible
  - Take shorter, shuffle like steps
  - Keep your arms at your sides (not in your pockets)
  - Go S-L-O-W-L-Y
- Make wide turns at corners
- Close cabinet doors and drawers
- Hold handrail when going up or down the stairs
- Walk when using stairways – don't run or rush
- Keep stairways uncluttered
- When carrying a load, be sure that there is clear visibility over or around the load.

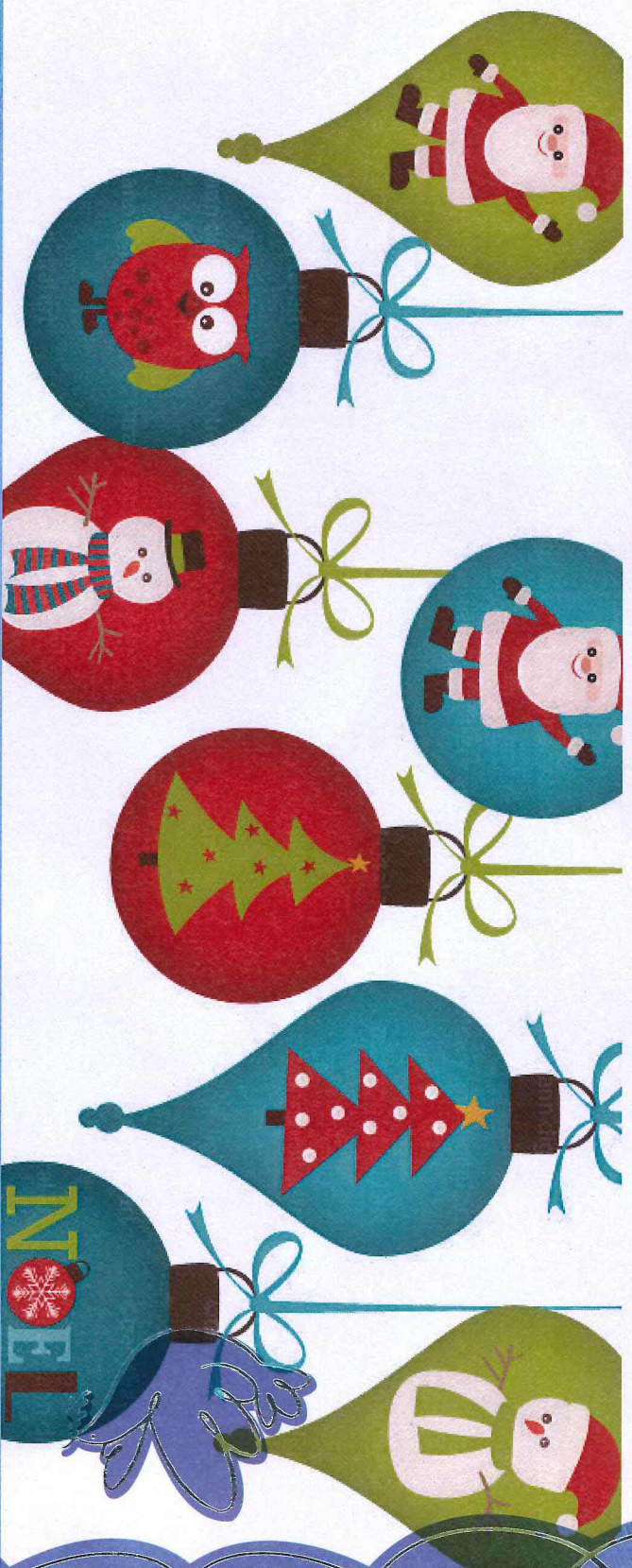




**INDEPENDENT COUNSELLING ENTERPRISES**

**SENDS OUR BEST WISHES FOR A JOYOUS HOLIDAY SEASON AND A NEW YEAR**

**FILLED WITH PEACE AND HAPPINESS**



**Please join us at our Christmas Open House at:**

**St. Michael's Parish Hall**

**12918 121 St (East Door Entrance)**

**Edmonton**

**December 5<sup>th</sup>, 2019**

**12 Noon to 3 pm**

**Employee Awards will be presented at 1:15 pm.**