

ICE PAGE

EDMONTON /NORTH CENTRAL

2015

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Health and Safety Meeting

Feb. 4th , 2015 @ 1:30 pm

RPAC Meeting

Feb. 18, 2015 @ 1:30 pm

TIME SHEET HAND-IN:

February 17th, 2015

For all shifts worked between Feb. 1st and Feb. 15th, 2015

March 2nd, 2015

For all shifts worked between Feb. 16th and Feb 28th, 2015



ECAT

Employee & Client Assistance Team

780-461-7236

after office hours

Employee Spotlight

Blake

In 1986 Blake moved to Grande Prairie to take care of his grandmother who was in poor health. He started his career in this field in January of 2005 and in September of 2005 he became part of our team at ICE.

Blake attended Disability and Community support courses at Grande Prairie Regional College in 2008. These courses provided him additional knowledge and skills in this area.

Blake's first role with ICE was as residential support staff. Blake's calm and professional manner was noted by the agency and in February 2011 he was requested to transfer



programs. Blake became a part of the team at a residential program with challenging client behavior. Blake has been very successful in this current position as he has a very soothing demeanor that is a perfect fit for the client's needs. With his help and ability to adapt, one of our complex homes has become a more stable and enjoyable place for its residents.

When Blake has time to relax he enjoys spending it watching movies, going to the gym and reading. Blake is interested in genealogy and hopes to one day explore this area with further education. Blake has made many life style changes in the past three years and keeps himself busy staying active and eating healthy.

Blake is a valuable asset to our ICE team. Thank you, Blake, for always putting our clients first and supporting them to achieve the goals they set for themselves.

Client Success Story

Shelley

Shelley is a lady with a lot of energy. She has received services from ICE since 2006 and currently lives in an ICE support home. Shelley also receives supports during the week to assist her in the community.

Physical activity is important to Shelley and one of her goals. Her preferred physical activity lately has been swimming. This winter she decided to take on a very interesting challenge.

Shelley is currently participating in a challenge of swimming the equivalent distance of the entire

Old Man River. That's over 14,000 laps in the pool!

Shelley goes swimming at a local pool three times a week with her support worker and logs her

progress each time. She has gradually increased her pool laps to



more than 60 per visit.

She has already completed 1600 laps and is one of the leaders in the challenge.

Other people participating in the challenge with Shelley say that

her consistency and dedication are going to make it tough for them to keep up.

One of the most amazing things about this story is that Shelley used to hate to exercise. When her doctor told her that she needed to start an exercise program several years ago she was not happy about it. She scheduled exercise into her time with staff, but needed quite a lot of encouragement to complete it. Gradually she began to need less and less encouragement and says she even began to enjoy it, in her words, "A little bit". Now her smile lights up the room when she talks about her success.

Shelley is an inspiration to all of us – especially at this time of year when we are all making (and breaking) our New Year's resolutions for fitness. Way to go, Shelley!

**ICE offices will be closed
Monday, February 16th, 2015
for Family Day.**



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 Linna Roem at 780-453-9664

Health and Safety Minutes Meeting - Edmonton, December 3rd, 2014

AGENDA TOPIC STANDING ITEMS Review of Regional Health and Safety Meeting Minutes

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

Calgary -Dec 17th, 2014 Mtg Min.

November 26, 2014- staff and client were on an exit ramp on the highway when a truck pulled out in front of them, staff braked and the vehicle behind them struck the staff's vehicle from behind resulting in injury to staff.

Recommendations: Mission Possible training to increase defensive driving skills. Drive with headlights on to make yourself more visible to other drivers. Injury Investigation Completed
Additional Recommendations: No further recommendations.

South – Dec 9th, 2014 Meeting Minutes – No current internal incidents to investigate.

Grande Prairie – Dec 11th, 2014, Mtg. Minutes – No current internal incidents to investigate.

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

Calgary- Dec 17th, 2014 Mtg Min.

November 7, 2014- Client requested staff take them outside for a cigarette at 11:30 pm; staff explained to the client that it was very late to go outside for a cigarette and suggested the client wait until morning as per the smoking protocol. The client became agitated and threw her cigarette package at the staff. Staff reassured the client that they could smoke in the morning and the client went to bed.

Recommendations: Positive approaches were reviewed with staff and will be reviewed with all staff at the residence. CSC held a discussion with the client about why the smoking protocol is for her and her staff's safety. Client has been referred to a behavioral support team. Near Miss Investigation Completed

Additional Recommendations: When the client is in a positive mind frame, i.e. during the day, work with them to enhance their understanding of personal safety. Review this regularly. Help the client to

choose and plan alternate ways to relax before bed (listen to soft music, have a cup of herbal tea etc) and develop these into their regular evening routines.

November 25, 2014- Staff and client were driving and staff changed lanes and hit the vehicle ahead of her.

Recommendations: Mission Possible driver awareness training. Utilize public transit whenever possible.

Near Miss Investigation Completed

Additional Recommendations: Avoid driving at peak traffic hours and via high volume routes as much as possible.

South – December 9th, 2014 Meeting Minutes –

December 5th, 2014 – When office staff were all away from the office a fire extinguisher which was mounted on the wall fell. The fire extinguisher landed on a power bar cord resulting in the cord being completely severed. The fridge and coffee maker were plugged into the cord at the time of the incident.

Recommendations: Check mounting hardware and re-mount fire extinguisher properly. Move everything from underneath fire extinguisher especially any thing electrical. Ensure fire extinguisher mounting hardware checked during office inspections.

Near Miss Investigation Completed
Additional Recommendations: ICE office and residential programs across the province are recommended to check the stability of fire extinguisher wall mounts during regular ICE inspections. All locations should similarly review materials and objects currently located below mounted extinguishers and evaluate for potential hazards should a wall mount fail and an extinguisher fall. Have a professional technician check extinguisher mounts during annual Fire Extinguisher certification inspections.

Grande Prairie – December 11th, 2014 Meeting Minutes - No near miss reports for review.

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

December 28, 2014 – Staff was going downstairs in the residence to the office. They lost their footing and fell on the stairs injuring their arm and leg.

Recommendations: Ensure proper and well fitting footwear as per ICE policy. Always use at least one hand on the stair railing whenever using the stairs. Don't

rush and don't carry large items alone on the stairs.

Make sure the stairs are clear of hazards and lighting is adequate on the stairway to see where you are stepping.

Internal Investigation to be completed.

3.3 Evaluation of current Near Miss Incident Investigations:

No miss incidents to investigate.

3.4 Review of COR Audit and Action Items – The group reviewed the auditor observation tour results from the 2014 external audit.

3.5 Review of Master Hazard Assessment and Control Document Edmonton – Page 40 Snow Shoveling Recommendations were made to add information to Safe Work Practices for shoveling including:

Warm up muscles before shoveling to avoid muscle strains,
Purchase and use lightweight, ergonomically correct shovels to prevent injury and fatigue,

When snow is deep or heavy, shovel small amounts (1-2) inches at a time. Wear warm boots with proper grips and use ice melt/ sand to aid traction. Clear snow in daylight hours rather than after dark.

Use proper body mechanics for safe shoveling including:
Push snow rather than lifting it.
Hold the shovel close to your body.
Space hands apart to increase leverage.
Bend from the knees not the back and tighten stomach muscles when lifting.
Walk to dump snow rather than throwing it.
Avoid twisting motions while lifting.

Other regions review:

Calgary – December 17, 2014 Meeting Minutes

General Section - Pages 59-62

Exposure to insects and/or pests, Mice infestations, Bed Bug infestations, Clean-up of animal excrement- all categories no additions

South – December 9th, 2014 Meeting Minutes

General HACD Pages 72, 73, 74 and 75
Use of Furniture: Suggest adding wear proper footwear under safe work practices.

Lifting and moving, Changing water for water cooler, Use of telephone, Paperwork: All categories no additional recommendations

Grande Prairie – December 11th, 2014
 Meeting Minutes
 General HACD Pages 6,7,8,9,10,11
 Driving, Driving with clients, Outdoor
 Activities, Accessing Community – all
 categories no additions

3.6 Policy Review – Policy 3.5.2 Health
 and Safety Committee was reviewed by
 the group.

OTHER BUSINESS

4.1 ICE Page Health & Safety Article
 for February 2015 – The group

suggested an article on heart health as
 February is Heart month.

NEXT MEETING – February 4th, 2015,
 at 1:30 pm. Committee members are
 requested to attend at 12:30 pm for a
 pizza luncheon provided before the
 meeting.

Monthly Incentive Draw Winners!



Younru Moore received thank you cards from a co-worker, her Team Leader and her CR Manager this month for her excellent quality of client care. Younru won a Hamilton Beach 12 cup Food Processor and Bowl set. Your efforts are very much appreciated!



Venuste Musoni received a thank you card from his CR Manager for his assistance with a residential move and home set up. Venuste won a Corningware 3 Qt Portable Casserole for his efforts. Thank you for your hard work!!



Priyanka Raju was thanked by her Coordinator for her caring efforts to make transportation arrangements to assist an ICE client home safely. Priyanka won a Magic Bullet High Speed Mixer Blender System Great job!

ICE Page Correction

Our sincere apologies to Jincy and Oluseyi for an error that appeared in last month's ICE page when their names and thank you card information appeared with the wrong photo.



Oluseyi Fazoranti was thanked by a C.R. Manager for assisting to support a client in crisis and ensuring the client's health and safety. Thank you for your dedication!

Jincy Ulahannan was thanked by a C.R. Manager for efforts to support a client in the hospital. Thank you for the care and support you gave!

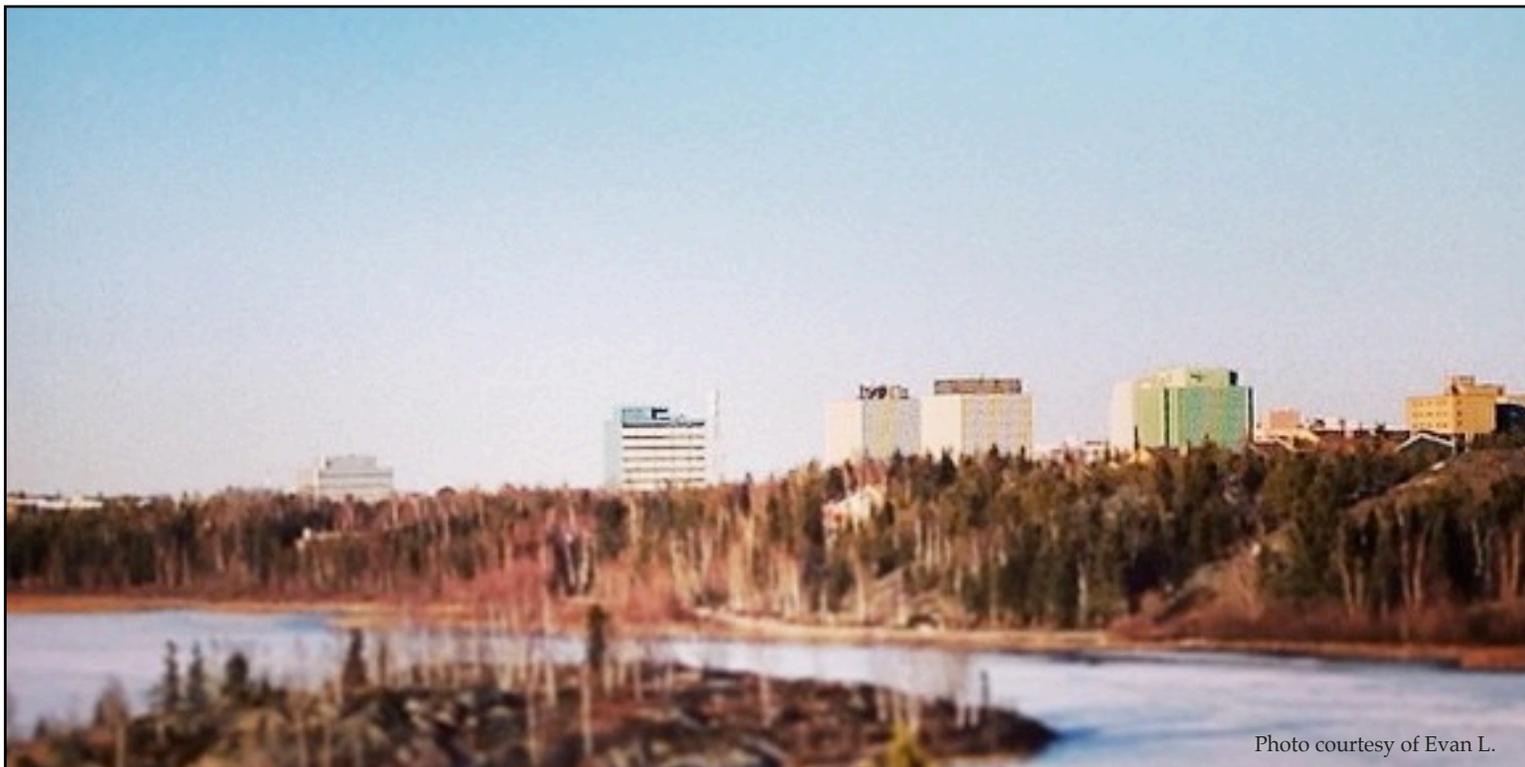


Photo courtesy of Evan L.

TRAINING

Proactive Behavior Intervention (PBI)

Feb 6th and Feb 20th, 2015

9 am-5 pm

As described on the ICE website

Client Goals & Outcomes

Feb 23rd, 2015

9 am-1 pm

As described on the ICE website

Documentation and Reporting Practices

Feb 10th, 2015

1pm - 4:30pm

As described on the ICE website

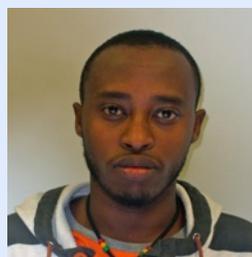
Positive Behavior Supports (PBS)

Feb 9th, 2015

1 pm - 5 pm

As described on the ICE website

EMPLOYEE REFERRAL INCENTIVE PROGRAM



Emmanuel Mbonimpa



Manju Chellappan

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!



2.3.15 COMMUNITY REHABILITATION- WATER TEMPERATURE MONITORING AND SAFE PRACTICES

Failure by the employee to perform water temperature monitoring and documentation as per the policies outlined below will warrant disciplinary action up to and including dismissal. No verbal warnings will be provided.

Each residential home operated by I.C.E. will have two thermometers and an extra set of batteries. Support home operators are responsible for purchasing their own thermometer to monitor water temperatures.

Plumbing

Household plumbing **will be modified** to include plumbing hardware (e.g. pressure balance valve, thermostatic valve) in homes **where clients require a bath/shower assist**. The plumbing modification will include the hot water tank to control overall facility hot water and at all potential bath/shower sites. The overall facility acceptable water temperature (at the hot water tank) is not to exceed **49** degrees Celsius and the hot water temperature at the bath/shower site is not to exceed **40** degrees Celsius. Where I.C.E. does not have access to the hot water tank (apartment complexes) kitchen taps may be modified and this will be evaluated on a case by case basis. In shared living arrangement, plumbing modifications will be required if any of the roommates require a bath/shower assist.

In homes operated by I.C.E. (residential, support homes and respite homes) **where all clients do not require a bath/shower assist** the overall facility water temperature will still be monitored and hot water tanks are to be turned down to an acceptable level so the temperature will not exceed **49** degrees Celsius. Monitoring at bath/shower faucets will occur (Monthly safety inspections, random audits and EQAs) . Where no plumbing hardware has been installed the temperature will be the same as the overall facility temperature. Installation of plumbing hardware in this case is not mandatory.

If providing nonresidential services the employee is not able to monitor or control the overall facility water temperature but must follow **Policy 2.3.14** for approved bath/shower assists.

Monitoring Water Temperature – Overall Home
Run the kitchen hot water faucet for 30-60 seconds.

Measure the temperature of the water. To do this place the supplied digital thermometer into the flowing water from the faucet.
Temperature must not exceed 49 degrees Celsius.

Record temperature in logs located on the inside of a kitchen cabinet

If temperature exceeds 49 degrees Celsius turn down the hot water tank. Turn on the kitchen sink hot water tap and run it for a few minute to deplete current hot water supply. Retake the temperature in 2 hours and record.

If you are having difficulty reaching this temperature level, contact your immediate supervisor.

Monitoring Water Temperature – Bath/shower sites
Run the bath/shower hot water faucet for 30 – 60 seconds.

Measure the temperature of the water. To do this place the supplied digital thermometer into the flowing water from the faucet. For a shower put the thermometer into a container and then place this into the water spray of the shower. Measure the water temperature maintaining the placement of the container under the water spray of the shower.

Temperature must not exceed 40 degrees Celsius.

Record temperature in logs located at the bath / shower site.

If temperature exceeds 40 degrees Celsius turn down the hot water tank. Turn on the hot water tap and run it for a few minutes to deplete current hot water supply. Retake the temperature in 2 hours and record.

If you are having difficulty reaching this temperature level, contact your immediate supervisor.

Residential programs operated by I.C.E.

Residential support staff will monitor the overall hot water temperature of their home **daily**. This is done by taking the temperature of flowing water from the kitchen plumbing fixture. Temperatures are documented on logs. Completed water temperature logs will be filed in the Daily Planner each month and a copy will be sent to the main office attached to the monthly safety inspection checklist.

During monthly safety inspections, random audits and EQAs extensive water temperature monitoring will be completed as part of the agency's preventative strategies for risk management. Water temperatures will be taken and documented at various sites in the home. Sites to be monitored will be the kitchen plumbing fixture, potential bath/shower sites that the client is able to access and at any additional plumbing fixture that has a regulator. A list of sites that are to be monitored will be located in the orientation manual of each home.

Support Home Operators

The support home operator will monitor the overall hot water temperature of their home **and** at potential bath/shower sites **weekly** and document their findings on logs. I.C.E. will provide the operator with the water temperature logs that will

be required. These logs will be attached to the monthly support home operator checklist. In addition, the I.C.E. employee monitoring service will take and document the water temperature of the home and at all potential bath/shower sites on their monthly visit and document their finding on the monthly support home operator checklist. At the onset of service and annually thereafter the water temperature of the home and at bath/shower sites will also be recorded on the initial/annual support home operator checklist. Any random audit performed will include temperature monitoring and documenting of the results by the I.C.E. employee.

Support home Operator Respite

Respite operators will monitor **daily** water temperatures of the facility **and** at potential bath/shower sites while the client is in respite service.

Corrective Action

If the recorded temperature exceeds the standards cited above then follow the procedure listed below to lower the reading.

Turn down the hot water tank if accessible, re-take the reading and report to your supervisor. Your supervisor will instruct you as to whether a plumber needs to be contacted or household routines altered. When temperatures exceed the acceptable values by 5 degrees or more a GI will need to be completed and policies followed for this process.

Updated July 2013



**February is time for ICE
Annual Bath/Shower Assist Shadows !!!**

**All Employees need to complete their Annual Bath/Shower Assist Shadow.
(Please refer to Policy-2.3.14 Community Rehabilitation Bath/Shower Assist and Policy - 3.3.4 Mandatory Employee Training)**

FEBRUARY IS HEART MONTH



Heart Disease

Your heart is a muscle that is maintained by blood carrying oxygen and nutrients. Heart disease is a group of conditions affecting the structure and functions of the heart and has many root causes.

The best way of preventing heart disease is to control the risk factors that could lead to coronary artery disease such as high blood pressure, high cholesterol, diabetes, smoking, stress, excessive alcohol consumption, physical inactivity and being overweight.

Once a person has been diagnosed with a heart condition, there are ways to manage the illness. Healthy steps for managing heart disease include:

- be physically active
- know and control your blood pressure.

- eat a healthy diet that is lower in fat, especially saturated and trans fat.
- if diabetic, manage your blood sugars carefully.
- limit alcohol use.
- be smoke free.
- reach and maintain a healthy weight.
- reduce stress.
- visit your doctor regularly and follow your doctor's advice.

Heart Attack Warning Signs

- Chest discomfort (uncomfortable chest pressure, squeezing, fullness or pain, burning or heaviness.
- Discomfort in other areas of the upper body (jaw, neck, shoulder, arms, back)
- Shortness of breath
- Sweating
- Nausea
- Lightheadedness

If you or another person are experiencing any of these signs you should:

- CALL 911
- Stop all activity and sit or lie down, in whatever position is most comfortable.
- If you take nitroglycerin, take your normal dosage.
- Rest comfortably and wait for an ambulance with emergency personnel to arrive.