

# ICE PAGE

EDMONTON - NORTHEAST

2016

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**Health and Safety Meeting**

February 3rd, 2016 @ 1:30 pm

**RPAC Meeting**

February 17th, 2016 @ 1:30 pm

## ECAT

Employee & Client Assistance Team

780-461-7236

after office hours

**(Phones do not accept text messages. Staff need to call ECAT.)**

**TIME SHEET HAND-IN:**

**February 15th, 2016**

For all shifts worked between February 1st and February 15th, 2016

**February 29th, 2016**

For all shifts worked between February 16th and February 29th,



### Making it Happen!

*Supporting Social Inclusion*



Gloria is a pleasant lady enjoying life in Grand Prairie. She likes being a home body but her team was looking for ways to encourage additional social opportunities for her according to her interests and energy levels.

Gloria had expressed an interest in baking so her team started to do some baking at home with her. Gloria then shared an idea that she would like to bake with someone else and maybe share and exchange baked goods with them.

Gloria's Team Leader, Jean started to explore if there were other individuals within ICE interested in baking and who maybe did a little baking of their own.

The idea was to find someone that may be interested in baking with Gloria and who might want to exchange baked goods as well. After doing some research with other staff in Grande Prairie Jean found another ICE client who was a keen baker. This person was baking regularly and sometimes brought baked samples to the ICE office for staff and clients to test and enjoy.



Jean got in touch with this other person's Team Leader and since it was close to Christmas they thought that they would

facilitate a get together for the two bakers to make cookies. They set a date and Jean took Gloria over to the other person's home where the two of them baked cookies, talked and laughed. They had a great time and when they were done they exchanged cookies. Of course there was also cookie sampling and the two enjoyed the positive feedback received from the staff present about their delicious cookies.

Since this worked so well the group planned together to repeat the activity as a regular event. It was decided that the two would take turns going to each other's homes to bake and try out some different recipes. They are planning a date before Valentine's Day for their next bake off and this time the project proposed is cupcakes. Gloria loves to bake, now she has the opportunity to enjoy this activity with a friend with common interests.



**Staff Spotlight - Jean Mark**

Jean has been with ICE in Grande Prairie for 6 years this October. She started as a front line worker in October 2010 and moved into a Team Leader role at Gloria’s home in December of 2010.

Jean is dedicated, hard working and very well organized . She keeps things at Gloria’s home running smoothly. Over the years she and Gloria have developed a strong and positive relationship. Jean does a lot to ensure Gloria is happy at home, enjoys her community and is supported to reach her goals. Jean is also there for her team as she is needed.

Thank you Jean for all your hard work.



**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.*

**Important Message re Employee Emergency Contacts**

ICE employees need to ensure that they update their emergency contact information with the company as this information changes.

**Please contact the ICE office in your region to update or confirm your information as necessary.**

**ICE offices will be closed  
Monday, February 15th, 2016 for  
Family Day**



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



## TRAINING

### Positive Behaviour Supports (PBS)

February 9th, 2016  
9 am - 1 pm

### Fetal Alcohol Spectrum Disorder (FASD)

Feb 2nd, 2016  
1:00 pm - 4:00 pm  
&  
Feb 22nd, 2016  
9:00 am - 12:00 noon

### PART 1 -

#### Mission Possible Awareness Session for Winter Driving and Distracted Driving

Feb 11th, 2016  
9:00 am- 12 noon

*\*\*Note – participants must attend both Part 1 & Part 2 of this course.*

### PART 2 -

#### Mission Possible Awareness Session for Winter Driving and Distracted Driving

March 10th, 2016  
9:00 am- 12 noon

*\*\*Note – participants must have completed Part 1 in order to participate in Part 2.*

### Team Coordinator Supervisory Skills

February 23rd, 2016  
1:00 pm - 5:00 pm  
Skill building for Team Coordinators on Supervisory Skills.

### Client Goals and Outcomes

February 24th, 2016  
9:00 am - 1:00 pm

*Courses as described on the ICE website*



## Health Corner - Heart and Stroke Month

February is Heart and Stroke Awareness month in Canada. It is important to know the signs and symptoms of heart attacks, strokes and prevention steps. It is an

excellent time for all of us to assess our lifestyles to see if we need to make adjustments to maintain a healthy heart.

### Heart Failure Symptoms

- **Shortness of breath** - breathlessness during activity or while at rest or even while sleeping (causing waking). Blood “backs up” in the pulmonary veins like those in the lungs because the heart can’t keep up with the supply. This causes fluid to leak into the lungs.
- **Persistent coughing or wheezing.** Coughing may produce white or pink tinged mucus. The reason is as above re shortness of breath.
- **Build up of excess fluid in body tissues (edema).** Swelling in the feet, ankles, legs or abdomen or weight gain. You may find your shoes fit tight. As blood flow out of the heart slows, blood returning to the heart through the veins slows and backs up in the tissues.
- **Feelings of tiredness and fatigue** all the time and difficulty with everyday activities such as shopping, climbing stairs, carrying groceries or walking. The heart can’t pump enough blood to meet the needs of the body.
- **Lack of appetite and nausea.** A feeling of fullness or of being sick to your stomach. The digestive system receives less blood causing problems with digestion.
- **Confusion or impaired thinking.** Memory loss and feelings of disorientation. A caregiver or family member may notice this first. Changing blood chemistry of substances such as sodium can cause confusion.
- **Increased Heart Rate.** Heart palpitations which feel like your heart is racing or throbbing. The heart beats faster in order to meet the body’s needs.

Heart failure symptoms should be taken very seriously. You or the person affected need to be evaluated right away. Call your physician or 9-1-1 right away.

### Signs of a Stroke

A stroke is a medical emergency and requires a **FAST** response.

- F - ace**      **Is the face drooping?**
- A - arms**    **Can both arms be raised?**
- S - Speech**   **Is it slurred or jumbled?**
- T - Time**     **Time to call 9-1-1 right away.**

**If you or someone with you experiences any of these signs, call 9-1-1 or your local emergency number immediately. Acting quickly can improve survival and recovery chances.**

Do not drive yourself or the person having a stroke to the hospital – an ambulance will get the best stroke care. Provide detailed medical history and information about past medical conditions if possible. Knowing the exact time that the stroke signs began would also be helpful.

### Prevention of heart disease and stroke is important.

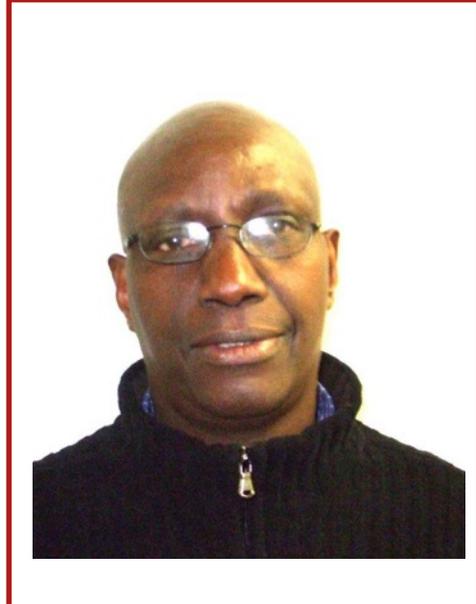
A great way to prevent heart disease and stroke is to learn to identify and control your risk factors. Some factors such as age, family history, gender or ethnicity may not be controlled but there are many other risk factors that can be addressed to enjoy a longer healthier life. Obesity, diabetes, smoking, excessive alcohol consumption, high blood pressure and elevated blood cholesterol can be addressed through healthy eating, regular physical exercise and adopting other healthy lifestyle habits. Consult with your doctor as a starting point.

Source: Heart and Stroke Foundation.

**INCENTIVE**



**WINNERS**



**Vital Zimalimbeho** was thanked by the Health and Safety Specialist for contacting 911 and providing emergency first aid to a co-worker experiencing a medical emergency. Your quick actions to assist in this situation were stellar. Vital won a Logix Blue Tooth, Wireless Speaker.

**Great job!**

**Debo Fekoya** was thanked by his Team Coordinator for evacuating ICE clients during a reported fire at the apartment complex and keeping them safe and warm in his car until fire officials deemed it safe to return inside.

Debo won a Rowenta Pro Compact Garment Steamer.

**Your dedication is greatly appreciated!**

Innocent Hodari was thanked by his Team Coordinator for clearing all the ice from the driveway at his work program for staff and client safety.

Thank you so much for your efforts!

**Congratulations Employee Referral Incentive program \$100 Recipients**



Romodan Bekit



Neethu Mohan

**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**

**Health and Safety Incentive**



Azeb Bitew was presented with an incentive mug at the January 3rd, Edmonton Health and Safety Meeting for her contributions to agency health and safety.

## Policy Review

### 3.4.16 LEAVE OF ABSENCE

Leave of absences are granted on an individual basis in consultation with the appropriate manager and with final approval from the President. The employee must complete all of the appropriate leave of absence documentation. Requests are reviewed based on individual circumstances such as, the purpose of the leave, job performance, length of employment with the agency, the frequency of such requests and the impact of the employee's absence on the agency's operation. In addition the employer will review the employees available vacation time to determine if this should be accessed. All leaves granted would be without pay. A leave of absence would be considered time off without pay for 5 consecutive working shifts (1-24 hour shift counts as 1 shift) or more.

#### Leave of Absence for Personal Reasons

The length of a leave of absence will be as follows:

- During the 3 month probationary period no leaves will be granted.
- Employees who have worked for a minimum of 3 months but less than 1 year will be entitled to 1 week .
- Employees who have worked longer than 1 year but less than 2 years will be entitled to 4 weeks.
- Employees who have worked 2 years or more will be entitled to 3 months.

For those employees on personal leave I.C.E. will only be able to provide the opportunity for employment upon return. Return to the same position is not a guarantee.

#### Leave of Absence for Medical Reasons

For employees requesting a medical leave, the employee must provide the agency with supporting medical documentation.

Medical follow up and reports may be required during the leave of absence as well.

The length of a leave of absence will be as follows:

- During the 3 month probationary period no leaves will be granted.
- Employees who have worked for a minimum of 3 months but less than 1 year will be entitled to a maximum of 3 months.
- Employees who have worked longer than 1 year will be entitled to a maximum of 6 months.

#### Leave of Absence for Compassionate Care Reasons

- I.C.E. will follow all applicable Alberta Employment Standards Code Legislation in regards to employees requesting a Compassionate Care Leave.
- Employees returning to work from a Compassionate Care Leave will be required to comply with the timelines for their return to work as documented in the Legislation.

For employees in receipt of benefits (Wawanesa, Blue Cross, Futurebuilders), refer to **Policy 3.4.5 Payroll Processing, Policy 3.4.18 Futurebuilders RSP, Policy 3.4.19 Benefits – Blue Cross, Policy 3.4.20 Benefits – Wawanesa.**

If the leave of absence is not granted the employee has the option to re-apply with Independent Counselling Enterprises when they are able to do so.

Updated October 2015

### 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**



The Deep Freeze Festival was a hit this January in Edmonton. Dale, one of our ICE volunteers is seen above tending one of the "warm-up" fires.

## Health and Safety Minutes Edmonton - January 3rd, 2016

### 3.0 STANDING ITEMS

#### 3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2

##### Internal Incidents

Calgary- Minutes - December 16th, 2015

##### November 6th, 2015

While staff was walking to vehicle in the parking lot, staff tripped on uneven surface and fell to the ground. (Please note staff was wearing proper footwear). When staff stood up, the left foot and ankle was immediately sore. Staff left shift to the doctor.

##### Incident Investigation Completed

**Recommendations:** Staff to be observant of tripping hazards while out in the community.

##### November 18th, 2015

While staff was walking to the residence, staff slipped on ice that had accumulated on the step. Staff did not have any injuries at the time, but the next morning stated she had bruising and was sore. Staff then sought medical attention.

##### Incident Investigation Completed

**Recommendations:** Staff to be observant and check surface to see if sand/salt has been applied, ensure staff is wearing proper footwear (i.e. with proper grips), ensure staff hold onto the handrails when using the step, staff should not rush when walking on icy steps, staff to contact property manager to ask to salt steps.

South – December 1st, 2015

##### November 16th, 2015

Staff was driving with a client; staff had stopped at a red light when the vehicle was struck from behind. This accident was the fault of the other driver, there is nothing ICE staff could have done to prevent it.

**Recommendations:** Take public transit whenever possible.

Grande Prairie – December 10th, 2015

No Current Incident Investigations for review

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

Calgary- December 16th, 2015

##### November 2nd, 2015

Staff was carrying boxes out to a car to be put in storage. Staff slipped on the snow covered ramp, and caught himself from falling. Staff was wearing indoor shoes to carry out boxes.

#### Near Miss Investigation to be completed.

**Recommendations:** Staff to wear proper outdoor footwear, staff should shovel and salt the ramp prior to moving boxes. Staff should avoid moving boxes during snowy / hazardous conditions.

##### November 18th, 2015

Staff was in a residential home when she heard a noise in the hallway. Staff immediately saw the thermostat was on fire and smoking. All smoke alarms were activated including the carbon monoxide detector. Staff and client evacuated the building safely while a maintenance man who was on site contained the small fire.

#### Near Miss Investigation to be completed.

**Recommendations:** No additional recommendations, staff client exited the building safely.

##### November 26th, 2015

Staff had accompanied client to an open house. While at this open house a client from a different agency approached the staff and pushed her causing staff to lose her balance and landed on a sofa. Staff was not injured from the push and continued on to the open house.

#### Near Miss Investigation to be completed.

**Recommendations:** Staff to be more aware of surroundings, client escalations and people approaching the staff.

South – December 1st, 2015

No Current Near Miss Incidents to Review

Grande Prairie – December 10th, 2015

No Current Near Miss Incidents to Review

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

##### December 7th, 2015

During a meeting at the ICE office a client became upset and left the meeting room. . The client proceeded to the stairwell and attempted to start the stair bannister on fire. The situation was observed by office staff and intervention with the client implemented. 9-1-1 was called for Fire and Police. There were no injuries but damage to the building.

**Recommendations:** Book client meetings outside of the office whenever possible. If the meeting needs to be in the office have the meeting downstairs in an area close to an exit and plan ahead for possible client behavioural responses. Follow PBI training and policy regarding consistent

client support at the office. Ensure office emergency (fire) procedures are followed.

#### Internal incident Investigation completed.

##### December 15th, 2015

Client refused evening medications. Staff did not insist but decided to try later. Staff went to the fridge to get their supper meal and the client came up behind him and tried to hit him. The client was physically aggressive to the staff. Police were called; they came and settled the client down.

#### Incident Investigation to be completed.

**Recommendations:** Further staff training in the client's PRP (do not turn your back on the client) and PBI strategies.

#### 3.3 Evaluation of current Near Miss Incident Investigations:

No Current Near Miss Incidents for Review

#### 3.4 Review of COR Audit and Action Items-

The 2015 COR audit report has been distributed. Corinne provided copies for the use of committee members. All employees are recommended to review the current COR report. The group reviewed the Conclusion Summary Section 1 including suggestions for improvement.

#### 3.5 Hazard Assessment and Control document (H.A.C.D.) review –

Review of the HACD took place. The group started work on development of a draft for a separate hazard section for Non-Residential services. Pages 1-52 of the current HACD were reviewed in relation to non-residential tasks and hazards. Regional H&S committees across the province will all submit information/recommendations for this project.

#### 3.6 Policy Review

The committee reviewed - revised Policy 2.3.14 Community Rehabilitation- Bath/ Shower Assist. Annual shadows for water temperature/ bath & shower assists will be completed in February.

#### 4.0 OTHER BUSINESS

Health and Safety Binders - The group was requested to bring feedback from front line employees related to information which would benefit from revision, replacement or addition to the Health and Safety binder. Corinne is working on reviewing and updating these binders.

NEXT MEETING – February 3rd, 2016 @ 1:30 pm.