

FEBRUARY 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:

POLICY REVIEW	2
HEALTH AND SAFETY MEET- ING MINUTES	4- 5
TIPS FOR STAY- ING HEALTHY AND HAPPY THIS WINTER	6

TIME SHEET HAND-IN

- **February 15th, 2019–**
For all shifts worked
between February 1st and
February 28th.
- **February 28th, 2019–**
For all shifts worked be-
tween February 16th and
February 28th.

UPCOMING:

- **HEALTH AND
SAFETY MEETING**
– February 6th 2019 at
1:30 PM
- **RPAC MEETING–**
February 20th 2019 at
1:30PM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

MADISON

Madison started services with ICE in July, 2018. Madison lives at home with her family in the community of Airdrie; she is an avid sports fan, enjoys completing puzzles and building Lego at home.

Upon starting services with ICE, Madison and her family identified that she would like support staff to help her obtain a volunteer and/ or paid position in her community and to build friendships with others.

Madison now volunteers at the Food Bank and Soap for Hope once per week. She and the ICE support staff are working on her goal of staying focused during her tasks as this can be challenging for her at times. She is also working on adding additional volunteer hours in other areas.

Madison is a very social person and is open to trying new activities and meeting new people. With the support of her ICE staff she enjoys attending social events and participating in crafts/ games. Her interest in these has given her the opportunity to build new friendships.

Madison also likes activities that allow her some quiet time; these activities include completing puzzles, looking at magazines, and working on her math skills with the assistance of her ICE support staff.

We're very happy to have Madison as part of ICE. She has a great sense of humour and is a very kind and caring individual.



Employee Spotlight



Sharon has been a valued employee with ICE since 2013. She is always eager to learn and assist ICE clients, especially in times of need and transition. Sharon assists Madison in working on her goals as she wants Madison to be successful in everything she does.

Madison and Sharon make a great team. Sharon, thanks for all your hard work and dedication.

**ICE OFFICES WILL BE
CLOSED
MONDAY FEBRUARY 18TH,
2019 FOR THE FAMILY DAY
CIVIC HOLIDAY**



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

Policy Review

**(Selected sections of ICE policies 2.3.15 and 3.3.4 are reproduced here, please refer to the Policy manual for the complete policies).*

2.3.15 OVERALL FACILITY 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.

A. Thermometers

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. Specifications for thermometer type are provided by the program supervisor.

B. Plumbing Hardware – Installation

Installation of plumbing hardware (e.g. pressure balance valve, thermostatic valve) is mandatory in residential and support homes. The extent of the modifications varies between the two program types. Installation sites may include at the hot water tank to control overall facility hot water, all potential bath/shower sites, kitchen sink taps and in apartment complexes at the bathroom taps as access to the hot water tank for the facility is not possible. See below for program specifics.

C. Safe Water Temperatures:

Overall facility: overall facility acceptable water temperature (at the hot water tank) is not to exceed 49 degrees Celsius. If the overall facility water temperature is less than 45 degrees or greater than 49, water tanks are to be adjusted. Follow up will be required to achieve the acceptable water temperature. This temperature is measured at the kitchen plumbing fixture and the procedure is outlined below.

D. 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 temperature after a period of 2 hours and report the reading 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 October 2018

3.3.4 MANDATORY EMPLOYEE / SUPPORT HOME OPERATOR TRAINING

4. Water temperature monitoring for bath/shower and of the overall home training is mandatory for all field employees. Prior to employment, all employees must attend either an in-service (PET) or one to one training with their supervisor. All employees must pass the in-service written exam and be shadowed before being able to provide bath/shower assists. The shadow is to be administered annually there after in accordance to a general date for the agency which is February. Note that support home operators and their respite receive this training, must be shadowed, sign participation forms and be re-shadowed annually as above. **Refer to Policy 2.3.14—Bath/Shower Safe Water Temperature Monitoring and 2.3.15 Overall Facility Water Temperature Monitoring And Safe Practices**

Referral Incentive Recipients



Deng Ngor



Xavier D'Souza

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!

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

ICE THANK YOU CARD INCENTIVE WINNERS



Fadumo Ahmed received a Thank You card from a residential client for ongoing supports provided to the client for assistance cooking meals and helping the individual to prepare for bed with her “sleep machine” (continuous positive airway pressure machine). Fadumo won a Hamilton Beach Indoor Grill. Your client care is valued!

Wendy Matarutse received a Thank You card from her Team Coordinator for her prompt action to resolve a residential safety concern. Wendy won a Bissell Powerforce Canister Vacuum.

Thank you for putting in this extra effort!



Jiss Mathew received a Thank you card from her Team Coordinator for consistently supporting a client to visit her sister in a long term care facility every week. This helped the client to maintain important contact with their family member.

Jiss won a Programmable Crock Pot. Your caring contributions are appreciated!

Training

PET (Pre-Employment Training)

February 4-6, 2019

February 19th– 21st, 2019

9:00AM-5:00PM

PBI (Proactive Behaviour Intervention)

February 8th, 2019 & February 22nd, 2019

9:00AM-5:00PM

As described on the ICE website



Annual Bath / Shower Assist Shadows

As per policy, February is the month for all ICE staff to complete their annual water temp shadows.

Please arrange this with your immediate supervisor.

Supervisors are to complete a training participation form for each employee and submit to the office Personnel department.

Please refer to Policy 2.3.14 Bath/Shower Safe Water Temperature Monitoring and Policy 3.3.4 Mandatory Employee / Support Home Operator Training)

Health and Safety Meeting Minutes
January 9th, 2019

3.1 Review of 'Regional Health and Safety Meeting Minutes
Review other region's minutes especially sections 3.2 and 3.3.
Calgary – Dec 19, 2018

No Incident Investigations to report.

South – December 11, 2018 Meeting Minutes:
November 21, 2018

Staff was accompanying a client to their art class. Staff parked and they went in to attend the class. When they returned to the vehicle the staff noticed that the vehicle was unlocked. Upon investigating it was noted that some of their belongings were missing. Some of the client's belongings were also missing. Staff reported the incident to the police.

Incident Investigation Complete

Recommendations: Review with staff the importance of locking the doors of the vehicle (Review of policy 2.4.5 Use of Staff Vehicles).

Additional Recommendations: In future, client could take their belongings into class with them or leave them at home if not needed.

November 29, 2018

Staff were driving with a client and the client became upset and grabbed the staff's shoulder (the client was seated in the back-seat passenger side as per policy). Staff pulled over when it was safe to do so and the client seemed to be calm. Staff proceeded on the trip and then the client tried to open the back door of the vehicle. Staff again pulled over to talk to the client. The staff let the client know that the trip was cancelled and they drove home. On the way home, the client again tried to open the back door. Incident Investigation to be completed.

Recommendations: Review of policy 2.4.5 Use of Staff Vehicles with the staff. The staff should not have continued on the trip but instead contacted ECAT for assistance. We will examine alternatives to driving including public transportation and Assess-a-Ride services.

North West – December 2018 Meeting Minutes:

No Incident Investigations to review as a Health and Safety Meeting was not held in December.

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

Calgary – Dec 19, 2018 Meeting minutes:

November 26, 2018

In the evening, the upstairs smoke/carbon monoxide detector began to beep intermittently even though batteries were recently replaced November 8, 2018. Staff checked the house for any signs of smoke and none was noted. Staff attempted to change the batteries, however the detector kept beeping. Staff called the office where they were advised to call ATCO. ATCO inspected the home and there were no concerns.

Near Miss Incident Investigation completed.

Recommendations: Batteries were changed. Buy higher quality batteries and maintain consistency in purchase of brand.

Additional Recommendations: Purchase new batteries each time they are to be replaced and check expiry dates on the batteries at purchase. Don't store batteries for lengthy time periods in the program.

South – Dec 11, 2018 Meeting Minutes:

No near miss incidents to report.

North West – December 2018 Meeting Minutes:

No incidents to review. Health and Safety Meeting not held in December.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:
December 31, 2018

Manager received a call from the TC of the program stating that the life line was pushed. TC stated that the client had refused his morning medication and became verbally and physically (pushing) aggressive with staff. The client then went in his room and took down the smoke alarm and threw it on the floor and left the apartment. Upon the client's return the police were waiting for him. They told him that he cannot be verbally or physically abusive towards staff or he will be arrested. The client stated he would keep the peace with staff. Police remained while staff administered medication as per the client's Community Treatment Order. The smoke alarm was put back up and checked to ensure that it was functional.

Recommendations: Review PBI and client's Positive Approach strategies with employees, including maintaining safe personal space. Continue to consult with psychiatrist and RPAC.

3.3 Evaluation of near miss investigations.

No near miss incidents to report.

3.4 COR report and review – Review of COR 2017 – 2018 COR 1 year action plan—COR 1 Year Action Plan Results Received – the score was 90%.

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

Edmonton – The group reviewed the following sections:

Page 22 and 23 of the General Section: Cooking/Food Preparation. The following changes were recommended:

- Adding sprinklers and fridge thermometers to Engineering Controls.
 - Adding turning hood fan on to Safe Work Practices under Administrative Controls.
 - Adding Site Specific Controls, adding "plastic dishware" and "monitoring clients when cooking".
- Page 28 and 29 of the General Section: Use of Electric Stove/Oven
- Adding Random Inspections to the Inspections Section under Administrative Controls
- Page 92 and 93 of the General Section: Potential Exposure to Natural Disaster Events
- Changing the title to "Potential Exposure to Disaster Events".
 - Adding sprinklers, emergency lighting and fire evacuation ladders to Engineering Controls.
 - Adding 3.5.14 Fire Evacuation Assessments to Policies and Procedures in Administrative Controls.
 - Adding Site-Specific Orientations, Visitor/Contractor Orientations, and Permanent Worker Orientations to Required Training under Administrative Controls.

Calgary – Dec 19, 2019 – Meeting Minutes:

Reviewed pages 18-19, 20-21 of the General Section: no additional recommendations.

South – Dec 11, 2018 – Meeting Minutes:

Reviewed pages 28-29, 30-31, 32-33 of the General Section: – No additional recommendations.

Northwest – None reviewed as no meeting was held in December 2018.

3.6 Policy review – The group reviewed policy **3.5.12 Fire Safety**
4.0 Other Business

4.1 Health and Safety Committee (HSC) – worker election results – Greg congratulated and welcomed newly elected committee members, including Charmaine, Isabelle, Innocent.

Emmanuella, and Trust in God.

4.2 HSC Responsibilities - Greg reviewed the new HSC Co-chairs and members' duties and all committee members present signed a document that this had been reviewed with them. Greg requested that members interested in being Co-chairs let him know and that Co-chairs would be elected at the next meeting.

4.3 HSC Training - Greg discussed required HSCTraining. Several members confirmed that they had already completed the Canadian Centre for Occupational Health and Safety (CCOHS) HSC training. Greg stated he would send out the link to new committee members for them to complete this on-line training and requested that this be completed for all members by the end of February. Discussion was held on member training for Workplace Inspection, Incident Investigation and Hazard Assessment Training. Workplace Inspections Training has been scheduled for January 30th from 9:00 – 3:30 p.m.

4.4 Health and Safety Inspections – 1 HSC Inspection was completed in Edmonton on January 8th as a result of a worker expressing a health and safety concern at a program after a client's illness.

An HSC member was assigned and visited the program to inspect the home in relation to the concern. The HSC member confirmed the home had been cleaned / sanitized and provided written documentation regarding their inspection visit.

4.5 Next Emergency Drill to be completed: Winter Storm Drill (January through April 2019)

4.6 Fire Safety – Health and Safety Memo – All residential staff should review the health and safety memo from January 4th regarding fire safety.

4.7 Fit Test Refresher Training – Set for February 12th from 9:30 – 12:00 p.m.

4.8 Health and Safety Committee Poster – Greg confirmed that a Health and Safety Committee Poster would be developed and that it was to be posted to bulletin boards/ binders at each program and at the Edmonton Office. A group picture was taken and photograph/media consents were signed.

NEXT MEETING DATE – February 6th at 1:30 p.m.

ICE and the City of Edmonton Corporate Wellness Program

Did you know that ICE is a member of the City of Edmonton's Corporate Wellness program?

Because of this membership ICE employees (and their spouses) can enjoy discounted admissions to city-operated sports and fitness centres. ICE would like to encourage employees to get active as an investment in their personal health and happiness. Discounts are available on many bulk single admission purchases for Fitness Centres and Attractions including the Valley Zoo, and Muttart Conservatory.

How does the program work for employees?

When you go to a City operated facility advise the facility cashier that you are an employee of Independent Counselling Enterprises a participating Corporate Wellness Program company and present proof of your employment with ICE (company photo ID, current pay stub or current letter of employment), then choose from the following Corporate Wellness Products:

- Annual Membership – 20% discount on Adult and Family Annual Memberships.
- Multi Admission Pass – 15% discount on the multi admission pass (5 or more visits).
- Continuous Monthly Pass* – 20% discount off the Continuous Monthly Membership Program using the City's Pre-Authorized Debit Program.

Employees who purchase one of the options will be issued a photo access card to be swiped at each admission. If you need information on specific facility pricing options just go online to *Corporate Wellness Program – City of Edmonton*.



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>

Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities.

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

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>



Tips for Staying Healthy and Happy this Winter

It's that time of year again. Although the winter season begins with a bit of holiday cheer, many people, including you and the clients you support, may feel a little "off" as the cold weather drags on. Often, our bodies are just responding to the darker and colder days.

We are governed by circadian rhythms, our body's natural clock that helps regulate important functions including sleep/wake cycles and mood. These rhythms can be thrown off by the winter season. The sky gets brighter later in the morning and darker earlier in the evening; yet, our hectic schedules require us to keep going as if nothing has changed. This shift, along with other factors – including genetics and body chemistry – may affect your and your client's mental health.

Exercise

With a lack of sunshine to keep you energized, it's tempting to want to spend your evenings hibernating under the covers instead of being active. But remember, exercise is known to increase your levels of serotonin and endorphins, leading to a happier mood. If you can, instead of avoiding the cold, embrace the cold weather and get out in sunlight. Take a walk outside when weather conditions allow for it or at least keep active while staying indoors. Join a gym class, walk on a treadmill while watching TV, or try out a new lively game on Wii.

Socialize

Building and maintaining social networks is an important way to keep a positive outlook. When you're feeling down, it's natural to want to isolate yourself from others. But spending time with family, friends, and other people is a sure way to lighten your mood. To meet new people, try taking a class or volunteering. If you can't bear the thought of leaving your cozy home, then organize and invite your friends over for regular game nights or TV nights. Remember, it's also important to assist your clients in building these same social networks.

Take vitamin D

In the summer, you normally get the vitamin D you require from the sun. However, you may not be getting a sufficient amount of vitamin D during the winter because of decreased exposure to sunlight. Many studies have suggested

a link between vitamin D deficiency and poor mood. Although more research is needed to confirm that this vitamin can lift your mood, supplementing with vitamin D during the winter months will give you many of the other benefits you may be missing. These include enhanced calcium absorption and proper bone health. Ensure you consult with a doctor before you/your clients start on any vitamin regimen.

Keep a regular sleep schedule

Research has shown that lack of sleep may actually lead to anxiety, mood disorders, and depression. To keep a regular sleep-wake cycle, make sure you go to sleep and wake up at the same time every day, even on weekends. Keep your bedroom quiet and dark and create a ritual to help you relax, like reading a book or listening to music. It's equally important to encourage clients also to stay on a regular schedule and have activities planned for them during the day.

Eat well

When you're feeling down, it's natural to want to turn to comfort foods that are loaded with fats and sugars. But constant consumption of these carbs-containing comfort foods can cause weight gain. Stick to healthier foods that will keep your energy levels up, such as fruits and vegetables, whole grains, and foods packed with protein. This will keep you healthy while giving you the energy you need to stay active and social until a brighter season comes along.

Light therapy

If you can't ever seem to catch the sunlight or you think you may need more help, ask your doctor about light therapy. Light therapy involves sitting in front of a light box or wearing a special visor for about 30 minutes each day.

Light therapy is evolving as an effective depression treatment.

If following these tips does not help lift your/your client's mood, make sure you consult with doctor or arrange a doctor's appointment for your client. A doctor's appointment should also be made if you/your client are experiencing feelings of hopelessness and helplessness, lose interest in things that you normally find enjoyable, have difficulty concentrating, have trouble sleeping, or experiencing any significant changes in weight. If you notice these symptoms tend to occur in winter months, you may suffer from seasonal affective disorder (SAD) and may benefit from medical treatment.

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.

Your ICE Employee Health and Safety Committee



Back Row, Left to Right: Dusi Sen, Charmaine Hyman, Vesna Vila, Greg Lane, Chantal Long, Innocent Kagabo. **Front Row, Left to Right:** Trust in God Odudu, (inset), Emmanuella Kankam, Pauline Henry– Stephens, Isabelle Lalonde.

WHAT WE ARE: A group of worker and employer representatives working together to identify and solve health and safety concerns as well as promote awareness and interest in health and safety. We provide support for the 3 basic rights that all Albertans have in protecting their health and safety including: the right to know, the right to participate and the right to refuse dangerous work.

WHY: A health and safety committee benefits both employers and workers. A healthy and safe workplace cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage. It is also the law. Occupational Health and Safety (OHS) legislation passed in June 2018, mandates companies to have Health and Safety Committees/ Representatives.

If you have concerns about your own or another employee's safety, you are obligated to report it (ICE policy 3.5.2 / OHS legislation). There are a number of ways to report your concerns. You may report these to: your supervisor or manager, call an Employee Client Assistance Team (ECAT) supervisor, contact a member of the Health and Safety Committee (numbers below) or drop a note into the health and safety box in the reception area of your regional office.

If you are a residential employee, it is also your responsibility to document identified hazards in the 'Hazard Identification section' of the 'Staff Communication Log' so co-workers/others may be made aware immediately.

HOW: The Health and Safety Committee works to improve your work environment by completing inspections, participating in and reviewing injury/illness/near miss investigations, reviewing policy and hazards, and taking action based on these findings, as well as by bringing forth your concerns to management.

WHEN: In Edmonton the committee meets the first Wednesday of every month at 1:30 pm in the ICE office (confirmation is printed each month in the ICE Page). If you are interested in attending a meeting, please call Greg at 780-453-9656.

NAME	PHONE		NAME	PHONE
Chantal Long	780-453-9832		Innocent Kagabo	780-454-9500
Charmaine Hyman	780-463-9666		Isabelle Lalonde	780-732-2338
Dusi Raj Sen	780-454-9500		Pauline Henry- Stephens	780-454-9500
Emmanuella Kankam	780-454-9500		Trust in God Odudu	780-454-9500
Greg Lane	780-453-9656		Vesna Vila	780-454-9500