

**FEBRUARY 2020**

**EDMONTON**

## **ECAT**

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

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

## **INSIDE THIS ISSUE:**

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SAFETY MEET-  
ING MINUTES** 5

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## **TIME SHEET HAND-IN**

### • **February 15<sup>th</sup> 2020**

For all shifts worked  
between February 1 and  
February 15.

### • **February 29<sup>th</sup> 2020**

For all shifts worked  
between February 16 and  
February 29.

## **UPCOMING**

### • **HEALTH AND SAFETY MEET- ING**

February 5<sup>th</sup>,  
2020 at 1:30PM

### • **RPAC MEETING**

February 19<sup>th</sup>, 2020 at  
1:30PM

# ICE PAGE

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

## **JORDAN**

**Jordan** started services with ICE Calgary in October 2009. In November 2018, Jordan started his day program with ICE and Jordan has been thriving! Jordan is an extremely friendly gentleman who enjoys attending sport events in the community. He has several unique collections of items signed by hockey and football players. Jordan is very social but sometimes struggles to try new things. With the help of his staff, Jordan is enjoying meeting with his friends at the Village Square where he swims and uses the public library.

Jordan started volunteering at Village Square in January 2019 where he cleans gym equipment in the gym. Two weeks later, Jordan received a Certificate from the city of Calgary for his dedication. He takes pride in helping others and has been enjoying his position. Parents and staff have noticed that Jordan's confidence and security have increased since starting his day program with ICE. With assistance from his staff and Jordan's dedication, he has been able to maintain his volunteering position. To stay motivated, Jordan's staff has been encouraging and praising him. This helps him to stay focus on his volunteering tasks. Jordan continues to be involved in bowling with other individuals on Thursdays, practicing floor hockey and swimming regularly with his staff's support. Last summer, Jordan volunteered at Global Fest which is an annual culture celebration in Calgary as a greeter and received a lot of praise from his supervisors. Jordan is planning to go back there this coming summer.



## **Employee Spotlight**

**Nova Lee** has been an employee with ICE since November 2018.

Nova Lee is an outstanding staff who received the Award of Excellence during the ICE Calgary Open House. Jordan and his parents are very grateful for all of Nova's work. Jordan's mother gave a speech during ICE Calgary Christmas party thanking Nova Lee for assisting Jordan achieving his goals.



## **FAMILY DAY FEBRUARY 17<sup>th</sup>, 2020**



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

## 2.4.5 THE USE OF STAFF VEHICLES

*\*(Selected sections of ICE policy 2.4.5 are reproduced here, please refer to the Policy manual for the complete policies).*

### **The following is to apply:**

1. Employees are discouraged from using their personal vehicles in their work duties. This may be allowed under the following circumstances:
  - employees must have a valid driver's license;
  - employees must have a minimum of two million dollars automobile liability insurance. A copy of the actual current insurance is on the employee's file
  - the vehicle must be in good mechanical condition;
  - the vehicle must be driven safely, obeying all laws;
  - seat belts and other restraint devices must be used by all occupants of the vehicle;
  - the client will ride in the back seat, passenger side. This is not a client/guardian choice. If a client's circumstance is such that riding in the back seat poses a hazard to their health/well-being, an "Agreement To Transport A Client In The Front Seat Of A Staff Driven Vehicle" form must be completed and approved by the appropriate Manager. This form must be reviewed annually.
  - infants or children less than 40 lbs. are not to be transported by employees.
2. A client will never be left alone in a vehicle for any reason.
3. Road and weather conditions should be considered prior to any outing keeping in mind client and employee safety and security. The employee is not to drive if the weather is unacceptable.
4. Employees using their vehicles must have an approved First Aid kit in their vehicles at all times.
5. Employees are not to drive client friends/family members.

### **Transporting Clients with Behavioral Issues:**

1. An employee should not take a client in their vehicle if at any time the employee deems it would be unsafe for the client or themselves. It is imperative a review be conducted prior to any further transportation in private vehicles. Protocols can be developed to ensure safe transportation for both client(s) and employee. This may mean limiting a client to public transportation with or without an escort. Taking public transportation, walking, or staying home are options with many clients, as appropriate.
2. If any of the following conditions apply, permission must be obtained from the Community Support Coordinator/Community Team Coordinator. If the trip is to continue, extra precautions will be taken as instructed:
  - The client has any history of aggression while riding in a vehicle;
  - The client is not familiar with riding in a vehicle or can become easily agitated;
  - The client has been showing signs of escalation or aggression in the 3 hours previous to the planned trip;
  - The client is not agreeable to the planned trip.
3. In all cases, the following will occur:
  - The employee will be aware of the client's potential behaviors and how to deal with them;
  - The client must sit in the back seat, passenger side;
  - Any loose objects (ex. snowbrushes, tools, clothes) will be stored out of reach of the client;
  - The client will have their seat belt fastened at all times.
4. If a client shows any signs of aggression or escalation while in a moving vehicle:
  - The employee will pull off the road as soon as it is safe to do so;
  - The employee will attempt to de-escalate the client and/or obtain assistance as appropriate by using available assistance, calling 911 or the I.C.E. office or ECAT if after hours.

### Creating Excellence Together Standards 3 and 15: Relationships

Standard 3, Quality of Life and Standard 15, Quality of Service, speak about "Relationships." The Quality of Service Standard 15 is about how staff support the client or individual with his or her relationships. The standard has 6 indicators as part of level 1 with questions to explore with each indicator. In addition, there are two level 2 indicators.

#### Level 1 Indicators

**Staff support the individual to visit with his friends or family members as appropriate.**

How do you support the individual to spend time with friends of family, if they choose? For example, we can plan activities that involve the client's friends or family

**Staff support the individual to meet new people and support and facilitate the development of positive relationships with family and friends.**

Who does the individual have relationships with and in what ways do you feel that these relationships are positive and healthy? How do you help the individual with barriers that might limit their ability to make and keep friends? For example, booking DATS or accompanying them to meet with his friends.

**Staff support the individual to deal with harmful relationships or the consequences of a relationship that involves risk.**

What supports has the individual been able to access in the areas of dignity, risk and choice with regards to their relationships?

Can you provide an example of how you supported an individual to deal with a harmful relationship? For example, you may talk to the individual regarding healthy relationships.

**Staff support the individual to cultivate natural supports.**

How do you as staff help the individual to develop friendship outside of just you as paid supports or her network of friends or family. For example, helping the individual to make connections with neighbours or going to activities of interest (art classes) in his or her community.

**Staff support the individual to access generic services that give opportunities to develop friendships with like-minded people.**

What are some activities or place the individual attends that are not sponsored by the service provider? For example, attending Special Olympics or sports events, clubs, or hobbies.

How is the individual supported to explore and access generic services in the community? For example, shopping for groceries or clothing.

#### Level 2 indicators:

**Staff Support the individual to develop safe close or intimate relationships.**

How are you able to support the individual to maintain close or intimate relationships in a safe manner? For example, offering clients to attend a Healthy Relationships Course offered at the ICE office or discussing boundary issues with the individual.

**Staff are trained in creating opportunities for the individual to establish connections in the community.**

What training do you receive around creating opportunities for the individual to establish natural supports or to be socially included in the community? As part of Pre-Employment Training, all staff receive Social Inclusion Training, which discusses the ideas of social inclusion and natural supports and how to go about providing supports in these areas to individuals we support.

## ICE THANK YOU CARD INCENTIVE WINNERS

**Barb H** received a thank you card from her supervisor when she handled a crisis at the program in a very effective and professional manner. Her actions created an environment for the team that assisted everyone through this traumatic incident.



**Abiel K** received a thank you card from his manager for actively following up a medical treatment for a client.. His follow-up was greatly appreciated.

Abiel won a Ronco Ready Grill.  
Keep up the good work!



**Miatta S** received a thank you card from her supervisor when she went beyond her duties to ensure the health of the client was taken care of and by monitoring wound care and cleanliness.

Miatta won a Lewisville Dish Set.  
Your efforts are appreciated!





## Training

### PET (Pre-Employment Training)

February 3rd to 5th, 2020  
February 18th to 20th, 2020  
9:00am—5:00pm

### PBS/PBI (Proactive Behavioral Intervention)

February 7th, 2020  
February 21st, 2020  
9:00am-5:00pm

### Abuse Prevention / Conflict Resolution

February 11th, 2020  
Time: TBA

### Trauma Informed Care

February 13th, 2020  
9:00am-12:00pm

## 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/>

## Referral Incentive Recipients

Employees or Support Home Operators who refer a person to ICE who successfully meet our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

Fondong Nguayi Hilary has received the referral incentive of \$100! Thank you for your dedication.



## 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.



## 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 Committee Meeting Minutes**

**January 7, 2020**

*(Minutes edited for publication)*

Health and Safety Committee Changes. The committee was updated that Vesna is no longer on the committee as she has retired. Greg thanks Vesna for her years of service on the Health and Safety Committee. Greg stated that a new poster would be completed next month. It is necessary as there are a few new members that have joined the committee in the past few months.

### **3.0 Standing Items**

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. Completed Incident Investigations for Injury, Health and Property Damage

3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 Completed Near Miss Incident Investigations

#### Calgary – December 12, 2019 Meeting Minutes:

No completed investigations in previous month.

#### South – December 3, 2019 Meeting Minutes:

No incident investigations to report in previous month.

#### Northwest – December 3, 2019 Meeting Minutes:

No investigations to report in previous month.

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

### **December 11, 2019**

Staff was in the process of finding something in a basket in the client's bedroom when they cut their finger from the client's razor. Follow up: first aid completed on finger; staff to wear PPE (gloves) when doing a search; staff to seek medical attention to ensure finger not infected; discuss incident upcoming team meeting.

**Incident Investigation Recommendations:** Review Section E3 with worker- Applying Standard Precaution Practices in Health and Safety Binder #2.

**Health and Safety Committee Recommendations:** Ensure that razor head cap/guard is on all razor blades when not in use.

3.3 Evaluation of completed near miss investigations. (N/A – No)

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns – N/A for December.

3.4 B) Inspections completed – Monthly Safety Checklists completed – 1 - Pauline (3 participants).

3.5 COR Audit Review – COR began in Edmonton September 30, 2019 and the report was sent into CCSA on December 4, 2019. The report is going through the quality assurance review process with CCSA and an action plan will subsequently be developed.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation) for changes if needed: pgs. 60-61 – **Seasonal Events** – recommendation to clarify seasonal events with examples including holiday celebration and birthdays;

in the safe work practices section, add “See Appendix A – 3 – Safe Practices for Lifting; and add office to residences in the last bullet regarding using a timer on tree/decoration lights. Pgs. 62-63 - **Snow Shoveling** – recommendation to change physical hazards – Hazard Probability (HP) from a 2 to a 3 and Total from 10 to 11.

### **Calgary – December 12, 2019 Meeting Minutes:**

The Health and Safety committee reviewed pages 20-23 in the Hazard Assessment and control document.

**Cooking** – under physical hazard, add cutting yourself; under engineering controls, add food thermometer; under engineering controls, add splash guards

### **South – December 3, 2019 Meeting Minutes:**

Review section (and provide recommendation) for changes if needed)

**South Committee Reviewed Working with High Behaviors Section – 1) Working with Clients – Potential for Verbal Aggression/ Harassment/ Bullying.** No suggestions for changes to this section. 2) Potential Exposure to Verbal Aggression and/or Property Destruction – No suggestions for changes to this section.

### **Northwest – December 3, 2019 Meeting Minutes:**

Pages 94-97 – **Potential Exposure to Emergency/Disaster Events** – No suggested changes

**Exposure to Allergens (i.e. stings, nuts, animals, dust, smoke etc.) Exposure to Personal Scented Products and Deodorizers, Exposure to Noxious Odors, Exposure to smoking and vaping fumes.** – No suggested changes

3.7 Policy Review – **3.5.11 Emergency Procedures (All Services) and Emergency Preparedness Plans (Residential Programs/ Support Homes)**

### **Other Business**

**Process for reviewing incident investigations** – It was discussed that going forward, the Health and Safety Committee would be only reviewing completed investigations and the Health and Safety Committee template would be revised to reflect this.

**OHS Legislative Changes - Health and Safety Committees** – The following changes were made to legislation regarding Health and Safety Committees:

**Training – Part 1 Training - the 2-hour Canadian Centre for Occupational Health and Safety (CCOHS) on-line webinar is no longer mandatory.**

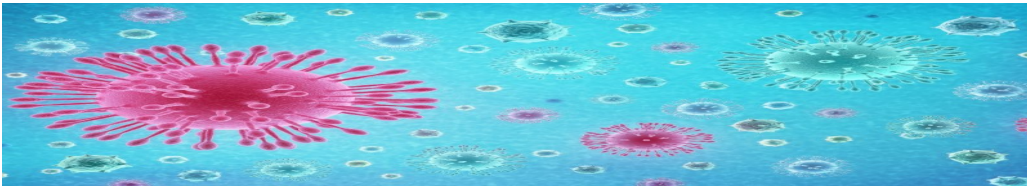
**HSC and/or HS Representative Requirements** – HSC or HS Representative is no longer based on the number of workers per site. That means that ICE's approval to operate a Health and Safety Committee rather than requiring Health and Safety Committee Representatives at each site is no longer required and that ICE's current practice of having 4 regional Health and Safety Committees meets legislative requirements.

**Health and Safety Training Updates** – Health and Safety Training requirements for members were reviewed, including members needing Workplace Inspections, Hazard Assessment and Incident Investigations Training.

**Emergency Response Planning** – A Health and Safety Memo was sent out on January 8<sup>th</sup>, 2020, including emergency drills scheduled and emergency action plans to be reviewed at upcoming team meetings.

**NEXT MEETING DATE: February 5, 2020 at 1:30 p.m.**

# **Infection Prevention and Control for Coronavirus**



## **What is Coronavirus?**

Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases, including Severe Acute Respiratory Syndrome (SARS). Novel coronavirus is a new strain that has not been previously identified in humans.

## **How did it originate?**

A pneumonia outbreak was identified in Wuhan, China on December 31, 2019. So far, there have been over 5900 confirmed cases in China and the disease has killed 132 people. It has begun to spread to other countries.

## **Has Coronavirus spread to Canada?**

Three confirmed cases have been announced in Canada as of the ICE newsletter publication date. No cases have been confirmed to date in Alberta.

## **What are the symptoms?**

- Common signs of infection include respiratory symptoms include:
- Fever,
- Cough,
- Shortness of breath/breathing difficulties.
- In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

## **How can I prevent myself and my clients from getting the disease?**

- Frequently clean hands by using alcohol-based hand rub or soap and water and teach your clients to do the same.
- Practice “good respiratory etiquette” to help prevent the spread of disease. Use a tissue or raise your arm to your face to cough or sneeze into your sleeve. Once you use the tissue to cover a cough or sneeze, throw the tissue right away. Stay home when you are sick.
- Use Personal Protective Equipment (PPE) and Standard Precautions
- Avoid travel to regions where Coronavirus is known to occur, such as China.

If you do come from an area which is experiencing Coronavirus and are experiencing symptoms such as fever or cough you need to contact Health Link (Phone # is 811). Alberta for advice prior to visiting your doctor and share with them your previous travel history. Follow Health Link and your physician’s direction.

Notify your ICE supervisor or ECAT after hours to report it and follow their direction.

If you are travelling, avoid close contact with people suffering from a fever or cough and avoid touching your eyes, nose and mouth.

Follow food safety guidelines, including to properly cook meat and ensure that you handle raw meat, milk, or animal organs with care to avoid cross-contamination with uncooked foods.

Ensure that if you are in an emergency room or medical clinic with a client, that you are regularly using hand sanitizer/ washing hands and encourage the client to do the same. Also, avoid sitting close to someone with signs of respiratory illness where possible.

Stay updated on Public Health Announcements related to Coronavirus. ICE will also provide updates as further information is released.