

# ICE PAGE

EDMONTON

2016

**Contents:**

- Gastroenteritis - Pg 3
- POLICY REVIEW - 3.8.2 MAINTAINING CLIENT CONFIDENTIALITY, 3.8.3 RELEASE OF CLIENT INFORMATION - Pg 5
- December Open House and Employee Awards - Pg 6 - 8.

**TIME SHEET HAND-IN:**

**January 15th, 2016**

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

**January 31st, 2016**

For all shifts worked between January 16th and January 31st, 2016

**Health and Safety Meeting**

January 6th , 2016 @ 1:30 pm

**RPAC Meeting**

January 20th, 2016 @ 1:30 pm



## ECAT

Employee & Client Assistance Team

780-461-7236

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

### *Making it Happen!*

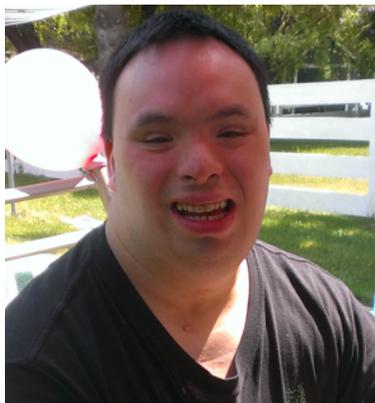
*Supporting Social Inclusion*

Sean W. is an expressive and energetic person who likes people. He loves to be active and can become bored and restless when life is too quiet. His residential support team was looking for new ways to build on Sean's interests to get him more involved in his community.

At home after watching movies on TV Sean would often improvise dramatic scenes and he really enjoyed singing and dancing. For Halloween in 2014 Sean wore a Thor costume to a party, and after that he would sometimes put the Thor costume on at home and act out his favourite movie bits. Recognizing that Sean enjoyed role play and was a natural actor, his support team decided to explore if he might enjoy a community acting class.

Sean's ICE staff researched local community drama classes on the internet seeking a class that he could participate in. Their first efforts were met with

disappointment as some of the sessions located were not able to accommodate Sean's needs. The team didn't give up and kept looking until they found an opportunity for Sean through the Edmonton Down Syndrome Society's



Centre Stage Musical Theatre program. This program teaches musical theatre techniques to individuals with, but not limited to, Down syndrome, ages 8 to adult. Centre Stage was flexible and even welcomed Sean without the usual required audition. He joined their "Jersey Boy's" group for men ages 16 and up and jumped right in.

The Centre Stage Musical program offers individuals opportunities to learn singing, dancing, and stage performance with the assistance of two experienced instructors. There is a group performance planned for early May 2016.

Sean's acting class is held on Saturdays and it is quite a distance across the city from his home. This is not something Sean is currently able to manage by bus. Luckily, Jocelyn, the Team Coordinator and Betty, a regular weekend staff at Sean's home were willing to cooperate in a plan to provide support and transportation to get Sean to class each week. They were excited to see him get the chance to do something he really loves.

The first Saturday Sean arrived at the class he joined right in without any shyness at all. He has been attending once a week since mid September and still loves it. Not usually a morning person, Sean is always willing and eager to get up and ready for his class on Saturdays. *(continued on page 2)*

As with most growth experiences there have been a few bumps along the road. Sean continues to work on moderating his language when he is excited and on sharing the lime light with other actors, a common challenge for many thespians! Sean’s speech has improved from the many songs and verbal exercises completed during drama sessions. He is developing friendships with others in the group and enjoying each session as it comes. Asked if he likes his acting class, Sean gives a huge smile and a resounding, “Yes!”

### Staff Spotlight

Jocelyn Agard has been an employee of ICE for two and a half years. She is a caring lady who can be counted on to give her best for ICE clients. One day Jocelyn can be observed assisting ICE individuals to attend necessary medical appointments and the next she will be organizing a fun birthday or Christmas celebration. Jocelyn makes sure that the individuals she supports have the opportunity to participate in community activities and enjoy life as they pursue their goals. Thank you Jocelyn for your excellent commitment to client support!



Jocelyn (left) with Sean at the December 10th, ICE Christmas Open House.



Elizabeth Yanga was thanked by her C.R. Manager for advocating for her client in relation to the client’s assistive technology and health supports. Elizabeth won an Expert Choice 16 piece bakeware set.

Well Done!



Patrick Irogebru was thanked by the Health & Safety Specialist for assisting in a critical situation at the office. Your intervention for the health and safety of office personnel and property was very much appreciated! Patrick won a T-FAL

Jumbo Wok  
Thanks so much!



Nisha Khan received a Thank You card from her CR Manager for supports provided to a client during a medical crisis.

Nisha won a Black and Decker Rice Cooker.  
Thanks so much for your excellent client care!

## Provincial ICE Health and Safety Draw Winner



South Regional Manager, Sharon Brown (above left) with happy winner, Temi Olayinkaya.

ICE employees provide excellent service and are diligent to mitigate daily health and safety risks throughout the year. In some circumstances employees go “above and beyond” in their duties and are recognized by supervisors, co-workers, clients, guardians and managers filling out and submitting a special “Thank you” card available at ICE offices. Completed Thank You cards are entered in monthly regional draws for great prizes. Each year in December, ICE employees who have received a minimum of three health and safety related Thank You cards (from different sources) have their names entered into a special province wide draw for a \$1000 cash prize.

**This year the lucky Health and Safety winner was Temi Olayinkaya of Lethbridge.**

**Congratulations, Temi!**

## Health Corner

### What is Gastroenteritis?

Gastroenteritis is an upset stomach. It causes nausea and vomiting. You may also have diarrhea or a fever. People often call it “stomach flu” but it is not the flu which is an illness affecting the respiratory system. Gastroenteritis often only lasts 1 or 2 days, but can last a week.

### What causes it?

Gastroenteritis is caused by germs like viruses and bacteria. It may be passed person to person or contracted from food poisoning. Food poisoning occurs when people eat foods that contain harmful germs. Germs can get into food while the food is growing, during processing, or when it is prepared.

### What should you do if you believe you have Gastroenteritis?

- Drink plenty of fluids so that you do not become dehydrated. Dehydration occurs when your body loses too much fluid. This can happen when you vomit a lot or have diarrhea. Consume fluids slowly, in frequent small amounts. Drinking too much too fast can cause vomiting. Choose water and other caffeine-free clear liquids until you feel better. If you have other health factors such as kidney, heart or liver disease consult your doctor.
- Electrolytes should also be replaced, especially if vomiting or diarrhea lasts longer than 24 hours. Electrolytes are minerals in your blood that keep many systems in your body working as required. Sports drinks are available that may help to replace electrolytes.
- When you feel like eating, start with mild light foods such as dry toast, applesauce, bananas and rice. Avoid spicy, hot or high fat foods. Do not drink milk



or eat ice cream or other dairy foods until fully recovered.

Gastroenteritis can usually be treated at home but seek medical help if:

- You have symptoms of mild dehydration, these include: dry mouth, dark urine, less urine.
- There is severe diarrhea or vomiting for more than a day,
- You have a fever that lasts more than 1-2 days,
- You are not feeling better after a week of home treatment.

Seek immediate medical attention if there are symptoms of severe dehydration (sunken eyes, a dry mouth and tongue, fast breathing and heartbeat, feeling very dizzy or light headed; not feeling or acting alert); you have sudden, severe belly pain; you experience other severe symptoms such as blurred vision, bloody stools, trouble swallowing etc.

### How to prevent gastroenteritis?

- The best thing you can do is wash your hands thoroughly and often. This is especially important after you use the bathroom, before and after providing personal care and before you eat or prepare food.
- If others around you have symptoms of gastroenteritis, carefully follow standard precautions, increase diligence with household sanitizing / disinfection routines and implement social distancing precautions.
- Keep your hands away from your nose, eyes and mouth.
- Carefully follow all food safety rules (separate cutting boards, defrosting meats in the fridge, cooking meat till well done, monitoring the temperature of the fridge).
- Do not eat meats, dressings, salads or other foods that have been kept at room temperature for more than 2 hours.

## Health and Safety Minutes Edmonton Health and Safety Meeting - December 2nd, 2015

### 3.0 STANDING ITEMS

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

Calgary- November 18th, 2015 meeting  
**Oct 27, 2015**

Staff was on route to a meeting and had to take a detour route. Staff glanced down at GPS to make sure the correct turn was made, and staff rear ended the vehicle in front. Only staff's vehicle had damage to the front passenger side, no personal injury to either driver. Staff was applying breaks and estimated speed was around 5km/hr. Incident Investigation Completed

**Recommendations:** Staff to take Mission Possible Distracted Driving, allow more travel time for appointments and plan route prior to leaving.

**Additional Recommendations:** When route clarification is required for unfamiliar locations, pull off the roadway before checking directions, maps or GPS.

South – November 12th, 2015 meeting minutes  
No Current Incident Investigations for review

Grande Prairie – November 3rd, 2015 meeting minutes.  
No Current Incident Investigations for review

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

Calgary- November 18th, 2015 meeting minutes

**Oct 23, 2015**

Staff was out in the community exiting a bathroom stall. While exiting, the toe of staff's shoe caught the edge of a tile surrounding a drain causing staff to trip. Staff caught them self before falling and hitting the sink vanity. Staff was wearing proper footwear.

Near Miss Investigation to be completed.

**Recommendations:** Staff to survey surroundings carefully. The manager of the building was contacted and informed of the hazard.

South – November 12th, 2015 meeting minutes  
No Current Near Miss Incidents to Review

Grande Prairie – November 3rd, 2015 meeting minutes  
No Current Near Miss Incidents to Review

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

**November 23, 2015** – Staff's vehicle was struck from behind by another vehicle and they were injured. It was poor winter driving conditions. Staff driving was not at fault.

**Recommendations:** Avoid unnecessary driving in bad weather. Staff was on an errand to pick up coffee for the clients at the residence when the incident occurred. Staff may benefit from attending a Mission Possible driving awareness course. Incident Investigation to be completed.

**November 25, 2015** – Staff was travelling in the community and was stopped at a red light. A car struck their vehicle from behind, injuring the staff. Staff was not at fault.

**Recommendations:** Staff was not at fault but they may benefit from the Mission Possible driving awareness course. Incident Investigation to be completed.

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

**November 23, 2015** - A client was agitated regarding a disappointment they had experienced earlier in the evening. Just before shift change the client exited their room and saw staff completing documentation reporting. The client asked what staff was writing about and became angry and physically aggressive. The client aggressed towards the staff who gave space by stepping out of the apartment and contacting ECAT. The client spoke with a family member by phone, calmed down and went to bed. Staff was not hurt. A Lifeline alert system has since been added for staff safety at this program. Near Miss Investigation Report to be completed.

**Recommendations:** Consult with RPAC regarding additional behavioural supports/ staff training. Writing general or critical incident reports in front of (or in a location open to) an agitated client is not a good idea. Staff may need to leave the area before writing such reports and contacting ECAT for assistance.

**3.4 Review of COR Audit and Action Items-** The internal COR Audit for 2015 has been completed. The report will be reviewed by the Continuing Care Safety Association before the final score is announced and the report will be released.

It is expected to be available later this month.

Respiratory Fit Testing was discussed: Staff using N95 respirators need to be fit tested once every two years with a training refresher on hazards and correct equipment usage provided every year. At least two staff in each program should have this training. Team Coordinators with Fit Testing Training through 3M will assist to complete these requirements in Edmonton programs.

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

Entering or leaving the worksite after dark Page 66 was discussed. Ideas were shared around parking lot safety during darker winter months and when working after hours.

The committee will begin development of a separate section of the HACD for Non-Residential programs starting in January.

#### 3.6 Policy Review

The committee reviewed Health and Safety - revised Policy 3.5.2 Assignment of Responsibilities

#### 4.0 OTHER BUSINESS

ICE Page article suggestions:  
Gastroenteritis

**NEXT MEETING** - January 6th, 2016

ICE offices will be closed  
Friday, January 1st, 2016 for  
New Year's 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**

**Important Message from ICE Payroll!**

ICE employees need to confirm that that the address on their pay-stubs is correct in order to ensure 2015 T-4's will be received.

**If your address is not current /correct please contact the ICE office in your region as soon as possible.**

**TRAINING**

**Pro Active Behavior Intervention (PBI)**

Friday, January 8th, 2016 and  
Thursday, January 21st, 2016  
9 am - 5 pm

*As described on the ICE website*

**Team Coordinator - Supervisory Training**

Wednesday, January 27th, 2016  
9:00 am - 1:00 pm

**Policy Review**

**\* Effective immediately all private client and employee information transmitted electronically by ICE personnel is required to be password protected for confidentiality. Stay tuned for related ICE policy revisions coming soon.**

**3.8.2 MAINTAINING CLIENT CONFIDENTIALITY**

Any information pertaining to Independent Counselling Enterprises clients or their families will be held in strict confidence. No information will be released without written consent from the client and/or guardian and the funding source (as appropriate) and in accordance with the Freedom of Information and Protection of Privacy Act and the Health Information Act (see Policy 2.2.2 Client Confidentiality).

Independent Counselling Enterprises employees must sign a Standards of Confidentiality when hired. Violating this Standard will warrant disciplinary action.

Updated October 2015

**3.8.3 RELEASE OF CLIENT INFORMATION**

1. No information about Independent Counselling Enterprises' clients will be released without the express permission of:
  - The President;
  - The client and/or guardian;
  - The funding source
 and in accordance with the Freedom of Information and Protection of Privacy Act and the Health Information Act.
2. Employees releasing client information in violation of this policy will be terminated for cause.

Updated October 2015

**\* ICE staff are reminded of the requirement to read and review the full 2015 ICE Policy Manual by January 31, 2016.**

**\$100 Employee 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!**



## 2015 President's Message

On Thursday, December 10th, 2015 Independent Counselling Enterprises hosted its annual Christmas Open House and Employee Award Celebration in Edmonton. Attending this celebration were individuals receiving supports, families, community partners, and ICE staff.

ICE President, Michael Rutherford addressed those present and thanked ICE employees for their excellent work over the past year. Mr Rutherford specifically commended employees for their efforts to complete the

many residential moves necessary in the past 12 months as ICE moved forward on client safety initiatives. Mr Rutherford also congratulated ICE staff on their strong performance in the 2015 internal Certificate of Recognition (C.O.R.) Health and Safety audit which achieved a score of 98% for the second consecutive year. Employee awards were then presented honouring ICE staff for health and safety, excellence in service delivery and long term service.





**EDMONTON ICE EMPLOYEE AWARDS 2015**



**HEALTH AND SAFETY  
AWARD**  
Bizuayhu Tawye



**HEALTH AND SAFETY REHABILITATION TEAM AWARD**  
**Callingwood Program** - (Left to right) Team Coordinator - Xavier D'Souza, Jimmy Kayonga, C.R. Manager - Hilary Smith.



**COMMUNITY REHABILITATION TEAM OF THE YEAR  
AWARD**

**Southridge Program** - (Front Row, left to right) Habtemariam Kidane, Team Coordinator - George Kankam, C.R. Manager - Renee Sadler, ( Back row, left to right) John Chuol, Jean Paul Gahungu, Abby Mugabo.



**OUTSTANDING FRONT LINE  
EMPLOYEE AWARD**

Robin Ould



**AWARD OF APPRECIATION**

(Back row, left to right) Roger Bofini, Florita Lictao.  
(Front row, left to right) Kual Bol, Junilyn Villanueva,



**OUTSTANDING EMPLOYEE AWARD**

2015 Co-Winners

(Left to right) Melissa Wilcox, Laura Lee Peters

**15 YEAR SERVICE AWARDS**

(Sorry - group photo unavailable)

Indu Nagpal, Jackie Wells, Vesna Vila, Scott Carmichael, Colette Wanchulak, Corinne Stasiewicz, Larry Oleksyn, Maria Reyes, Maricel DePedro, Syrus Linton, Bala Ramalingam.



**25 YEAR SERVICE AWARD**

Marian Lacampuenta



**10 YEAR SERVICE AWARDS**

(Left to right) Patrick Iroegbu, Orlean Hall-Thomas, Roland Dagoseh