

JANUARY 2020

**EDMONTON/
NORTH CENTRAL**

ECAT

Employee & Client
Assistance Team
780-461-7236

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

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TIME SHEET HAND-IN

- **January 15th 2020**– For all shifts worked between January 1st and January 15th.
- **January 31st 2020**– For all shifts worked between January 16th and January 31st.

UPCOMING:

- **HEALTH AND SAFETY MEETING**– January 8th, 2020 at 1:30PM
- **RPAC MEETING**– January 15th, 2020 at 1:30PM

ICE PAGE

Making it Happen!– Supporting Social Inclusion

Michael

Michael is an extremely friendly young man, who has a good work ethic and a great personality. He has been able to use this to his advantage in gaining employment at Goodwill, where he works as an administrative assistant 3 days per week. Michael's managers at Goodwill call him, "The face of the company" as he is usually the first person that people visiting the offices see. Michael enjoys his job and believes the best part of his job is helping people who need assistance.

Michael has been with ICE for 2 years and, with help from his staff Hassan, he has worked hard on his goals. When Michael first started with ICE, he had just

moved out of his parent's house and was working on being more independent. Michael worked hard at learning how to keep his home tidy, while also learning to be more confident in the kitchen with direction and support from staff. When talking to Michael, he will tell you that his favorite meal to cook is chicken, spinach, and feta gnocchi, a very fancy treat!

In addition to an increase in cooking Michael has also shown an interest in trying to be more physically active. With support from Hassan, this summer Michael was able to join a Special Olympics golf team. Michael has enjoyed the friendships he has made, as well as the physical activity he gets walking 18-holes. On top of golf, Michael enjoys going to recreation centers where he runs the track, works out, and goes swimming.



Employee Spotlight



Hassan has been with ICE for 2 years and those individuals he supports speak very highly of him and are grateful for how much he cares for them. When asking Hassan what he likes about working with ICE, he says that he really enjoys helping people and enjoys seeing the progress that they make in their lives.

**ICE OFFICES WILL BE
CLOSED NEW YEARS
DAY, WEDNESDAY
JANUARY 1ST, 2020**



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

2.2.3 INFORMED CONSENT AND DOCUMENTATION REQUIREMENTS

**(Selected sections of ICE policy 2.2.3 are reproduced here, please refer to the Policy manual for the complete policies).*

1. Clients and/or their guardians have an absolute right to informed consent.
2. Informed consent is a free choice to participate in or to avail themselves of services offered by Independent Counselling Enterprises. In order to make this choice, clients and/or guardians must be informed of the full implications of the service including benefits, risks, costs and other pertinent information.
3. Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign a partial delegation of medical consent form and consent to administer medications that are also kept on the client's file. All documents are to be renewed annually.
4. Non-Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign consent to administer medications should medication delivery occur during service delivery. This form will be kept on the client's file. All documents are to be renewed annually.
5. Where release of health information is required the client / guardian must sign the agency Health Information Release Consent (HIA).
6. Clients and/or guardians can withdraw consent at any time. This decision must always be respected by Independent Counselling Enterprises employees. Should consent be withdrawn, employees are to notify their supervisor immediately and document the details of the situation in a contact note.

ICE THANK YOU CARD INCENTIVE WINNERS

Pat M received a Thank you Card from her Supervisor for participating in an interview for the purpose of the 2019 COR internal audit. Your participation in the interview is truly appreciated.

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



Brenda N received a Thank you Card from her Supervisor for participating in an interview for the purpose of the 2019 COR internal audit. Your participation in the interview is truly appreciated.

Brenda won a Hamilton Beach Coffee Maker. Thank you for your efforts!
Congratulations! Keep it up!

thank
you!

Lilian J received a Thank you Card from her Supervisor for participating in an interview for the purpose of the 2019 COR internal audit. Your participation in the interview is truly appreciated.

Lilian won a Sunbeam Rice Cooker
Your efforts are appreciated!



Training

PET (Pre-Employment Training)

January 6th - 8th, 2020
January 20th—22th, 2020
9:00am—5:00pm

PBS/PBI (Proactive Behavioral Intervention)

January 10th & 24th, 2020
9:00am-5:00pm

NVCI (CPI)

January 17th, 2020
9:00am—5:00pm

MHFA

January 13th—14th, 2020
9:00am-5:00pm

New H&S Committee Member

Molly S is a New Member of the
Edmonton Health and Safety Committee.
Welcome to the team!



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!



Yohannes P.



Helen G.

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.



CREATING EXCELLENCE TOGETHER (CET)

Creating Excellence Together Standards are made up of two levels of achievement available for community disability service providers to support and guide their organizations in quality improvement in the provision of services to individuals. These levels flow from a primary level of service outcomes and performance Accreditation Level I, to an advanced level of performance achievement, Accreditation Level II.

Accreditation Level I achievement provides the service providers outcomes of how they measure against the Level one standards and indicators for Quality of Life, Quality of Service and Organizational Framework in the quality service they provide.

Accreditation Level II achievement contains additional indicators and information a service provider needs to allow it to move forward in its service performance. To achieve Accreditation Level II, it is expected that all Accreditation Level I indicators will be met and a significant in depth review of the Organizational Framework will be conducted.

Accomplishing Accreditation Level II achievement in organizational and service excellence is a major undertaking and reflects a service provider's drive to be the best that it can be.

ICE will be participating in a C.E.T survey June, 2020 and will be participating in the advance level of performance achievement, Accreditation Level II.

Health and Safety Committee Meeting Minutes

December 4, 2019

(Minutes edited for publication)

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. Incident Investigations for Injury, Health and Property Damage

Calgary – November 7, 2019 - Meeting Minutes:

September 11, 2019

Staff began driving client home while attempting to verbally redirect client. Client was upset after staff's conversation with them about needing to go back to the program. Client verbally escalated and hit staff on the arm as they arrived back at client's home. Follow-up: Client front seat agreement reviewed by CRM. RPAC consultation.

Incident Investigation in Process.

Recommendations: Staff not to drive clients while agitated and if client becomes agitated while driving, to pull over on the side of the road as soon as it is safe to do so.

October 7, 2019

Staff went to throw out garbage at client's condo. As staff closed the garage door staff's ring on finger got caught in the opening of the garage door and crushed staff's finger. Staff received a large and deep cut on their finger. Follow-up: Staff to utilize the side door of the garage rather than the garage door.

Incident Investigation in Process.

Recommendations: It is recommended for staff to review condo building regulations for disposing garbage.

October 9, 2019

Staff and client were at the client's volunteer program. While unpacking some boxes for donation, one of the corners of the box made a small cut on staff's hand.

Incident Investigation in Process.

Recommendations: Staff to wear appropriate cut-resistant gloves (i.e. hi-flex gloves) while assisting the client with their volunteer position.

October 21, 2019

Staff closed the cupboard door and picture frames that were on top of the cupboard fell on staff's face. Staff received a cut on their lip. Follow-up: CSC contacted building management and was informed that building was under construction/renovations. Building management has put danger signs up throughout the building to prevent such incidents from happening again.

Incident Investigation in Process.

Recommendations: It is recommended that staff scan their environment; up, down, left and right before continuing with activities.

October 23, 2019

Staff stood up and slipped on plastic under their desk and fell back; however, managed to grab the desk and chair to prevent from falling. Staff began to feel pain in their knee. Follow-up: Health and Safety representative inspected the incident site and removed plastic packaging from underneath staff's desk. A mass e-mail was also sent out as a reminder to place recycling into designated recycling bins.

Incident Investigation completed.

South – November 5, 2019 - Meeting Minutes:

October 9, 2019

Staff was with a client in a store. The client became upset at the staff's attempts at re-direction and became verbally aggressive. The client then raised their hand and staff thought they were going to hit them. Staff hurt their back as they attempted to move away from what they per-

ceived as a strike.

Incident Investigation in Process.

Recommendations: RPAC involvement for the client. Staff to review PBI techniques and keep a safe distance when a client is upset.

October 30, 2019

When staff arrived at a non-residential shift the client was visibly upset and demanded the staff give them money. The staff explained they were unable to give money to clients and the client then began to be verbally aggressive toward the staff. Staff explained that they would be leaving the shift and would return when the client was calm. Staff went to their car and the client followed. Staff got into the car and locked the door for safety. The client hit their fist on the trunk of the car causing damage to the car. Staff left as soon as it was safe to do so.

Incident Investigation in Process.

Recommendations: Staff to review PBI/ CPI techniques. Client shift times reviewed and changes made to the program.

Northwest – November 12, 2019 - Meeting Minutes:

No incidents to report in previous month.

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

Calgary – November 7, 2019 - Meeting Minutes:

October 23, 2019

Staff and client were downtown in a train shelter when they observed a possibly intoxicated community member approach them. The community member began banging the glass of the train shelter and yelled profanities. The community member then walked away and waited for the train to arrive. Once the train arrived, the community member boarded as well as the staff and client.

Incident Investigation in Process.

Recommendations: It is recommended that staff and client get on a separate train car/ wait for the next bus from the intoxicated individual and to press the emergency/help button if necessary.

South – November 5, 2019 Meeting Minutes:

No incidents to report in previous month

Northwest – November 5, 2019 Meeting Minutes:

October 22, 2019

Client was filling washing machine with water to do laundry when staff suggested to start the washer. Client stormed upstairs and threw the pot of soup that was on the stove. He then retreated to his room attempting to strike staff on the way back. Staff was reminded to follow clients PRP for Compulsion and Aggression, staff scheduled to retake PBI/ PBS.

Near Miss in Process.

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

November 3 and November 5, 2019

A support home operator (SHO) was in the kitchen with the client and directed him to go up to his room as his incontinence briefs were leaking, however, after the client requested a snack, which she gave to him. The client then started to hit himself and the SHO directed him to stop. The client then hit the SHO. On November 5, 2019, the client wanted to get out of the doctor's office and pushed the SHO, who was in the doorway out of the way. Follow up included; discussing with SHO to maintain a safe distance when client is agitated; Family Physician increased client's anti-psychotic medication; and consultation with RPAC/ Behavioral Consultant.

Incident Investigation in Process.

Recommendations: PBI/CPI re-training.

November 7, 2019

When Edmonton office staff got up out of their chair, their left foot got caught up in mouse cord and fell on their knee. Follow up provided included first aid applied, including putting ice packs on knee. The employee's work station had recently moved.

Incident Investigation Complete.

Recommendations: All employees' workstations in the area inspected and clear of hazards. Ensure new ergonomic checklists completed for all staff when they change workstations.

November 21, 2019 and November 26, 2019

Staff slipped and fell down outside of the office in the parking lot of the Edmonton office. Parking lot conditions were icy. Follow up included: first aid applied and reviewing not to rush and to "Walk Like A Penguin" as per the signage; walkway re-shoveled and safety salt re-applied (as in one case where it was snowing when the staff fell).

Incident Investigations in Process.

Recommendations: A pair of ice cleats be purchased and available for use by program staff; call property management when parking lot conditions are icy.

November 21, 2019

Staff was reaching into her bag to get a thermometer to measure water temperature and when she grabbed the device, it got tangled with another lanyard and the staff stabbed themselves in the hand. **Recommendations included:** Staff advised to handle sharp objects with care.

Incident Investigation in Process.

Recommendations: Ensure to use water thermometer with a cap; look at where you are reaching when getting anything that is sharp.

November 30, 2019

Client threw her stereo across the room and started to bang on the dining room table and was screaming and swearing loudly stating the people are stealing the client's stuff. The Support Home Operator ensured that himself and her friend were at a safe distance during the incident. Follow up included: A psychiatrist visit was booked; continue to monitor client; and develop positive approaches in consultation with RPAC.

Incident Investigation in Process.

3.3 Evaluation of near miss investigations.

November 30, 2019

Staff was in the kitchen with the client when he tried to heat up food in the microwave, but missed pushing the start button and then discovered it wasn't hot. The client then blamed the staff and pushed them.

Incident Investigation in Process.

Recommendations: Staff to always pay attention to what client is doing and to retake PBI, ensuring that they maintain a safe distance from the client at all times.

3.4 Health and Safety Committee Inspections

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

3.4 B) Inspections completed - Include name of committee member(s) completing inspection, inspection type (E.g. EQA, RI, Office Inspection), # of inspections and # of workers involved for each inspection type – Monthly Safety Checklists Completed – 5 - Emanuella (2), Pauline (1), Vesna (1), and Dusi (1) – 10 worker participated; RIs Completed – 6 – Adrienne (5) and Pauline (1) – 6 workers participated. Office Inspections Completed – 1 – Greg – 1 worker participated.

3.5 COR Audit Review – COR began in Edmonton September 30, 2019 and is in the process of being completed and submitted to the Continuing Care Safety Association for review.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed): p. 56 – 57 Household Maintenance – Changing Light Bulbs – Use of

a Ladder, Use of Floor Mats - recommendation to add the following to Safe Work Practices under Changing Light Bulbs: "Unplug cord from outlet or turn off breaker (if applicable) and p. 58-59 Seasonal Yard Work - under Safe Work Practice section, it is recommended to add: "apply insect repellent prior to completing yard-work in summer months."

Calgary – November 7, 2019 Meeting Minutes:

The HSC in the Calgary region reviewed pages 14- 19 in the Hazard Assessment and control document. It is recommended to combine accessing community (activity/task) with outdoor activities (activity/task) as much of the information found in either activity/task could be pertinent in both.

South – November 5, 2019 Meeting Minutes:

Reviewed the Non-Residential Services Section – 1) Travel on Wet or Slippery Surfaces: add "Walk Like a Penguin" to safe work practices. 2) Use of Phones (cell, community landlines) - no additions brought forward by the committee

Northwest – November 5, 2019 Meeting Minutes:

Pages 90-93 – Ascending/descending stairs and Travel on wet/slippery surfaces (water, ice or snow). Travel around obstructions on floors. - No recommendations.

Policy Review – 3.5.1 Health and Safety

Other Business

Health and Safety Training Updates – Joseph A and Cody M have completed Health and Safety Committee training (Webinar) and Molly to complete. All members will also be required to take Workplace Inspections, Hazard Assessment and Incident Investigations Training. Greg will let participants know about upcoming training. Emergency Drills – Winter Storm drill due by December 31, 2019.

NEXT MEETING DATE: January 8, 2020

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/>

2019 Annual Christmas Open House

Independent Counselling Enterprises hosted it's annual Edmonton Christmas Open House and Employee Award Celebration on Thursday December 5th, 2019. There was a great turnout of ICE employees, clients, family members and other stakeholders. ICE President, Geneve Fausak expressed her appreciation to ICE employees present and across the province for their commitment and excellent hard work over the past year. Employee presentations followed by honoring ICE staff for health and safety, excellence in service delivery and long time service.



IRENE DIXON
Outstanding Employee Award



JIDDU GEBREZGI
Health and Safety Award



BONNY KAGOMA
Outstanding Front Line Employee Award

10 YEAR SERVICE RECIPIENTS



TOP ROW (L to R): *Lwanga Ayume, Jean-Paul Gahungu, Aman Ullah, and Joseph Taguedong*
BOTTOM ROW (L to R): *Wayne Visser, Margaret Dzuda, and Maria Lopes*



Princess Futila-Mofeng

15 YEAR SERVICE RECIPIENTS

Top Row (L to R): *Serge Tuyikunde, Saidu Conteh, Ferid Dautovic, Barnaba Lado, Alex Karangwa, and Jacqueline Yangonde*

Bottom Row (L to R): *Susie Stephens, Meheret Tekle and Mariama Conteh (Musa)*



20 YEAR SERVICE RECIPIENTS

(L to R): *John Daller, Greg Lane, Gracita Fajardo, Steven MacPhail*



25 YEAR SERVICE RECIPIENTS

(L to R): *Polly Yu, Robin Ould, Natalie Bishai*



COMMUNITY REHABILITATION TEAM OF THE YEAR

Top Row (L to R): *Embaye Tesfazghi, Daniel Habte, Amanuel Weldetesfa, Barnaba Lado and Joseph Taguedong*

Bottom Row (L to R): *Abiel Kon and Holly Payne*



HEALTH AND SAFETY COMMUNITY REHABILITATION TEAM OF THE YEAR



(L to R): *Fariyo Omar, Belen Diso, Christianah Edward, Renee Sadler, Titi Mutamba, Jacqueline Yangonde, and Yordanos Gebreselasie*

AWARD OF APPRECIATION



(L to R): *Gertrude Akola, Cody May and Senay Kidane*

President's Annual Open House Address

This annual awards ceremony event provides an opportunity to reflect and acknowledge the accomplishments of the people we serve, direct service staff, administration, supervisors, and management. This awards ceremony is primarily recognizing direct service staff who made a significant positive impact on the people they support and the agency. The management team at ICE also work hard every day to have a direct positive impact on service and employees. I witness the work of our management team every day. They are a dedicated group who I greatly respect and appreciate.

A significant focus over the course of the past year is ICE's ongoing commitment to our Health and Safety program. ICE remains involved in the voluntary Certificate of Recognition program (COR). This is not a legislated requirement but agencies such as ICE are committed to provide the resources towards positive Health and safety outcomes. COR requires extensive Health and Safety systems along with significant oversight from the employer. COR requires companies to create a culture of Health and Safety in the workplace. This is a challenging but worthy process. An internal COR audit was recently completed. The results are not yet available but will be shared. I anticipate another very successful result. ICE has accomplished results over 96% for the past 15 years.

I urge everyone to maintain their knowledge and practice of our Health and Safety policies and as required in the OHS legislation. We will continue to provide training and information to all of our staff. Everyone's goal is that all employees are safe in their work places, report hazards, address hazards, communicate to each other and supervisors so we are all able to safely end our shift and go home.

Our success is possible through maintaining positive relationships with experts to guide us in the right direction. Those people include:

Disability Services PDD division
Governments of the NWT and Nunavut
Alberta Health Service - Public Health
Inspections Group
Guardians / families / advocates
People receiving service

In closing, congratulations to our 2019 award recipients.

On behalf of ICE, I wish all of you a safe and peaceful holiday season.

Genevieve Fausak

