

ICE PAGE

EDMONTON - NORTH CENTRAL

2016

Contents:

- **Dehydration and Heat Stroke** - Pg 4
- **Health and Safety Meeting minutes** - Page 5
- **POLICY REVIEW** - 3.8.1 Professional Conduct - Page 6

Health and Safety Meeting

July 20th, 2016 @ 10 am

**Note date & time change*

RPAC Meeting

July 20th, 2016 @ 1:00 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:

July 15th, 2016

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

Aug 2nd, 2016

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



Making it Happen!

Supporting Social Inclusion

Keith is a kind natured gentleman who lives with his mother and has a great love for animals. He has been with ICE since 2009. Keith's goal was to find work at a local pet store in Calgary. Keith with the support of his ICE staff, Susan applied for various positions over time. Keith eventually found a position helping with animal care at a local store. Keith assisted there for over 3 years.

As time went on Susan encouraged Keith to expand his skills and he applied to volunteer at the Rehabilitation Society. Keith was accepted and he began helping with recycling and mopping the floor. Keith did extremely well at the Rehabilitation Society; he made several new friends and commented that he felt his services there were appreciated. Because of Keith's success there his position

eventually changed to one of employment.

During Keith's annual review in 2014, Keith made a decision that he wanted to save money. He used to spend his money buying DVDs, CDs and treats. Once Keith made up his mind to save money, he worked hard at only making



purchases that he needed as opposed to buying impulse items he did not need. Keith researched his community and found out that he could access many DVDs and CDs from the public library and he could save money purchasing special interest DVDs and CDs by waiting until they came on sale.

Due to his success at saving his employment funds, Keith has been able to make a difference to a cause he cares deeply about. On December 24, 2015, Keith chose to donate \$115.00 to the Calgary Humane Society. Keith is very proud about contributing this money in order to assist animals in need of care. A few months after his donation, Keith was presented with a thank you card with a picture of a specific dog from the Calgary Humane Society. The card shared how Keith's donation had improved this dog's overall health and quality of life.

Congratulations to Keith for becoming such a well respected hard working individual in his community!

Employee Spotlight

Susan Moseley-Josiah began her journey with I.C.E. March 23, 2011. Susan was introduced to Keith and they began creating a professional and successful work relationship. Susan has been a great role model and a positive influence for Keith throughout the years. As a team they enjoy working together researching new opportunities and ways in which



Keith can meet his goals.

Susan is loyal and dedicated to providing excellent client support. It is because of staff members like her that ICE individuals are able to successfully meet their goals and become valued members of the community in which they live. When she is not working, Susan enjoys spending time with her family.

A special thank you to Susan.



**PLEASE PLAN TO ATTEND
OUR ICE STAFF
APPRECIATION BBQ**

**Friday, July 15th, 11 AM - 2
PM**

At the ICE Office

Hope to see you there!



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



Mohammed Mursal



Cecile Bigirimana



Yvette Wandji



Heshima Nkeramihigo



Agnes Sele

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!



TRAINING



Proactive Behaviour Intervention (PBI)
 July 7th and July 21st, 2016
 9 am - 5 pm

Non Violent Crisis Prevention Intervention (CPI)

July 11th & 12th, 2016
 9:00 am - 4:00 pm

Non Violent Crisis Prevention Intervention (CPI) Day 2 Refresher only

July 12th, 2016
 9:00 am - 4:00 pm

Autism Spectrum Disorder

July 22nd, 2016
 1:30 pm - 4:30 pm

Courses as described on the ICE website.

**ICE offices will be closed
 Friday, July 1, 2016 for the
 Canada Day Holiday.**



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

INCENTIVE AWARD WINNERS



Princesse Futila-Mofeng received a Thank You card from her CR Manager for her ongoing efforts to interact positively with clients and team members. Princesse won a Ninja Masterprep Blender. Thank you for being a team player!

Abhilash Kulathinkal received a thank you card from his Team Coordinator for his immediate actions to help a client with a medical concern. Abhilash won a Bissell Powerforce Vacuum. Your diligence is very much appreciated!

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.

Dehydration and Heat Stroke



Dehydration and heat stroke are two very common heat related conditions that can be life threatening if not treated.

What is Dehydration?

Dehydration can be a serious heat-related condition and a side-effect of diarrhea, vomiting and fever.

How is Dehydration Caused?

This is caused when the body loses water content and essential body salts such as sodium, potassium, calcium bicarbonate and phosphate. Under normal conditions we all lose water from our body through sweat, tears, urine and stool. In a healthy person, this water is replaced by drinking fluids and eating foods that contain water. When a person becomes so sick with fever, diarrhea or vomiting or if an individual is overexposed to the sun, dehydration occurs. Occasionally dehydration can be caused by drugs such as diuretics, which deplete body fluids and electrolytes. Whatever the cause, dehydration should be treated as soon as possible.

What are the Symptoms of Dehydration?

It is critical to recognize the symptoms of dehydration, the following are common symptoms of dehydration although each individual may experience symptoms differently. Symptoms include:

- Thirst
- Less-frequent urination
- Dry skin
- Fatigue
- Light-headedness
- Dizziness
- Confusion
- Dry mouth and mucous

- Increase heart rate and breathing

Treatment for Dehydration

In cases of mild dehydration, simple rehydration is recommended by drinking fluids. Many sport drinks on the market effectively restore body fluids, electrolytes and salt balance. For moderate dehydration, intravenous fluids may be required, although if caught early enough, simple rehydration may be effective.



Cases of serious dehydration should be treated as a medical emergency, and hospitalization, along with intravenous fluids is necessary. Immediate action should be taken.

What is Heat Stroke?

Heat stroke is the most severe form of heat illness and is a life threatening emergency. It is the result of long, extreme exposure to the sun, in which a person does not sweat enough to lower body temperature. The elderly, infants, persons who work outdoors, and those on certain types of medication are most susceptible to heat stroke. It is a condition that develops rapidly and requires immediate medical treatment.

What causes Heat Stroke?

Our bodies produce a tremendous amount of internal heat and we normally cool ourselves by sweating and radiating heat through the skin. However in certain circumstances, such as extreme heat, high humidity or vigorous activity in the hot sun this cooling system may begin to fail allowing heat to build up to dangerous levels.

If a person becomes dehydrated and can not sweat enough to cool their body, their internal temperature may rise to dangerously high levels, causing heat stroke.

What are the symptoms of heat stroke?

The following are the most common symptoms of heat stroke:

- Headache
- Dizziness

- Sluggishness or fatigue

- Seizure
- Hot, dry skin that is flushed but not sweaty
- A high body temperature
- Loss of consciousness
- Rapid heart beat
- Hallucination

How is Heat Stroke Treated?

It is important for the person to be treated immediately (call 911) as heat stroke can cause permanent damage or death. Some immediate first aid measures you can take while waiting for help to arrive include:

- Get the person indoors
- Remove clothing and gently apply cool water to the skin followed by fanning to simulate sweating
- Apply ice packs to armpits and the groin
- Have the person lie down in a cool area with their feet slightly elevated.

How to avoid dehydration and Heat Stroke

- drink plenty of fluids during hot weather and outdoor activities. Sport drinks are good choices, avoid coffee, tea, soda and alcohol as these can lead to dehydration.
- Wear lightweight, loose-fitting clothing in light colours,
- Schedule vigorous activity such as sports for cooler times of the day
- protect yourself from the sun by wearing a hat, sunglasses and using an umbrella,
- Take frequent drink breaks and mist yourself (your clients) with a spray bottle to avoid becoming overheated.
- Try to spend as much time as possible indoors on days of extreme heat and humidity.

**Remember to carefully monitor hydration and provide heat / weather related support to your ICE clients.*



Health and Safety Minutes Edmonton - June 1st, 2016

Calgary- Meeting May 18th, 2016
No Current Internal Incidents to Review

South – Meeting May 3rd, 2016
No Current Internal Incidents to Review

Grande Prairie – Meeting May 12th, 2016 - No Current Internal Incidents to Review

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

Calgary- Meeting May 18th, 2016
No current Near Miss Incidents to Review

South – Meeting May 3rd, 2016
No current Near Miss Incidents to Review

Grande Prairie – Meeting May 12th, 2016

April 28, 2016

During shift change at the home the staff leaving the home stated that lunch was ready to be eaten, the staff that was coming on shift served the soup that was on the stove but did not notice that the previous staff didn't turn the burner off. The staff and client left the home for a brief interval. When they returned they discovered the burner left on under the soup.

Recommendations: All staff are to start and complete tasks from beginning to end.

Near Miss Investigation completed.

Additional Recommendations: A review of kitchen /cooking safety and staff communication protocols at the next team meeting.

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

Edmonton -May 13th, 2016- 10:00AM
Staff was helping a Team Coordinator move furniture in a program. A client became agitated and bit one of the staff.

Recommendations: Ensure all staff have been trained regarding risks associated with client supports. Review PBI procedures. Enhance advance planning to avoid client agitation, i.e. book another staff to take the client out/ provide support to the client during completion of such tasks.

May 23rd, 2016- 4:45PM.

While a relief staff was on shift the client became agitated and the client told the relief staff to, "Get out". The client then started to act aggressively towards their roommate, when the staff intervened the client scratched the staff.

Recommendations: Staff to review training (PBI) and always maintain a safe distance to avoid injury. Review and follow the client's Positive Approaches.

3.3 Evaluation of current Near Miss Incident Investigations:

May 23 , 2016-
Client was being transported in the vehicle in the back seat. They became agitated and took off their seat belt; as soon as the staff noticed this they pulled the car over. Staff was able to redirect client and the trip continued once the client was calm.

Recommendations: Plan ahead to have and use some safe and interesting redirection items in the car; i.e. music or radio, sensory items etc. Look into using external transportation systems such as DATS rather than transporting client.

May 25th, 2016- 12:15PM

A client came to the reception desk at the ICE office and requested that he speak with his manager. His

manager at the time was unavailable in a meeting so the client was asked to wait. The waiting period became extended and the client became angry, shouting and damaging the courtesy phone. The incident happened while the regular receptionist was away and cover-off staff were at reception.
Recommendations: Enhance office emergency procedures and training for all individuals who complete reception cover-off. Ensure reception staff have the skills to proactively problem solve before events escalate.

3.4 Review of COR Audit and Action Items- The committee reviewed Section 5 of the 2015 COR audit. The 2016 internal COR audit is scheduled for the last week of September first week of October. Everyone was reminded to continue with the COR action plan to ensure staff are knowledgeable and trained properly. PET is being revised to ensure all regions are consistent.

3.5 Hazard Assessment and Control document (H.A.C.D.) review – Continued development of a separate HACD section for Non-Residential supports. Reviewed pages 10 -Outdoor Activities & Pages 11&12 - Accessing Community.

3.6 Policy Review

The committee reviewed Policy 3.5.9 Hazard Assessment and Control Document:

4.0 OTHER BUSINESS – ICE page Article suggestion– Summer Weather / Heat related Health and Safety Concerns.

NEXT MEETING – July 20th, 2016 @ 10:00 am

** (Please note this a change from the regular monthly meeting schedule.)*

Policy Review

3.8.1 PROFESSIONAL CONDUCT

As an employee of Independent Counselling Enterprises Inc., certain standards of Professional Conduct are expected to be maintained at all times.

1. Independent Counselling Enterprises employees are expected to conduct themselves as professionals while representing the agency at all times.
2. The employee is to ensure that the client's rights (see **Policy 2.2.1 Client Rights and Responsibilities**) are maintained.
3. Employees will maintain a professional approach with clients, their support network, other professionals and their coworkers. The employee is therefore to refrain from use of profanity, shouting, issuing of verbal or

physical threats, malicious gossip and the use of statements that are slanderous or considered to be abusive. Professional boundaries are to be maintained between the client and the employee as well as with the client's support network.

4. Employees have the responsibility to:
 - Be punctual.
 - Be properly prepared for each assignment.
 - Perform job duties in accordance with the agency's policies and procedures.
 - Complete appropriate documentation accurately and within specified time frames.
 - Only work what has been assigned or scheduled and not to alter a working shift in any way unless approval from the appropriate supervisor had been obtained.

Updated October 2015

Client Success Story - Rory

Eric or "Rory" as he prefers to be called, is a talented 29 year old man who loves playing his guitar. He has been with ICE since 2012. Rory feels a lot of anxiety around crowds and public places. This has made it difficult for him to meet new people for social activities and to seek work.

Rory is slowly working on reducing his anxiety. He plays soccer with youth in his neighbourhood and he has been going to the YMCA for recreational purposes. Rory also regularly attends church. These gatherings are helping him to conquer his anxiety around crowds. Although such activities may look routine to many people, these steps are a big achievement for Rory.

Rory is very lively these days and recently celebrated his birthday at Montana's restaurant. He says he is very happy with his supports and he thanked all the staff who showed up for his birthday celebrations.



With his confidence growing and the trust he has in his support team, Rory is hoping that he will be able to find work. During the summer he is looking forward to enjoying the many festivities the city of Edmonton has to offer.