

**JUNE 2018**

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

**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**

- **June 15th, 2018 –**  
For all shifts worked  
between June 1st and  
June 15th.
- **June 30th, 2018 –**  
For all shifts worked  
between June 16th  
and June 30th.

#### **UPCOMING:**

- **HEALTH AND  
SAFETY MEETING**  
June 13, 2018 at  
1:30-3:30 PM

• (NOTE: PLEASE NOTE CHANGE  
OF REGULAR MEETING DATE)

- **RPAC MEETING**  
June 20th, 2018 at  
1:30-3:30 PM

### **Lonnie**

Lonnie is a happy and energetic gentleman who almost always has a smile on his face. ICE staff have been supporting Lonnie in the community of Calgary since 2001. Lonnie wished to be employed and with the support of both his family and ICE staff he was able to obtain an employment position at Home Depot.

With the assistance of Lonnie's support network including the management staff from Home Depot a position was customized within the store to maximize Lonnie's strengths and abilities. Lonnie has maintained this position for the past 9 years.

Lonnie has faced some roadblocks along the way



including some health concerns but he has successfully managed these. ICE staff assist Lonnie in completing tasks such as recycling, watering plants, emptying garbage and other janitorial tasks as necessary to meet these challenges. Lonnie continues to require some support while at work to ensure his health and safety. Ongoing team work and flexibility by all parties has been the key in breaking down

the various barriers that have arisen within Lonnie's employment and also within a volunteer position Lonnie enjoys at Carewest.

Carewest is a public care provider in Calgary delivering long-term care, rehabilitation and recovery services, as well as community programs. Lonnie socializes with residents and helps them participate in activities. His pleasant nature, winning smile, kind heart and positive energy are always welcome in the resident's lives.

Lonnie's contributions are so valued that he was recognized in the Carewest magazine last October. Lonnie shares that he enjoys volunteering at Carewest and is particularly happy with the warmth with which the residents greet him. Well done, Lonnie!

## **Employee Spotlight**

### **Cindy Marr**



Cindy began working with Lonnie in 2015. She is a kind and caring person. Cindy shares that she enjoys supporting Lonnie in the community. Her easy-going nature has aided in them building a great relationship together. Cindy is encouraging Lonnie to explore the community further to develop new skills and learn more about his city. Cindy is very dedicated to ensuring Lonnie's success.

Thank you, Cindy for all you do.

## POLICY REVIEW

### Excerpts from Policy 2.5.1 are included here.

*Please refer to the ICE Policy Manual for the full policy.*

**Positive behavior management** practices will be used as the preferred method of behavior management and will be aimed at increasing the client's sense of self-worth and improving his/her ability to positively influence their environment. It is this agency's belief that any intervention should demonstrate a respect for the client and ensure personal dignity is maintained. Choice is fundamental to the success of intervention.

The client, employee and/or the general public's safety and well-being are of utmost importance when behavior's of concern, either anticipated or unanticipated, occur. The actual behavior and the resulting consequences are key components that will significantly determine how the agency will respond. The more severe the behavior or the consequences, the more immediate the agency intervention.

#### **A. Responses to Unanticipated / Emergency Situations:**

I.C.E. is committed to ensuring the health and safety of its employees, clients, and the community. In the event of an unanticipated behavior or situation of concern the I.C.E. employee will respond in the least intrusive manner, ensuring the health and safety of themselves, the clients, and others in the area.

1. An unanticipated behavior or situation of concern occurs when a client: Places his/her self or others at risk of immediate physical harm (i.e. unexpectedly runs into the street, approaches an aggressive dog, etc.) Engages in significantly inappropriate, socially unacceptable, or illegal behaviors that may jeopardize their ability to safely participate in the community (i.e. attempts theft, public disrobing etc.) Engages in actions that could cause significant property damage (i.e. fire starting, kicking/striking vehicles etc.)
2. Employees will use the least intrusive intervention necessary to resolve unanticipated/emergency situations. Refer to **Appendix A Continuum of Positive Behavior Supports**. The continuum lists interventions in ascending order based on the intrusive nature of the procedure. I.C.E. recognizes and supports this continuum. Responses will focus on the safety of the client and the support staff.

**Positive approaches:** The best response to the

individual at the present time to produce positive outcomes. Examples:

- Provide calm, clear, and consistent verbal direction (i.e. "Please wait on the sidewalk for the green light and "Walk sign" so you stay safe.)
- Provide the client with choices/options
- Set boundaries i.e. "That is private property and we don't have the right to go there."
- Maintain a safe physical distance/environment ( i.e. allowing the client space, keeping others at a safe distance)
- Use of verbal repetition, calming gestures, and a non-confrontational approach to diffuse the situation.

If a situation can not be safely resolved using Positive Approaches staff may need to proceed to the use of Restrictive Approaches.

**Restrictive Approaches:** The least intrusive unplanned response by support staff to individuals engaging in an unanticipated situation and/or behavior of concern which requires an immediate intervention to ensure safety.

- **Employees will call 911 for police support when:**
  - There are weapons involved,
  - There is an imminent risk of physical assault/danger towards self, others in the community and /or the client.
3. Immediately after the incident/crisis has passed:
    - Employees are to reconnect with the client,
    - re-establish communication,
    - recognize the clients emotional state, provide verbal / physical reassurance.
  4. Employees need to contact their supervisor immediately, if after hours they will call the ECAT Supervisor.
  5. Employees are to complete a Critical/General Incident Report. The appropriate supervisor will ensure that follow up is completed as per **Policy 2.7.3 Critical and General Reporting Incidents** and will:
    - Contact individuals as required i.e. guardian, funding source etc.,
    - Problem solve with the client to develop strategies for the future
    - Do a thorough de-briefing with all involved.
    - Forward designated Critical/ General incidents to the Restrictive Procedures Advisory Committee for review and follow up.

**ICE OFFICES WILL BE CLOSED  
MONDAY, JULY 2nd FOR CANADA DAY**



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

**780- 461-7236**

## 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:

**780-453-9664**

## Announcements

ICE is very pleased to announce the promotion of Brandy Thompson to Chief Operating Officer, and of Colette Wanchulak to the position of Edmonton Regional Manager.



Brandy Thompson



Colette Wanchulak

**Congratulations!**

### TRAINING

#### **PET (Pre-Employment Training)**

June 4th –6th, 2018

June 18th – 20th, 2018

9 am -5 pm

*As described on the ICE website*

#### **PBI (Proactive Behaviour Intervention)**

June 8th , 2018

June 22nd, 2018

9 am -5 pm

#### **Workplace Violence, Harassment & Bullying**

June 13th, 2018 - AM session at 9:00 am  
PM session at 1:00 pm

June 25th, 2018 - AM session at 9:00 am  
PM session at 1:00 pm

*This is a new workshop. It will inform staff what workplace violence, harassment and bullying looks like and how to deal with it when or if it happens.*

### **CLIENT OPPORTUNITY!**

#### **Have you heard about the Access 2 Program?**

The Access 2 Program is a collaborative partnership between Easter Seals and over 500 movie theatres, cultural attractions, entertainment venues, and recreation facilities across Canada. Designed for people of all ages who have a permanent disability and require the assistance of a support person, the goal of the Access 2 Program is to improve social inclusion and provide access to entertainment, cultural and recreation opportunities and experiences without any added financial burden.

**When an Access 2 cardholder (the individual with the permanent disability) presents their valid Access 2 Card at any participating venue partner, their support person receives free admission; the cardholder pays regular admission.**

**Need more information?  
Please contact your supervisor.**





## **Health and Safety Committee Meeting Minutes May 2nd, 2018 Edmonton**

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

Calgary- Meeting minutes, meeting April 19, 2018

**Feb 13, 2018**

Staff was taking out meds for medication administration and while reaching into the cabinet, hit a razor with her finger, causing a cut. First aid was administered and staff moved razors to a safer location.

**Incident Investigation completed.**

**Recommendations:** Ensure and remind staff sharps are to be placed in proper storage (not beside medication). Staff to look in cabinet prior to placing hand in cabinet. Ensure covers are available for razors and utilized. Travel bag for personal hygiene sharps to be used.

**Mar 20, 2018**

While at recreation center, staff and client had been walking on the track and headed to the gym to stretch. While walking across the gym to the mats, staff did not notice that a rowing machine had been moved from its designated location and was partially sticking out in the aisle. The sun was in staff's eyes and banged her shin on the machine. Staff reported to center; the machine was moved back to its original position. Staff iced shin, small bump observed.

**Incident Investigation completed.**

**Recommendations:** Remind staff to scan the area prior to entering and ensure pathways/aisles are clear and no potential hazards present prior to walking.

**South – Meeting – April, 2018**

No incidents to review.

**Grande Prairie – Meeting North West – April 3rd, 2018**

No Incidents to review.

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

**Calgary- April 19th, 2018 Meeting minutes**

**Feb 14, 2018**

Staff was in the middle of exchanging information during shift change, client's cat was in playful mood, jumped on chair and scratched staff's hand. There was no visible scratch left and no blood drawn. Staff ran it under water and put on a bandage.

**Near Miss completed.**

**Recommendations:** Discuss with client she needs to prevent her cat from interacting with staff. Remind staff to avoid interactions with cat and to be aware of where cat is and its mood. Suggest to the client to purchase nail tips covers or encourage to cut cat's nails.

**Additional recommendations – none.**

**Feb 19, 2018**

Client asked staff to get a new package of

cigarettes as she had run out of her supply. Staff provided client with new package and when handing over the package, client slapped staff's hand and pulled the cigarettes from staff's grasp. The package of cigarettes fell on the floor; staff picked them up and handed to client. Client became verbally aggressive and told the staff to leave. Staff reminded client they were unable to leave and maintained safe distance until client calmed.

**Near Miss completed.**

**Recommendations:** When relief staff scheduled to work inform client ahead of time. When handing over cigarettes, place package on table the instead of hand-to-hand. Remind staff of PBI skills.

**Additional recommendations –** ensure hazard and best practice response information related to cigarettes is provided to relief staff prior to the start of their shift.

**Mar 6, 2018**

During the evening, fire alarm rang in residential apartment. Staff and client evacuated building quickly and efficiently using the stairs. Staff and client waited at muster point, fire trucks arrived and cleared the building.

**Near Miss completed.**

**Recommendations:** Good work at exiting the building!

**Mar 27, 2018**

Staff was trying to enter the kitchen to assist client with opening can of beans. Client's roommate then came towards staff and hit him and laughed. Staff then tried to keep distance but was hit a second time, staff was not injured. Staff removed self from kitchen and tried to explain that it is unacceptable to be violent or touch anyone without their consent.

**Near Miss completed.**

**Recommendations:** Review with staff client's Positive Approaches and Risk Assessment. Recommended for staff to take CPI and review PBI skills. Staff to be aware of both clients in the home and position self where can exit during an escalation situation.

**South – Meeting – April 11, 2018**

**April 3, 2018 –** A client was upset about medication security measures at a new home. Management and guardian had had several meetings with the client before the move to let the client know about the expectations however the client was still upset about his medications being locked. Client tried to drag the medication cabinet down the stairs. Staff stood between the client and the stairs to try and stop the client. The client grabbed onto the staff's upper arm to get them to move out of the way.

**Recommendations:** Staff should not get into a power struggle with the client. Staff should not get between a client and an object they desire. Staff to review PBI/CPI training – could possibly have used skills to

de-escalate the client before they became so upset.

**Additional recommendations –** In addition to PBI review, it is recommended staff review hazards associated with stairs and client behavior. Staff could be pushed down the stairs, or could have had the file cabinet fall on them on the stairs.

**Grande Prairie – Meeting North West – April 3rd 2018**

No Near Misses to Report

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

**April 4, 2018** Staff was supporting a client with mental health challenges. The client was verbalizing statements that suggested they may be experiencing hallucinations. When a roommate entered the area the client, went to try to strike them. Staff redirected the roommate to safety and the client turned and struck the staff on the back. The client was shouting and agitated but given space calmed down after 30 minutes. An appointment was made immediately with a medical professional for follow up for the client in relation to recent medication changes and changes in behavior.

**Incident Investigation to be completed.**

**Recommendations:** Review of PBI strategies with the employee (i.e. do not turn your back on an agitated individual, monitor them visually so you may block an attempt to strike.) Document carefully and keep medical professionals informed of observed changes in client health/ behavior in relation to medication changes.

**April 7<sup>th</sup>, 2018,** Staff was cleaning the stove. They had lifted the burners and were cleaning the area underneath these when they caught a sharp edge and cut a finger on their hand. Staff applied first aid. ECAT and medical aid were contacted after the incident.

**Incident Investigation to be completed.**

**Recommendations:** Observe the area to be cleaned carefully for hazards (sharp edges) before starting the task. Use engineering controls such as a cleaning brush, wear PPE such as gloves to protect hands from cleaning agents and surface hazards. In Canada, most people have had shots to prevent tetanus. Persons experiencing cuts and scrapes who have never been immunized or haven't had a booster in the last 10 years are encouraged to see a medical professional to ensure their protection.

**April 12, 2018,** Staff was bending down and putting on their shoes when they felt a sharp pain in their wrist.

**Incident Investigation to be completed.**

**Recommendations:** Select and wear shoes that are not difficult to get on. Use a safe ergonomic position to put shoes on and if necessary for position or balance, sit during the process. A shoe horn is a helpful tool that may guide feet into shoes so less pulling is required.

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

No near miss incidents submitted for review.

The committee reviewed implementation of assigned portions of the ICE 2017 – 2018 COR 1 year Action plan:

### 3.4 Certificate Of Recognition (COR)

COR Action Plan	Actions:	Follow up / timelines:
<p>Element 1-1 Element 1-2 1-2 Identify a cross regional H&amp;S sub-committee to: Revise/develop Health and Safety Committee Terms of reference including both psychological injury and illness prevention as well as physical health and safety.</p> <p>Determine key H&amp;S legislation links for inclusion on the ICE website, Develop and distribute a set of instructions for sharing links to applicable legislation and resources in the ICE newsletter, PET, and other training sessions.</p>	<p>Subcommittee members Vesna, Carrie, Nishita, Pauline, Hilary, Greg and Corinne The subcommittee to meet and review ICE current H&amp;S committees and worker representation as well as necessary changes in accordance with Bill 30. Meeting minutes will be recorded for this Subcommittee Meeting.</p>	<p>Subcommittee meeting was planned for May 2<sup>nd</sup>, 2018, 2:30 – 4:00 pm.</p> <p>A 2<sup>nd</sup> follow up meeting scheduled for May 18<sup>th</sup>, 2018 at 10:00 am.</p>
<p>Element 2-3 Identify a short term committee involving representatives for Non Residential programs in each region.</p> <p>Establish formal Non-Residential hazard assessment and control procedures that involve front line staff directly.</p>	<p>A non-residential Sub - committee meeting has been scheduled for May 16<sup>th</sup> at 3:00 pm. Chantal has arranged for 3 front line employees working in Non-Residential services to attend to provide input.</p>	<p>Updates will be shared after the May 16<sup>th</sup> meeting.</p>
<p>Element 3 3-1 Addition of 5 information sections specifying Safe Work Practices to the index section of the ICE Master Hazard Assessment and Control document (HACD).</p> <p>3-2 Development of Terms of Reference for regional ICE Health and Safety Committees including membership requirements including member designates representing front line staff from both residential and non-residential programs.</p>	<p>3-1 The committee discussed potential Safe Work Practices of value for the ICE HACD. A posting was included in the May ICE Page newsletter edition to requesting worker input into areas/topics where additional Safe Work Practices would benefit staff. The newsletter was circulated/distributed April 30<sup>th</sup>. The following suggestions from other regions were reviewed: <b>South Committee</b> A resource for understanding mental illness A resource for respect in the workplace, something that gives examples of what is acceptable and what is not to go along with the CCSA training on workplace bullying and harassment <b>Calgary Committee:</b> -Use/Handling of Sharps;; Cooking/ Food Preparation; General House Keeping Tasks; Contact with Community Members; Potential Exposure to Natural Disaster Events (i.e. forest fires, flooding) – Exposure to Allergens, noxious odors, smoking; Cooking/Preparing Food; Recommend adding to current Appendix #4 <i>Safe Practices for Control of Slips, Trips and Falls</i> adding to this information, “ascending/ descending stairs” The Edmonton group expressed 3 favored topics from the suggestions so far: Cooking/ Food Preparation, General Housekeeping, Effective Communication (including contact with community members).</p> <p>3-2 The subcommittee meeting was scheduled for later in the day. The H&amp;S committee will review operations and worker representation as well as necessary changes in accordance with Bill 30. Refer to meeting minutes.</p>	<p>Grande Prairie’s input/ feedback will be reviewed at the June H&amp;S meeting.</p> <p>A subcommittee meeting has been scheduled for May 2<sup>nd</sup> after the H&amp;S meeting.</p> <p>A 2<sup>nd</sup> follow up meeting will be held May 18<sup>th</sup>, 2018 at 10:00 am.</p>

### 3.5 Hazard Assessment and Control Document (HACD) Review

As above - Review of COR Action Plan item: 3-1 Addition of 5 information sections specifying Safe Work Practices to the Appendix-A section of the Master Hazard Assessment and Control Document. The group reviewed information/ ideas collected from the South and Calgary Health and Safety Committees.

### 3.6 Policy Review – ICE Policy

3.5.10 Emergency Procedures and Emergency Preparedness

### 4.0 OTHER BUSINESS

- ICE PAGE – Suggested Articles - Spring Weather Hazards
- Emergency Drill/ Review assigned to be

completed between May 1<sup>st</sup> and July 31<sup>st</sup>.  
- Window evacuation drills for clients and staff who sleep in basement bedrooms are required to be completed in May. Please send copies to Corinne. (The drill report must clearly indicate the staff/client exited by the window.

**Next meeting – June 13, 2018 at 1:30 pm**

## Spring and Summer Safety Tips

In Canada we eagerly look forward to the warmer weather of spring and summer, but it is important to be aware that there are seasonal hazards to be considered. These include weather events such as hail, heat waves, floods, tornados and fires as well as pest hazards such as mosquitos and ticks. It is by knowing what to expect and how to prepare for it, that you will be able to protect yourself from hazards. Here are some safety tips for addressing outside hazards as we move through the spring and summer seasons.

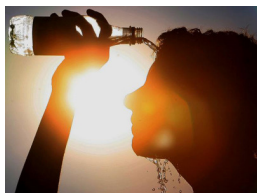
Check the weather report and plan daily events according to weather forecasts and/or storm warnings. Plan ahead and identify the best possible shelter for each work site/ location so you know where to go for shelter during severe storms. When a warning is issued, stay calm and follow the plan.

Take shelter from high winds and tornados in a small interior room in the centre of the building, such as a closet, bathroom or hallway, on the lowest floor possible. Stay away from all windows, doors and exterior walls, in particular those facing the storm, and avoid buildings with large, unsupported roofs such as arenas or supermarkets. Do not travel in your vehicle. If you are boating or swimming, head for land immediately.



Lightening can deliver as much as 100 million volts of electricity and strike a target up to 16 kilometres away. It is an extremely dangerous form of severe weather. Each year lightning kills approximately 10 Canadians and injures approximately 100 to 150 others. If you can hear thunder, you are within striking distance of lightning. Take shelter immediately. If you cannot find a sturdy, fully enclosed building with wiring and plumbing, get into a metal-roofed vehicle. Stay inside for 30 minutes after the last rumble of thunder. Indoors, stay away from electrical appliances and equipment, doors, windows, fireplaces, and anything else that will conduct electricity, such as sinks, tubs and showers. Avoid using a telephone that is connected to a landline. If you are in your car during lightning, do not park under tall objects that could topple, and do not get out if there are downed power lines nearby. If you are caught outside, don't stand near tall objects or anything made of metal, and avoid open water. Take shelter in a low lying area.

There are two types of summer heavy rain, large scale weath-



er systems that last several days, and short lived thunderstorms that drop significant rainfall in a short period of time. Downpours from thunderstorms can produce flash flooding. Make sure you know the potential risks for flooding in your area and plan an escape route to higher ground. During heavy rains, avoid roadway underpasses, drainage ditches, low lying areas and water collection areas. They can unexpectedly flood or overflow. **NEVER TRY TO DRIVE ACROSS A FLOODED ROAD.** You can't tell the condition of the road under the water. Stay away from power lines or electrical wires during floods.



Keep an eye on the thermometer and take precautions in the heat. Reduce the risk of sunburn and skin cancer by wearing long sleeves, a wide-brimmed hat, and sunshades. Use sunscreen with an SPF of 15 or higher. During hot weather, drink plenty of liquids. Pay attention to signs of heat-related illness, including high body temperature, headache, dizziness, rapid pulse, nausea, confusion, or unconsciousness.

Most bug bites are harmless, but some mosquitoes and ticks spread viruses and bacteria that can make you sick. Due to our changing climate, pest borne diseases like Lyme disease appear to be increasing. Some of these viruses and bacteria are very serious – and may be deadly. Protect yourself from mosquito and tick bites:

- Use bug repellent containing DEET (also called bug spray or insect repellent).
- Wear long-sleeved shirts, long pants, and socks to cover your skin.
- Check everyone for ticks after spending time outside.

**Wood tick**



- Take a shower within 2 hours after being outside to help wash away ticks.
- Put dry clothes in the dryer on high heat for 10 minutes to kill ticks.

Summer is also one of the most dangerous seasons for fire-related injuries and deaths. Never throw a lit cigarette, match or cigar out of a car window or onto the ground. It could ignite dry vegetation. Never stub a cigarette out in a plant pot as the organic material in plant potting soil is flammable, instead use safe smoking receptacles for cigarette disposal. Always follow the campfire rules for the area where you are camping or living. At some times fires may be prohibited for a good reason.

(Environment Canada- <http://www.ec.gc.ca/meteo-weather/default.asp?lang=En&n=6C5D49>)





### Health & Safety

#### Incentive Presentation

Carrie Jamieson was presented with a H&S mug for her work on the Edmonton Health and Safety Committee. Thank you!

### \$100.00 ICE Employee Referral Incentive Program

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



This month's recipient  
**Madhusudan Adhikari**

## HURT AT WORK?

Employees & 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 & procedures.

While not all injuries are reportable to WCB, **all injuries & work related health concerns** are required to be reported within the company.

This is done so that health & safety investigation & follow up may be completed for the safety of all parties.



## ICE THANK YOU CARD INCENTIVE WINNERS



**Angelina Dut** received a Thank You card from her Team Leader for persevering despite barriers to get medical applications completed so the ICE clients at her program could get an "Access 2" entertainment card. Angelina won a Sunbeam-12 Speed Stand Mixer. Thanks for your dedication to our clients!



**Justin Mutuganyl** received a Thank You card from his Team Leader for staying late to support a client in the community. Justin won a Bissell Powerforce Bagless Canister Vacuum. Your extra efforts for client care are appreciated!



**Domoz Bereketab** received a Thank You card from his Manager for exceptional work to set up a new residential program and his efforts to ensure the home was both safe and welcoming! Domoz won a Hamilton Beach 2 Way Flexbrew Coffee Maker. Thank you for your hard work!