

**JUNE 2019**

**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 17<sup>th</sup> 2019**– For all shifts worked between June 1<sup>st</sup> and June 15<sup>th</sup>.
- **July 2<sup>nd</sup> 2019**–For all shifts worked between June 16<sup>th</sup> and June 30<sup>th</sup>

### **UPCOMING:**

- **HEALTH AND SAFETY MEETING**– June 5<sup>th</sup> 2019 at 1:30 PM
- **RPAC MEETING**– June 19<sup>th</sup> 2019 at 1:30PM

# ICE PAGE

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

## **Daniel**

Daniel started services with Calgary ICE in April 2004. He lives in the Albert Park home with his peer roommate. Daniel is a very kind and caring man who enjoys bowling, going for walks, exercising and playing on his tablet. Daniel is an avid recycler and he loves to keep his home neat and tidy. He has several unique collections and a wonderful sense of humor. Daniel is also a true gentleman, always opening doors for others and being courteous.

Daniel struggles to try new things; however his long term staff was able to help motivate him to try exercising at a new place and soon he was working out at the Genesis Centre in north Calgary. Daniel found it to be great fun with lots of welcoming people. Shortly after starting, he felt so comfortable working out there Daniel felt he needed to do something more. He thought about his options and soon decided to apply to become a volunteer! Daniel was quickly

accepted into their volunteer program and started volunteering in January 2016. Every Wednesday finds Daniel cleaning the equipment in the gym. Daniel takes great pride in his work and in himself for helping others; he has come to really enjoy his position. With the assistance of his staff and Daniel's dedication, he has been able to consistently maintain his role as volunteer. Daniel's staff provides Daniel with encouragement and praise which assists him to stay motivated and focused. Daniel also benefits from the social aspect of his job, meeting new people and developing friendships.

We are very happy to have Daniel as part of ICE!



## **Employee Spotlight**

### **Richard Sabiteka**



Richard has been an employee with ICE since March 2011. He has held a variety of different positions with several clients. He is now the Team Leader of our Albert Park home and is Daniel's key worker. Richard assists Daniel in achieving his goals and truly wants the very best for Daniel.

Thank you Richard for all of your hard work and dedication to your clients.

## Policy Update

### 3.5.2 WORKER RIGHT TO REFUSE DANGEROUS WORK AND ASSIGNMENT OF HEALTH AND SAFETY RESPONSIBILITIES

(Sections of 3.5.2 are included here. Please refer to the Policy Manual for the complete policy.)

#### A. Workers have the following rights:

1. Right to know
2. Right to participate
3. Right to refuse dangerous work

A worker may refuse to work or to do particular work at a work site if the worker believes on reasonable grounds that there is a dangerous condition at the work site or that the work constitutes a danger to the worker's health and safety or to the health and safety of another worker or another person. Workers are required to protect themselves and others at or in the vicinity of the work site.

#### B. Refusal procedure:

1. The worker will promptly report the refusal and the reasons for the refusal to the supervisor or I.C.E. designate.
2. If possible, the supervisor or I.C.E. designate will remedy the issue immediately. If the supervisor/designate does not remedy the dangerous condition immediately, the supervisor/designate shall immediately inspect the dangerous condition in the presence of the worker, when it is reasonably practicable to do so and when the presence of the worker does not create a danger to the health and safety of that worker or of any other person, and one of the following persons, when it is reasonably practicable to do so and when the presence of that person does not create a danger to the health and safety of that person or of any other person:
  - a. a joint work site health and safety committee co-chair or a committee member who represents workers; or
  - b. if there is no committee or representative, or where no committee member or representative is available, another worker selected by the worker refusing to do the work.
3. The supervisor/designate shall take any action necessary to remedy any dangerous condition, or ensure that such action is taken.
4. Until the dangerous condition is remedied, the worker who reported it may continue to refuse to work or to do particular work to which the dangerous condition may relate.
5. When a worker has refused to work or to do particular work, the supervisor/designate shall not request or assign another worker to do the work until the supervisor/designate has determined that the work does not constitute a danger to the health and safety of any person or that a dangerous condition does not exist.
6. Where the supervisor/designate assigns another worker to do the work, the supervisor/designate shall advise that worker, in writing, of
  - a. the first worker's refusal,

- b. the reasons for the refusal,
- c. the reason why, in the opinion of the supervisor/designate, the work does not constitute a danger to the health and safety of any person or that a dangerous condition is not present, and
- d. that worker's right to refuse to do dangerous work.

7. On completing an inspection the supervisor/designate shall prepare a written report of the refusal to work, the inspection and action taken, if any.
8. The supervisor/designate shall give a copy of the report to the worker who refused work and the joint work site health and safety committee.
9. The supervisor/designate shall ensure that the report does not contain any personal information related to the worker who refused to work.
10. If no resolution can be reached the situation can be referred to an OHS office to resolve the matter.

#### Protection of Workers

Workers are protected from discriminatory action based on the refusal to perform dangerous work; this includes action or threat of:

1. Disciplinary action such as suspension or termination
2. Demotion
3. Transfer
4. Wage reduction
5. Change in hours

Updated May 2019

## 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/>

## ICE THANK YOU CARD INCENTIVE WINNERS



Silas Ihiehie received a Thank You card from his manager for working with a client and always keeping the manager up to date and in the loop. Your connection with the client is one of the reasons he is doing so well. Silas won a Betty Crocker standing mixer.

Your efforts for client care are appreciated!

Belen Diso received a Thank You card from her supervisor for coming in to cover an overnight shift immediately when called, after the assigned staff has called off the shift. Belen won a Bionaire tower fan.

Thank you for your efforts!



Hadija Jumaa received a Thank You card from her supervisor for taking care of a client when he fell. You followed the right procedure and did an excellent job. Hadija won a Ninja blender.

Your client care is valued!

## Training

### PET (Pre-Employment Training)

June 10, 11, 12, 14

9am - 5pm

June 24, 25, 26, 28

9am - 5pm

### PBI (Proactive Behavioural Interventions)

June 13 & 27

9am - 5pm



## 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 Meeting Minutes

May 1, 2019

*(Minutes edited for publication)*

### **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. Incident Investigations for Injury, Health and Property Damage

#### Calgary – April 11, 2019 Meeting Minutes:

**March 6, 2019**

Staff and client were at a recreational center walking the track. Client seemed in a happy mood and the environment was quiet, unpopulated and relaxed. Staff and client were further than arms reach while walking. Client struck staff with force on the side of the head unexpectedly. Client went into the corner of the track where staff and client discussed the incident. Staff contacted ECAT but there was no answer and left no message. Staff drove client to another recreational facility where they ate lunch and played card games. Client then attempted to strike staff in the head once more, however, staff managed to block the strike. Staff kept a safe distance and contacted the office.

#### **Incident Investigation Completed.**

**Recommendations:** A management meeting was held to reassess the suitability of the non-residential program for the client's needs. As a result, a decision was made to terminate service provision for the client in the current support model due to safety considerations. Staff was retrained on policy 2.5.4. It was recommended that staff leave a voice message on ECAT. Staff to keep their cellphone on themselves at all times. Staff was also reminded to not drive a client for 3 hours after an escalation occurs.

**Additional Recommendations:** No further recommendations added.

**March 16, 2019**

Client asked to use the washroom. While in the bathroom client pulled down their trousers while staff was assisting. Client unexpectedly hit staff on the right side of the face. As staff stepped back, client asked staff loudly, "what are you doing?" Staff stated that she was attempting to assist client. Client began to walk out of the bathroom with her pants down. Staff assisted the client to pull their pants up. Client apologized for hitting staff and stated that she did not remember why she hit the staff.

#### **Incident Investigation Completed**

**Recommendations:** Positive approaches to be revised with new stressor and approaches for personal care. Reviewed strategies for personal care at the team meeting. Staff to narrate their actions step by step to client to prevent confusion. Provide client with items to preoccupy their hands with (i.e.: face cloth, stress ball) while assisting with personal care.

**Additional Recommendations:** No further recommendations added.

**March 28, 2019**

Staff was using the water slide at the pool. As per previous investigation recommendation, staff was asked to sit while using the slide. Staff was following this recommendation, however, got stuck half way down the slide. Staff laid down to gain speed and accelerated too quickly causing staff to lose control, thus causing injury.

#### **Incident Investigation Completed.**

**Recommendations:** Staff to avoid using waterslides in the future while at program with client. Staff to support client on the sidelines of the pool as client is capable of using the waterslide independently.

#### South – April 2, 2019 Meeting Minutes:

**March 20, 2019**

A client was on the phone with a friend. During the call the client was making racially inappropriate comments about the staff. After the client got off of the phone the staff confronted the client about the remarks. The client became upset and walked towards the staff with a butter knife threatening to hurt them. The police were called.

#### **Incident Investigation Complete**

**Recommendations:** Staff not to confront the client about inappropriate remarks until they are in a more receptive frame of mind; wait until the client is calm. Contact ECAT or the supervisor of the program to address the client's remarks instead of getting into a power struggle. Staff to review client's Positive Approaches and Risk Assessment. Staff to review PBI/CPI techniques. Continued RPAC involvement for the client.

**Additional Recommendations:** Client to take cultural awareness training.

**March 25, 2019**

While driving in a mall parking lot, staff was stopped at a stop sign waiting to make a left-hand turn. Another driver rolled into the back of staff's vehicle. Staff and the other driver got out and could not see any damage to either vehicle. However, the other driver mentioned that his feet were numb and that is why he didn't stop in time. Staff called to report this information to the police.

#### **Incident Investigation to be completed**

**Recommendations:** ICE staff was not at fault in this incident. Staff was thanked for letting the police know of the possibility of the other driver operating a vehicle when they should not have been.

**Additional Recommendations:** No further recommendations added.

#### Northwest – April 2, 2019 Meeting Minutes

**March 15, 2019**

Staff was backing out of a parking space leaving the office. While watching to ensure they did not back into the vehicle located behind them staff made a sharp turn and hit the vehicle beside him. No injuries to clients or staff.

#### **Incident Investigation to be completed.**

**Recommendations:** Review with staff HACD for Driving, including doing a complete walk around of vehicle and being aware of other vehicles. Review with staff Policy 2.4.5 Use of Staff Vehicles.

**Additional Recommendations:** No further recommendations added.

**March 21, 2019**

Client had an agitation in the community and upon returning home became upset again over wanting his roommate's tablet. Client began pushing items around the kitchen, a chair tipped over and landed on staff's foot.

#### **Incident Investigation to be completed.**

**Recommendations:** Staff reminded to follow PBI techniques and give space when dealing with a client escalation.

**Additional Recommendations:** RPAC Involvement.

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

#### Calgary – April 11, 2019 Meeting Minutes:

**March 14, 2019**

Client was sleeping when the fire alarm went off at 5:30 a.m. Client and staff successfully and safely exited the building to the muster point. The fire department assessed the building and staff called ECAT. The fire department found a small leak in the boiler room of the apartment building. Client and staff were safe to go back into the building.

#### **Near Miss Investigation Completed.**

**Recommendations:** The importance of regular unannounced fire/emergency drills was discussed at the monthly team meeting.

**Additional Recommendations:** No further recommendations added.

**March 16, 2019**

The building fire alarms went off and staff and client safely exited the

building to the muster point. The fire department investigated the apartment and found a small kitchen fire at another community member's residence. After a few minutes, the fire department deemed it safe for the residents to go back into their homes.

**Near Miss Investigation Completed.**

**Recommendations:** Client and staff will continue to safely exit the building when the fire alarms sound.

**Additional Recommendations:** No further recommendations added.

**South – April 2, 2019 Meeting Minutes:**

No near miss incidents to report.

**Northwest – April 2, 2019 Meeting Minutes:**

No near miss incidents to report.

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

**April 8, 2019**

Support Home Operator contacted ECAT regarding verbal threat by client that he was going to "mess her up." The SHO indicated that she was not home but that she is concerned for her safety to go home and be there by herself with the client. Permission was given for psychotropic PRN to be given, but SHO did not feel safe for her or respite to give it given the threat. The client had left a number of messages with the manager during the day with concerns, but the manager was out of the office and did not get them. Follow up was completed, including client was relocated with his family and will not return to the Support Home. Manager will also learn how to check voice mail messages from off site.

**Incident Investigation in progress.**

**Recommendations:** RPAC Involvement.

**April 8, 2019**

While assisting client to bed, writer lifted client's legs onto the bed and felt a sharp pain in her legs. Recommendations included using hooyer lift to put client to bed.

**Incident Investigation to be completed.**

**Recommendations:** Staff retraining on lifts and transfers.

**April 25, 2019**

Staff going down 4 stairs to the garage when she missed a step falling down and hurting her back. Though there was a handrail, the staff was not using it. Recommendations include to have staff complete promoting safety training.

**Incident Investigation in progress.**

**Recommendations:** Remind staff to ensure that they take their time and don't rush in completing tasks, use handrail when going up and downstairs.

3.3 Evaluation of near miss investigations.

**April 28, 2019**

The client's father phoned and notified the Support Home Operator that the client threatened to harm himself with a knife. Emergency services weren't called, rather, the Support Home Operator went into the client's room and the client gave the SHO the knife voluntarily. Follow up included: Police and Crisis Team (PACT) notified and psychiatrist visit scheduled for May 1<sup>st</sup> as client refused to go to hospital to see a psychiatrist.

**Incident Investigation to be completed.**

**Recommendations:** Review Policy 2.5.2 Unanticipated Situations or Behaviours of Concern, which states: "Employees will call 911 for police support when there are weapons involved and/or there is imminent risk of physical assault/ danger towards self, others in the community and/or the client."

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns

– N/A – None for April.

3.4 B) Inspections completed – April - Office Inspection Completed – 1, Greg/Charmaine completed; Monthly Safety Inspection Checklists completed – 4 – Dusi (1), Emmanuella (1), Vesna (1), and Pauline (1) – 9 workers participated; Random Inspections completed – 5 - Adrienne F. participated in them as part of her training.

3.5 COR Audit Review – The group discussed ideas for COR Audit Requirement 4.11, which entails a process in place for the Health and Safety Committee to make recommendations to management. The group discussed possible solutions, including signing off on investigations, emailing managers with recommendations from the committee and bringing up recommendations at managers meetings or monthly teleconferences.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed) – Discussed where to add Cannabis in current HACD. It was decided that Cannabis needs to have its own category in the HACD. Further discussion tabled to next month.

**Calgary – April 11, 2019 Meeting Minutes:**

Reviewed pages 36-41 in the Master Hazard Assessment Document.

- **Shopping/Grocery:** It was recommended to add use of cloth (reusable) bags and checking expiry dates in the safe work practices section
- **Manual hand washing dishes:** It was recommended to add hot water to the physical hazard. It was recommended to add washing dishes from cleanest to dirtiest dishes to safe work practices. It was also recommended to add washing knives one at a time under the safe work practices section.
- **Dishwasher:** It was recommended to add, 'putting knives face down in dishwasher,' under the safe work practices section.

**South – April 2, 2019 Meeting Minutes:**

Reviewed pages 56 - 65. Suggestions from the committee to add a psychological hazard to "Medication Administration" task. Discussed fear of medication errors, high expectations around medication delivery, possible intense situations involved in medication administration. No other changes were suggested to the activities or tasks reviewed.

**Northwest – April 2, 2019 Meeting Minutes:**

Created new HACD for Vaping and Cannabis

3.7 Policy review – 2.5.2 Unanticipated Situations or Behaviours of Concern

**3.0 Other Business**

3.1 Health and Safety Training Updates – It was noted that Adrienne F received her CCOHS Webinar Health and Safety Committee Training.

3.2 Ideas for upcoming ICE Page Articles – Hot weather and seasonal allergies

**NEXT MEETING DATE: June 5, 2019 at 1:30 p.m.**

**Referral Incentive Recipient**

**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!**



## What is Stress?

Stress is a normal response to situational pressures or demands, especially if they are perceived as threatening or dangerous. Stress is the result of brain chemicals, called hormones, surging through the body. These hormones make people sweat, breathe quicker, tense their muscles and prepare to take action. When this happens, a person's built-in alarm system—their “fight-or-flight” response—becomes activated to protect them.

A certain amount of stress is a normal part of daily life. Small doses of stress help people meet deadlines, be prepared for presentations, be productive and arrive on time for important events. However, long-term stress can become harmful. When stress becomes overwhelming and prolonged, the risks for mental health problems and medical problems increase.

Long-term stress increases the risk of mental health problems such as anxiety and depression, substance use problems, sleep problems, pain and bodily complaints such as muscle tension. It also increases the risk of medical problems such as headaches, gastrointestinal problems, a weakened immune system, difficulty conceiving, high blood pressure, cardiovascular disease and stroke.

## Avoid stress when you can

Try these strategies to steer clear of your stress at work:

- **Know what's expected of you.** If you feel like you're never sure you're doing enough, ask your supervisor to clarify your tasks.
- **Get organized.** If you're organized at home and work, you can manage the morning rush, arrive at work on time and start your day in a more relaxed way. If your work space is neat, you'll find what you need when you need it.
- **Manage your time, set priorities and recognize your limits.** You can use time management skills to stay on top of your to-do list. But you also need to know how much you can do in the available time. Identify your priority tasks. Do those first. If you're weighed down by too many tasks, ask your supervisor to help you set priorities.
- **Maintain your focus.** Some studies suggest that multi-tasking makes most people less, rather than more, efficient. Try doing one thing at a time and see if you feel calmer and more in control. Find out if staying away from distractions like office gossip and squabbles lowers your stress level.
- **Discuss your workload with your supervisor.** Outline what you feel you can reasonably handle and suggest options for getting the rest of the work done. Learn how to say “no” when another assignment will overwhelm your ability to control your work life.
- **Share the workload when you need to.** Asking for help isn't a sign of weakness. It means you're a concerned worker who wants to get the work done on time.
- **Let go of the need to be perfect.** Recognize that no one can do everything perfectly all the time. Recognize your strengths as well as your limits and avoid comparing yourself to others.

## Get better at handling stress

Try these strategies to cope with workplace stress you can't avoid:

- **Take regular breaks from your work during the day.** For example, stand up and stretch, take a break to breathe deeply or have a brief chat with a co-worker. Alternate stressful and less stressful tasks. Get away at break time. For example, take a walk instead of eating lunch at your work station.
- **Focus on the positive.** Think positively about the people, the work space, the atmosphere, the work itself, and the type of organization or the prospects for promotion or self-improvement.
- **Practise positive self-talk.** Rephrase negative thoughts in positive ways. For example, say
  - ◇ “I succeed at many things” instead of “I'm a failure.”
  - ◇ “I'm doing my best to prepare” instead of “I will never be ready in time.”
  - ◇ “I handle myself with confidence” instead of “I'm going to fall apart.”
- **Picture yourself coping well with stressful situations.** Many athletes use this method, called visioning or imaging, to prepare for games or races.
- **Use proven methods to reduce your stress.** You may want to try progressive relaxation, positive visualization, yoga or mindfulness meditation to manage your stress.
- **Seek fulfillment outside your work.** Build resistance to stress by taking part in other interests and activities that energize you.
- **Maintain a balanced lifestyle.** See if you feel less stress when you share time with family and friends, get enough rest, eat well, exercise regularly, contribute to the community and enjoy leisure activities.

## Enjoy the payoff when you cope with stress

Too much workplace stress affects your job performance. Know the stresses you face in your workplace. Learn how to cope with them. Then you'll have more energy, feel more confident and enjoy your hours at work a whole lot more.