

# ICE PAGE

**EDMONTON/  
NORTH CENTRAL**

**ECAT**

Employee & Client  
Assistance Team  
**780-461-7236**

After office hours  
Phone do not accept text  
messages— staff need to  
call ECAT.

**INSIDE THIS**

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**HEALTH AND SAFETY MEETING MINUTES 6**

**TIME SHEET  
HAND-IN**

- **March 15th, 2017** –  
For all shifts worked  
between March 1st and  
March 15th
- **March 31st 2017**–For  
all shifts worked between  
March 16th and March  
31st

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**  
– March 1st, 2017 at  
1:30PM
- **RPAC MEETING**–  
March 15th, 2017 at  
1:30PM

## Making it Happen!- Supporting Social Inclusion

John is a sociable and lively individual. His main hobby is collecting and modifying model cars. Spending quality time with his family is also something that is important to John. For the past eight years John has been employed at Goodwill.

Jonathon, his ICE support staff, assists John within the community to encourage his social networking as well as to maintain John’s health and wellbeing. John has regular health appointments to ensure his mobility remains optimum. Jonathon ensures John makes his appointments as scheduled and he is always there to lend a listening ear and provide John with encouragement.

Due to John’s enthusiasm for model cars he made a connection with a fellow community member at a local church event. John and his friend began meeting every Monday for dinners and to discuss their mutual love of cars. John’s ICE support worker, Jonathan, introduced the idea of John and his friend attending the Hythe Motor Speedway for the races to encourage John’s love of cars and expand on his current activities. Jonathan says that through time he has noticed an increase in John’s interactions while attending the event. John enjoys meeting the race car drivers and receiving autographs from them as well as discussing the various vehicles that are at the races. John and his support worker then talked about the possibility of John attending the Wanham tractor pull. Although it wasn’t an

event John had previously thought of attending he thoroughly enjoyed it and now attends it with his friend every year as well. John is always interested in expanding on his experiences, perhaps a NASCAR race is in his future.

Throughout the year John has a lot of fun with his family and enjoys the time they spend together. He likes going for quad rides, camping and sharing family dinners. John is excited for the upcoming summer and getting back to his family’s outdoor activities.



## Employee Spotlight

Jonathan is an engaging member of the ICE Grande Prairie team who loves to see his clients involved in community activities. Jonathan helps John with some of the challenging tasks such as making the travel arrangements and adjusts his schedule as needed so he can be there to support John. John says that it means a lot to him that Jonathan spends the extra time to make these arrangements so he can get to the car races and tractor pull. Jonathan is always willing to go above and beyond in his duties as a support worker and we appreciate him being a part of our team!



**DAYLIGHT SAVINGS  
TIME**

**SUNDAY March 12th, 2017  
at 2:00AM clocks are turned  
forward 1 hour**



**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**

**IMPORTANT MESSAGE  
RE: EMPLOYEE  
ADDRESSES**

*ICE Employees need to ensure that they update their addresses, phone numbers as well as emergency contacts when there are changes.*

*Please contact the ICE office in your region to update or confirm your information as necessary.*

**Building a Mentally Healthy  
Workplace**

Canada now has most employers on side with protecting employee physical health and safety. We have Occupational Health and Safety legislation and regulations in place. Our workplaces inform employees about hazards and controls, complete ongoing inspections and operate health and safety committees. These and other activities have been designed to address the physical safety of workers. But people are more than just their bodies, they also have minds. The World Health Organization (WHO) has asked nations to give additional consideration to the impact of psychosocial hazards of work on health and this has made mental health in the workplace a hot topic.

WHO is asking for an increased health and safety focus on proactive management of psychosocial risks. Studies have shown that stress at work can lead to negative health outcomes including: burnout, depression, social and behavioural health issues as well as physical health such as muscu-

loskeletal disorders, heart disease and metabolic illnesses.

Protecting the health of minds is what mental and psychological health and safety is all about. ICE is proud of our company's Health and Safety program but there is always room to improve and this is an area for additional growth. We all have mental health on a continuum. Striving for a supportive workplace environment that improves mental health in our company is a goal we should all be working on.

**How do we create a supportive work culture?**

The answer is that all levels of our company have a role to play. ICE management develops strategic planning addressing company risk factors and addresses these in order to create a mentally healthy workplace. Activities at this level include: policy development; identifying support resources for employees, establishing systems for employee recognition and reward, and provision of opportunities for employee growth and development. Employees at all levels of the company are encouraged to increase their awareness of mental health and openly and respectfully talk about it in order to create a supportive work culture.

A supportive work culture is one where employees:

- Support each other,
- Are aware of and seek to understand each other,
- Take care around each other and interact with civility and respect.

ICE employees can expect to hear more about this important topic. If employees have ideas for improving mental health and safety at ICE they are encouraged to share their input with their regional Health and Safety committee.



# Policy Review

## 2.2.3 INFORMED CONSENT AND DOCUMENTATION REQUIREMENTS

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). This consent is valid for 30 days.
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.
7. I.C.E. may request participation in recording or video-taping clients to further promote services or for training purposes and will do so under the following conditions: the client has full knowledge of the purpose and written consent is provided from the client/legal guardian (see **Policy 4.5.1 Public Relations**).
8. I.C.E. promotes its programs through participation in media publication events (I.C.E. Brochures, Career Fairs, and Web site etc.) through the use of photographs, videotapes, and audio

taped interviews or creative work and may request involvement from agency clients. I.C.E. will ensure that the client/legal guardian is aware of the purpose and provides written consent (see **Policy 4.5.1 Public Relations**).

9. I.C.E. clients may be asked to participate in research activities for educational purposes. In doing so the following conditions must be met: participation is completely voluntary, continuation of services is not contingent on the client's participation, informed written consent must be given by the client/legal guardian which specifies: the nature/purpose of the research; a description of possible risks, and a guarantee of confidentiality. Generally it is I.C.E. Policy to not participate in research activities.
10. Clients / guardians may be asked to participate in Creating Excellence Together Accreditation (CET) / CCSA Certificate of Recognition (COR) / Personal Outcomes Index (POI). Those chosen for and accept to be part of these processes will sign consent.
11. Clients / guardians who choose to participate in any of the above mentioned processes will sign time limited consent for each specific activity.
12. All media inquiries and promotional activities pertaining to clients will be directed to the President (see **Policy 4.5.2 Media Relations**).



# ICE THANK YOU CARD INCENTIVE WINNERS



Saidi Bakiganizia was thanked by his Team Coordinator for making sure his client had a good holiday by helping him get to his Mom's and back. Saidi won a Hamilton Beach Big Mouth Food Processor



Algena Bitew was thanked by her Team Coordinator for ensuring her client had educational activities to perform while at home. Algena won a Powerforce Bissell Vacuum.

\* \* \* \* \*

Thank You 

Tekea

Tesfe was thanked by her Booking Coordinator for taking a last minute shift to support her client at the Grey Nuns Hospital. Tekea won a Hamilton Beach "Right Size" Slow Cooker

## Training

**PET (Pre-Employment Training)**

March 13-17, 2017  
March 27-31, 2017  
9:00AM-5:00PM

As described on the ICE website

**PBI (Proactive Behaviour Intervention)**

March 3, 2017, March 17, 2017 and March 31, 2017

As described on the ICE Website

**\$100.00 ICE Referral Incentive Winners**




**Elby Malekudiyil Mathai      Solomon Tadese**

**CONGRATULATIONS  
EMPLOYEE REFERRAL  
INCENTIVE PROGRAM \$100 RECIPIENTS!**

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!

## ICE HAS A TD GROUP RSP PLAN!

**Refer to Policy 3.4.18 ICE FUTUREBUILDER RSP**

If you are eligible, ICE will match your contributions! To sign up, please contact:

**Linna Roem at 780-453-9664**



# CREATING EXCELLENCE TOGETHER

## **Standard 2/14: Choices and Decision Making**

(This Quality of Life standard # 2 Choices and Decision mirrors the Quality of Life Standard # 14)

About these Standards

The individuals' opportunities to make decisions in "everyday" matters, such as

- ◇ what to wear
- ◇ what and when to eat
- ◇ how to spend their free time
- ◇ what traditions or cultural or religious activities they want to participate in
- ◇ whether to work or volunteer
- ◇ The support given to individuals to make everyday decisions.

Individuals who are not able to express their likes, dislikes, needs and wishes verbally can usually express them in other ways, such as through their facial expressions, gestures or other behaviour.

Service providers can assist individuals to develop decision making skills and experience success by providing:

- ◇ Meaningful options to choose from
- ◇ Clear, concrete and balanced information about each option, whether they are daily options or occasional options
- ◇ Emotional support, education and advice
- ◇ Opportunities to apply develop or exercise their decision making skills in various aspects of daily living
- ◇ Opportunities to directly experience their preferred options
- ◇ Opportunities to pursue choices that may involve an element of risk
- ◇ Discretion for, direction on, advice around and, possibly, alternative suggestions for decisions that could jeopardize the health and safety of the individuals or others

For example, individuals who wish to use public transportation need to know which bus to take and the route's schedule. Individuals will also need support if things go wrong.

## **Standard 2: Individuals make decisions about everyday matters**

### **Key indicators: Quality of Life Level 1 Indicators**

1. The individual makes known her wants, needs, likes and dislikes in regard to everyday matters
2. The individual chooses what activities and events to participate in on a day-by-day basis
3. The individual receives balanced information about the possible outcomes (i.e., positive or negative impact) of her options so she can make informed decisions about everyday matters
4. The individual makes decisions about everyday matters
5. The individual experiences the outcomes of daily decisions
6. The individual
  - A) Chooses and uses the possessions she needs on a day-by-day basis
  - B) has control over her day-by-day spending

## **Standard 14: Individuals are supported to make decisions about everyday matters**

### **Key indicators: Quality of Life Level 1 Indicators**

1. Staff take into consideration the individual's wants, needs, likes and dislikes as they relate to everyday matters
2. Staff assists the individual to choose activities and events she wants to participate on day by day basis
3. Staff gives the individual balanced information about various options with the goal of helping her make informed decisions about everyday matters
4. Staff assists the individual to make decisions about everyday matters
5. Staff assists the individual to experience the outcomes of daily decisions
6. Staff assists the individual to
  - A) Choose and use the possessions she needs on a day-by-day basis
  - B) Maintain control over her day-by-day spending

## **INDEPENDENT COUNSELLING ENTERPRISES**

### **Health and Safety Committee Meeting Minutes**

**February 1st, 2017**

**Edmonton**

#### **STANDING ITEMS**

#### **A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)**

##### **Calgary- Meeting January 18<sup>th</sup>, 2017**

**December 09, 2016**

Staff and client were involved in a multi car accident. A vehicle hit a car behind them causing a domino like affect collision. Road conditions were poor due to wintery weather conditions.

Recommendation: Beware of road conditions. Encourage staff to review their AMA Mission Possible package, as staff recently completed it prior to the accident. Leave more space between vehicles. If possible use alternate methods of transportations when weather is poor.

Additional Recommendations: In winter it is recommended to leave additional space between vehicles both while traveling and at traffic stops (allow space to still see the tires of the car in front of your vehicle).

Internal Incident Report completed.

**December 28, 2016**

Staff fell while carrying empty plastic tote. Staff tripped on exterior door casing, which has a higher point in the center.

Recommendation: Florescent duct tape was placed to mark caution at door. Signage was placed at eye level to mark hazard at door. Hazard was added to house orientation and HACD. Slow down, pay attention to where stepping.

Additional Recommendations: During challenging and tiring tasks such as a residential move, staff to consider fatigue and take rest breaks as necessary. Fatigue affects physical capacity and recognition of hazards increasing risks for staff.

Internal Incident Report completed.

##### **South – Meeting January 10<sup>th</sup>, 2017**

No Internal Incidents to Report.

##### **Grande Prairie – Meeting January 12<sup>th</sup>, 2017**

No Internal Incidents to Report

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

##### **Calgary- Meeting January 18<sup>th</sup>, 2017**

**December 15, 2016**

CSC opened filing cabinet to return a file then closed drawer. Drawer of filing cabinet opened due to floor not being level causing filing cabinet to fall over. CSC and CRM were in filing room during incident but were not in the path of falling filing cabinet. No injuries.

Recommendations: Sign placed on cabinet informing users to lock cabinet after use. Block was placed under cabinet to level cabinet on uneven floor. Cabinet is replaced and new cabinet placed on level floor.

Additional Recommendations: Ensure filing cabinets are used as per manufacturer instructions which state that lower drawers must be filled (weighted) before use of the upper drawers to avoid tipping hazards when upper drawers are opened.

Near Miss Incident report to be completed.

##### **South – Meeting January 10<sup>th</sup>, 2017**

No Near Miss Incidents to Report.

##### **Grande Prairie – Meeting January 12<sup>th</sup>, 2017**

No Near Miss Incidents to Report.

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

**January 1st, 2017**

A staff was assisting a client down the stairs (client has perception challenges with steps). The client was grasping the staff's arm and lost their footing. They fell on the stairs pulling the staff down with

them.

Recommendations: There was a working elevator available in the building. It is recommended that staff and client use the elevator when it is appropriate to do so. If assistance is required for the client to use the stairs i.e. for emergency egress or drill practice, encourage the client to hold on to safe engineering controls such as stair railings rather than staff. If staff will be required to assist the client, ensure proper training so the staff support the client rather than the client grasping the staff. Consider approaching the landlord/building manager about the possibility of enhancing visibility/accessibility of stair steps (i.e. by adding safety paint to assist with perception challenges).

Internal Incident Investigation Completed.

**January 10<sup>th</sup>, 2017**

Staff went to take the garbage out while it was dark outside. Due to icy conditions the staff slipped and fell.

Recommendations: For all ICE programs, assigned residential household duties need to be adjusted seasonally so that outside garbage removal is completed on shifts during daylight hours when hazards are more likely to be visible. Garbage that is odorous may be double bagged until a safe disposal time. Staff to ensure sidewalks and walkways are properly sanded/salted.

Internal Incident Investigation to be completed.

**January 15<sup>th</sup>, 2017**

A client wanted to leave the program without staff. The client became angry and agitated and left to their room and slammed the door. Staff was standing with their hand in the door jamb while redirecting the client and when the client slammed the door, their hand was injured.

Recommendations: Staff to follow PBI training, a refresher course may be beneficial. During times when a client is becoming agitated staff should give space and not follow the client too closely. Avoid standing and /or putting hands, heads or feet into doorways during such incidents as there is a danger of a door striking them.

Internal Incident Investigation to be completed.

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

**December 20, 2016**

Client was at the hospital for dialysis listening to music and their headphones began malfunctioning. The client became frustrated and angry and started throwing objects at staff. The client was connected to the dialysis machine so there was concern for self-injury, damage to equipment and injury to community members and staff. Nursing staff and hospital security intervened. Client spoke with their Team Coordinator on the phone about new headphones which calmed them.

Recommendations: The team has purchased 3 pairs of headphones and staff will carry an extra set for client medical appointments and other community access. It is recommended that staff also plan advance solutions for other equipment necessary for the client's music access as headphones are not the only item with the potential to malfunction.

Near Miss Incident Investigation completed.

#### **3.4 Review of COR Audit and Action Items –**

**COR 2016 Section 2 – Hazard Identification and Assessment.** The group reviewed Section 2 – Hazard Identification and Assessment. The section was reviewed and discussed.

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

Tabled until next meeting

#### **3.6 Policy Review** The committee reviewed Policy 3.5.9 Hazard Assessment and Control Document.

#### **OTHER BUSINESS**

**ICE page Article suggestions –** Mental Health/Well-being

**NEXT MEETING –** March 1st, 2017 at 1:30 PM