

**MARCH 2018**

**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**

- **March 15th, 2018 –**  
For all shifts worked  
between March 1st and  
March 15th.
- **March 31st, 2018 –**  
For all shifts worked  
between March 16th and  
March 31st.

### **UPCOMING:**

- **HEALTH AND  
SAFETY MEETING**  
– March 7th, 2018 at  
1:30-3:30 PM
- **RPAC MEETING–**  
March 28th, 2018 at  
1:30-4:00 PM

# ICE PAGE

## **Making it Happen!- Supporting Social Inclusion**

### **Michael**

Michael is a quiet young man who enjoys making new friends. When Michael came to ICE a little over a year ago he had just moved from a large city and was brand new in Grande Prairie. Michael was quite shy when he first arrived and relied on ICE staff to help him get to know the city, learn local bus routes and to meet new people.

Michael spent several months living in an ICE residential program before feeling ready to tackle living on his own. At the residence, Michael and his staff worked hard on developing his skills for independent living including cooking and cleaning. Staff also provided Michael support with setting up and attending medical appointments on time and with expressing his concerns at these



appointments.

Once Michael felt ready to make the move to independent living, his ICE staff helped him work out a personal budget to determine what he could afford to pay for an apartment. Together the two completed a search for apartment vacancies and set up and completed apartment viewings. Michael found a place he liked and started organizing his move out/ move in process. With

the help of Karmel, he navigated how to set up his utility accounts and shopped for the items necessary to set up his household. By mid-June 2017 Michael was moved into his own place. Since then Michael has discovered he really enjoys his independence.

Michael is now more familiar with Grande Prairie and he regularly accesses the community independently by bus expanding his knowledge of the city. His staff initially assisted him to connect with some community social groups in order to expand his natural supports. After attending several events with staff, Michael started to feel comfortable and began attending events on his own. Michael is enjoying the friendships he has developed and feels comfortable attending meetings, coffee clubs, and BBQs when the weather permits.



### **Employee Spotlight**

Karmel Langley is a friendly and social person. She has offered supports to Michael both at the ICE residential program and since he has moved out on his own. Michael feels at ease with Karmel. Her easy, outgoing personality helps him to break the ice when meeting new people and attending social events.

Thank you, Karmel for all you do!

### ***LATE SHIFT ARRIVAL IS A CONCERN***

*Our ECAT afterhours support lines have been receiving increased calls regarding employees late for the start of their shift. With the internet it has never been easier to access information on weather, traffic, bus services, and directions. Employees finishing their shift have many personal responsibilities and deserve to be relieved at the proper time. Policy 3.4.12 is shared here as a reminder.*

## **Policy Review**

### **3.4.12 LATENESS AND ABSENTEEISM**

**Attendance of employees is extremely important to the overall success of service delivery and hence the operations of the agency. It is recognized that on occasion, an employee may not be able to come to work or need additional time before commencing shift assignment. Sickness and other unanticipated events may require the employee to miss all or part of the work day.**

1. Employees are responsible for notifying supervisors of lateness or absenteeism as soon as they become aware of these circumstances. If your need for time off is foreseeable, you must provide as much notice as possible. If it is not foreseeable, you must provide as much notice as practical, but in no event less than 4 hours prior to your normally scheduled starting time. When the employee does contact I.C.E. personnel, the employee must clearly indicate for

how long you will be unavailable and when you expect to return or as the case may be when you will arrive at work.

2. Employees are to be prepared to commence their shift at the assigned shift start time that was provided during booking. Being present and unprepared to commence a shift does not constitute availability to complete work assignments and as such will be addressed during employee performance evaluations.

3. If an employee does not arrive at the scheduled time to relieve another employee, the employee who is waiting to be relieved will contact the supervisor. The supervisor will make alternative arrangements for coverage.

4. If the employee finds his/her shift has been cancelled or the client has not shown up, the supervisor should be contacted immediately.

5. Excessive absences, or lateness and excessive patterns of absences and lateness will lead to disciplinary measures. If you are absent from work for three (3) consecutive working shifts without notice, the agency will consider that the employee has voluntarily resigned his/her position.

**(Refer to Policy 3.4.17 Job Abandonment)**

## **Training**

### **Part 1—Mission Impossible Awareness**

***Sessions for Distracted Driving & Winter Driving***

**PLEASE NOTE: STAFF MUST SIGN UP & ATTEND BOTH PARTS, 1 & 2, OF THIS COURSE**

**PART 1** March 20th, 2018

**9:00AM-12:00PM**

**PART 2** April 17, 2018

**9:00AM-12:00PM**

### **Fetal Alcohol Spectrum Disorder**

**March 7th, 2018**

**1:30 pm—3:00 pm**

***As described on the ICE website***

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

**March 12th-14th, 2018**

**9:00AM-5:00PM**

**March 26th-28th, 2018**

**9:00AM-5:00PM**

***As described on the ICE website***

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

**March 2nd, 2018**

**9:00AM-5:00PM**

**March 16th, 2018**

**9:00AM-5:00PM**

**March 29th, 2018**

**9:00AM-5:00PM**

### **Mental Health First Aid**

**March 21-22, 2018**

**9:00AM-5:00PM (both days)**

***As described on the ICE website***



# ICE THANK YOU CARD INCENTIVE WINNERS



**Abilash Kulathinkal** received a Thank You card from his Team Coordinator for his extra efforts to clean the oven and also staying late till relief staff could arrive for a shift. Abilash won a Magic Bullet Blender/Mixer. Thank you for your dedication!



**Neha Patel** received a Thank You card from her Team Coordinator for her special efforts to help the residents celebrate their birthdays. Neha won a Starfrit Panini Grill. Your caring contributions are greatly appreciated!



**Dieudonne Ndisanze** was thanked by his Team Coordinator for daily checks to ensure the smoke alarms remain mounted (i.e. have not been removed by clients) and are functioning. Dieudonne won a Black & Decker Airswivel Vacuum. Thank you for your efforts for client & staff safety!

## 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 TIME CHANGE REMINDER

CLOCKS "SPRING" AHEAD  
ON  
SUNDAY MARCH 11TH, 2018  
@ 2 AM

**Health and Safety Meeting Minutes**  
**February 9, 2018**

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

**Calgary- January 18, 2018 Meeting minutes**

**November 9, 2017**

Staff and client were travelling on highway, when staff applied brakes car began to skid. Staff pumped brakes, put car into neutral, car slid across the highway came to a rest on the left shoulder. Staff exited the highway and drove on the back roads to location.

**Recommendations:** Staff to attend Mission Possible, winter driving. Limit driving when there are snowy/hazardous conditions. Look into purchasing winter/All-weather tires.

**Near Miss investigation completed**

**November 15, 2017**

Alarms sounded in the condominium building alerting staff and clients to exit building. Once outside they were instructed by police and fire fighters to not re-enter the building as carbon monoxide was present.

**Recommendations:** Building association sent letter informing an air intake vent had been blocked due to ice build-up. Building management has put special measures in place to prevent reoccurrence. Staff followed procedure of evacuating building until safe to re-enter.

**Near Miss investigation completed**

**Additional recommendations:** ICE to review use of Carbon monoxide alarms to ensure all staff understand CO hazards and appropriate alarm responses.

**November 22, 2017**

When client and staff were out at an activity, staff brought up a change in routine causing client's behaviour to escalate. As per client's protocol, he cooled off in his safe place, the vehicle. Once in the vehicle client asked to be driven home and staff began to drive. Client continued to escalate in the car while staff was driving; yelling, crying and hitting the vehicle. Staff pulled over and informed client they were unable to drive. Client escalated, staff kept safe distance until guardian arrived to take client home.

**Recommendations:** Review policy of not driving escalated clients with all staff on this team and follow up to ensure compliance. Review behavioral strategies for the client with RPAC. Choose a more appropriate time to talk about changes to the routine.

**Near Miss investigation completed**

**Additional recommendations:** A staff vehicle is not an appropriate choice of "safe place" to have an agitated client calm down even if the plan is for the vehicle to remain stationary. This can result in expensive vehicle damages.

**November 23, 2017**

Staff and client were walking in the community. Staff went to step away from ice and snow on sidewalk and slipped on mud and fell.

**Recommendations:** Staff to walk where paths have been cleared of snow/ice or mud. When there are poor weather conditions utilize recreation center and walk on the track.

**Near Miss investigation completed**

**Additional recommendations:** Carry and use ice grips for changing winter conditions.

**December 6, 2017**

Staff and client were travelling in Calgary Transit, ACCESS, on route to an appointment. Another vehicle hit the taxi from behind, staff and client sought medical check up. No one was injured.

**Recommendations:** Outside of staff/ client control, staff took transit, ACCESS.

**Near Miss investigation completed**

**December 11, 2017**

Staff and client were at a regularly scheduled activity where construction was being completed on the third floor. Staff could smell a strong odor of glue which caused staff to have trouble breathing. Staff immediately left the building and breathing became normal.

**Recommendations:** staff to contact building prior to returning to the site to ensure construction is completed and avoid this location if construction continues.

**Near Miss investigation completed**

**South – Meeting – January 10th, 2018**

None to report

**Grande Prairie – Meeting Northwest – January 11, 2018**

None to report

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

**Jan 2<sup>nd</sup>, 2018.** A client was excited to be leaving for a day outing with staff and rushed out of the apartment and down the stairs from the 3<sup>rd</sup> floor. The staff grabbed their purse and a bag of garbage, which was waiting to be taken out, and hurried to follow after the client down the stairs. The staff did not use the hand rail on the stairs as both hands were full. On their way down the stairs, they missed a step and fell causing injury. **Recommendations:** Planning to be completed and expectations shared in advance with clients for safely exiting the building on day outings. Staff to prioritize client and their own staff safety ahead of household chores such as garbage removal. Complete such chores later using the elevator. Staff are expected to avoid rushing and consistently use the hand rail while descending stairs.

**Incident Investigation completed.**

**Jan 19, 2018.** Staff was driving on the Anthony Henday freeway during icy winter weather conditions. Another vehicle slid out of their lane and struck staff's vehicle on the front passenger side.

**Recommendations:** Staff to limit driving when there are snowy/hazardous conditions. Mission Possible Driver Awareness training will be offered in Edmonton in March, this course is recommended for staff using their vehicle during work hours.

**Incident Investigation to be completed.**

**Jan 26, 2018.** Staff was crossing the parking lot at a residen-

**tial condominium during slippery winter weather.**

**Recommendations:** It is recommended that both staff and clients have and wear ice grips during slippery conditions. That staff contact the condominium board regarding hazardous parking lot/ walkway conditions to prevent falls as well as notify them after any falls that occur. All contact should be documented.

**Incident Investigation to be completed.**

**January 26, 2018.** Staff walked with client to A&W for an outing during winter conditions. On the way back to the program the staff slipped on ice and fell injuring their ankle. Assistance was provided by ICE to get staff to a medical facility.

**Recommendations:** Poor winter weather conditions are hazardous. It is recommended that both staff and clients have and wear ice grips during such slippery conditions. Programs with ICE day programming would benefit from purchasing one pair of ice grips to be kept at the residence for staff to share.

**Incident Investigation to be completed.**

**January 29, 2018.** Staff was supporting a client with mental health challenges who had been cycling in and out of aggressive behavioral patterns. Staff was seated with their shoes off completing paperwork at the end of their shift when the client suddenly became aggressive again. Staff also turned their back to the client. Staff was struck and kicked.

**Recommendations:** Client orientation and Risk Assessment training are provided by ICE to inform employees of potential hazards of working with individual clients. Employees must follow recommended control procedures and ICE Proactive Behavior Intervention training carefully to avoid injury. Stand and take an active position when clients are agitated, wear shoes for safety for their full time on the work site, never turn your back to an agitated client and always keep a clear path to the exit for safe egress. Additional training is recommended for this employee.

**Incident Investigation to be completed.**

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

**December 31, 2017.** A client with limited impulse control had been showing signs of agitation earlier in the day. When the client was sitting on the couch staff approached him and asked him to arise so they could place a couch cover over the furniture where he was sitting. The client became upset and began yelling and threw a cup of coffee at the staff. Staff gave him space and he calmed and he later apologized.

**Recommendations:** Purchase and keep enough furniture covers on hand so these may be exchanged without bothering the clients during their use of the sofa. As this represents more than one incident of coffee throwing by this client, consultation with RPAC is recommended. Consider having the client choose a coffee cup with a lid to reduce the potential for harm to staff.

**Incident investigation to be completed.**

**January 14, 2018.** Staff was supporting a client at the client's home. The client shares their home with another roommate with a disability. The two client roommates became involved in an agitated dispute with the two shouting at each other. The staff tried to redirect their client but the client ignored them. The staff stepped between the two clients as they did not want the situation to escalate further. Once staff was between the two individuals, one client left the bathroom and the home.

**Recommendations:** Redirection from a safe distance is appropriate but stepping between two angry and aggressive clients is not recommended. If a physical confrontation is evolving and staff do not feel safe, they should call 911 and remove themselves from the situation. A review of Pro Active Behavior Intervention training is recommended for the staff.

**Incident Investigation completed.**

### **3.4 Certificate Of Recognition (COR) Audit**

The committee reviewed the ICE 2017 Certificate of Recognition Audit report – Element 8, Program Administration.

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

Review of Pages 10 – 11 “Driving with Clients” hazard and controls of the General section of the HACD.

**Hazard Additions:**

The HACD currently notes/ directs employees to review Policy 2.4.5 but it is recommended to include a reference on page 10 to not driving agitated clients to stress this.

**Control Additions:**

Discussion was held on the importance of carefully planning safe transportation options for clients to attend community appointments that may cause client agitation i.e. appointments with a psychiatrist, at court, with a doctor etc. It can also be better to take a cab to locations in the center of the city where there are few/ poor parking options.

### **3.6 Policy Review – Policy 3.5.1 Introduction**

#### **4.0 OTHER BUSINESS**

**4.1 ICE PAGE** – Suggested Articles - Strokes and Heart Health / Frozen Windows

**4.2 Loss of Heat, / Loss of Power** (As per Policy 3.5.10) Emergency Drill assigned to be completed Jan – prior to April 30th.

**Next meeting – March 7<sup>th</sup>, 2018 at 1:30 pm**

## **\$100.00 ICE Employee Referral**

### **Incentive Program**

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!

## HEART ATTACK & STROKE INFORMATION

### HEART ATTACK:

Do you know the signs of a Heart Attack? Everyone needs to know this information as it could be critical to saving the life of a client, a co-worker, or even yourself! Heart disease is the second leading cause of death in Canada.

#### Heart Attack signs include:

- **Chest discomfort** (For both men and women, the most common heart attack sign is chest pain or discomfort; however women can experience a heart attack without chest pressure. Women may experience shortness of breath, pressure or pain in lower chest or upper abdomen, dizziness, light-headedness or fainting, upper back pressure or extreme fatigue.)
- **Sweating**
- **Upper body discomfort**
- **Nausea**
- **Shortness of breath**
- **Light headedness**
- **A fast or irregular heartbeat**
- **Pain that spreads to neck, shoulders or arms.**

Anyone experiencing symptoms of a heart attack should call 911 and seek immediate medical attention.



### STROKE:

A Stroke is a medical emergency. It happens when blood stops flowing to any part of your brain damaging brain cells. When the cells die, that area of the brain cannot function as it did before. The effects of a stroke depend on the part of the brain affected and the amount of damage done.

Recognizing the signs of a Stroke and acting quickly could mean the difference between life and death, or between a full recovery and a lasting disability.

Use the “FAST” method to quickly identify a possible Stroke.

- F** - Face, is it drooping on one side?
- A** - Can you raise both arms?
- S** - Speech, is it slurred or jumbled?
- T** - Time to call 911.

If you or someone else experiences signs of a Stroke, call 911 for an ambulance immediately.

**DO NOT DRIVE TO THE HOSPITAL.** An ambulance will be able to choose the best hospital to provide specialized Stroke care and they will alert them to expect you.

Find more Heart and Stroke information at: <http://www.heartandstroke.ca/heart>

### 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

**ICE OFFICES WILL BE CLOSED  
FRIDAY MARCH 30TH, 2018 and  
MONDAY APRIL 2, 2018 FOR  
EASTER**

**Please direct all calls to the Employee Client  
Assistance Team for these days.  
780- 461-7236**

