

**MARCH 2020**

**EDMONTON**

## **ECAT**

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

Phones do not accept text  
messages— staff need to call  
ECAT.

## **INSIDE THIS ISSUE:**

**Policy Review** 2

**Health and Safety  
Meeting Minutes** 4

**Preventing Heart  
Disease** 6

## **TIME SHEET HAND-IN**

### • **March 15<sup>th</sup> 2020**

For all shifts worked  
between March 1 and  
March 15.

### • **March 31<sup>st</sup> 2020**

For all shifts worked  
between March 16 and  
March 31.

## **UPCOMING**

• **Health and Safety  
Meeting** — March 4,  
2020

• **RPAC Meeting** -  
March 18, 2020 - 1:30pm

# ICE PAGE

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

## **Leisha C.**

Leisha has been in services with ICE  
Grande Prairie for 8 years.

Although Leisha can be shy and quiet  
when you first meet her, she has a great  
sense of humor and is very excited to tell  
others about her interests which include  
music, videogames, shopping and going  
to the movies at the Cineplex.

Leisha enjoys community access  
supports and frequently visits the local  
facilities to go swimming with peers and  
walk on an oval track. Leisha also loves  
to have a coffee and visit with her friends  
in the common areas. Leisha has  
upcoming plans to participate in yoga  
and water aerobics, as well! When she is  
not busy with structured recreation,  
Leisha also enjoys relaxing and working  
on her crossword puzzle book at  
different coffee shops or the recreation centre. Leisha also enjoys visiting Petland where  
she visits with the staff and animals, building connections and friendships. Leisha's  
active lifestyle allows Leisha and her staff, Kerry, to work on Leisha's goal of improving  
her social connections. Leisha and Kerry practice speaking to new people and  
independently paying for purchases at stores and restaurants, boosting Leisha's  
confidence. Each day Leisha and Kerry work on the skills necessary to enjoy socializing  
with others and maintain a healthy lifestyle through fitness and exercise.



## **Employee Spotlight**

Kerry P. started with ICE over two  
years ago, earning the praise of  
those she supports as a worker who  
provides great care and companion-  
ship. Kerry has stated she enjoys  
working with ICE clients and the  
wide variety of activities she helps  
them with, including life and social  
skills. Kerry is very happy to help  
Leisha meet her goals in the com-  
munity!



## **Important Time Change Reminder**

**Clocks "Spring" ahead on  
Sunday  
March 8th, 2020  
@3:00am**



# Policy Review

## **Continuum of Positive Behaviour Supports:**

There may be situations where Positive Approaches alone have not adequately addressed a situation/behaviour of concern. In these circumstances, a formal written Planned Procedure may be considered.

Independent Counselling Enterprises utilizes a continuum to indicate the range between positive approaches and more restrictive interventions. When developing a Planned Procedure, the least restrictive approach is to be utilized unless a health and safety risk is identified.

POSITIVE APPROACH	MORE INTRUSIVE	RESTRICTIVE
Choices	Ignoring the behavior	Psychotropic PRN
Reinforcement	Restitution	Emergency services
Verbal instruction/teaching	Required relaxation	(i.e. 911, Lifeline
Redirection	Required exercise	Communication System)
Positive role modeling		
Physical support		

**Behaviours requiring formal intervention need either a Planned Positive Procedure or Planned Restrictive Procedure developed with the input of:**

- Client
- Parent/guardian
- Supervisor
- Support staff

**In addition all Planned Procedures require:**

- Documented Review: Restrictive Procedures Advisory Committee
- Documented Approval: Qualified Person
- Documented Informed Consent: Client / Guardian

## ICE THANK YOU CARD INCENTIVE WINNERS



**Ken P.** received a Thank You card for helping a fellow TC while they were away on vacation. Ken won a T-Fal Toaster.  
Thank you Ken!



**Mouloud G.** received a Thank You card for providing above-and-beyond care to a client during a medical emergency. Mouloud won a Krups Coffee Maker.  
Thank you Mouloud!



**Suresh K.** received a Thank You card for providing help with EQAs and their follow ups. Suresh won a Hamilton Beach Breakfast Sandwich Maker.  
Thank you Suresh!

## Training

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

March 2 - 4, 2020  
March 16 & 18, 2020  
March 30-31, 2020  
9:00am to 5:00pm

### **PBS/PBI (Proactive Behavior Intervention)**

March 6 & 20, 2020  
9:00am to 5:00pm

### **ASIST Training**

March 10-11, 2020  
9:00am to 5:00pm

### **MHPA**

March 23-24, 2020  
9:00am to 5:00pm

## **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/>

## Health and Safety Incentive Presentation



Greg presented a portfolio to Charmaine and Innocent for attending and participating in 15 Health and Safety meetings.

## 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**

**February 5, 2020**

*(Minutes edited for publication)*

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

##### **Calgary – January 16, 2020 Meeting Minutes: November 6, 2019**

Staff and client came out of the library and found that a community members vehicle was parked only a few inches away from staff's car. Staff found the community member. As the community member pulled out of the stall, they turned into staff's vehicle scratching staff's tire and hub cap. Client and staff were not in the vehicle. Follow-up: Staff stated that they will park away from businesses if possible.

#### **3.1 B) Review of Regional Health and Safety Meeting Minutes – Section 3.3 Completed Near Miss Incident Investigations**

##### **3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage: January 8, 2020**

Staff directed client to have a shower before his doctor's appointment. Client became upset and started throwing things at staff and when staff went to stand up to reach for the phone to call for help, the client grabbed staff's hand and twisted it. Client grabbed staff by the throat. Staff was able to get away and second staff called the police. PRN also administered. Follow up from the incident included staff retraining on the Lifeline Communication System, Risk Assessment, PRN Protocol and Planned Restrictive Procedures.

**Incident Investigation Recommendations:** Staff to take PBI, CPI and for safety reasons, moved to another program.

##### **January 16, 2020**

Staff was slowing down at a turning light and hit a patch of ice and hit the vehicle in front. Staff stopped and gave information to the other driver. Recommendations from the incident report included in future slowing down and driving for the conditions.

**Incident Investigation Recommendations:** Staff to travel during rush hour or if possible, picking routes with less traffic.

Health and Safety Committee Recommendations: No additional recommendations.

#### **3.4 Health and Safety Committee Inspections**

##### **3.4 A) Inspections held as a result of health and safety concerns – N/A for January**

**3.4 B) Inspections completed** – January 2020 – Random Inspections – 3 – Molly (3 participants); Monthly Safety Inspections – 2 – Dusi – 1 (0 participants) and Pauline – 1 (4 participants); Office Inspections – Greg – 1 (0 participants)

**3.5 COR Audit Review** – Greg provided an update that ICE had achieved 97% on ICE's COR Maintenance Audit for 2019. Greg thanked everyone on the committee and all employees for their efforts in achieving this score.

**3.6 Hazard Assessment and Control document (H.A.C.D.)** – Review section (and provide recommendation(s) for changes if needed): p. 64 – 65 – Medication Administration – recommendations to change the following: Physical Hazard ratings – Potential Consequences (PC) from a 2 to a 3, Hazard Probability (HP) from a 2 to a 3, Total from 8-10 and Priority Rating from 2 to 1. Psychological Hazard Ratings – HP from 2 to 3, Total from 9 to 10, and Priority Rating from 2 to 1; add locked medication cup-

boards to engineering controls, and add masks to PPE. Performance of Medical Delegations – recommendations to change the following: under physical hazards, descriptions – G or J Tube feeds/medications, change "pulling or pulling" to pushing or pulling"; under physical hazards section, change Hazard Probability (HP) from 2 to 3, Total from 9 to 10 and Priority Rating from 2 to 1; under Psychological Hazards, change Potential Consequences from a 1 to 3; Hazard Probability from a 1 to 3, Total from 6 to 10 and Priority Rating from 2 to 1; in the PPE section, add masks.

##### **Calgary – January 16, 2020 Meeting Minutes:**

The HSC reviewed pages 24-29 in the Hazard Assessment Control Document. Food Storage - It is recommended to add storing food items in cool/dry areas under the Engineering Controls. It is also recommended to add de-frosting freezer once or twice a year to the Safe Work practices. Handling exposure to Raw Meats: No additional recommendations. Electric Stove/Oven - Use of Gas Stove Oven: It is recommended to add resources of safe food handling in the Health and Safety binder.

##### **South – January 7, 2020 Meeting Minutes:**

South Committee Reviewed Working with High Behaviors Section – 3) Working with Clients with a Potential for Sexual Behaviors - No suggestions for changes to this section.- 4) Working with Clients with a Potential to be AWOL – No suggestions for changes to this section.

##### **Northwest – January 7, 2020 Meeting Minutes:**

Pages 98-99 – Extended Workday – No changes; Staff Illness at Work – No changes

#### **3.7 Policy Review – 2.3.9 Infection Control and Cross Contamination**

##### **4.0 Other Business**

**4.1 Health and Safety Training Updates** – Workplace Inspections Training scheduled for February 21, 2020 from 9 a.m. to 4 p.m. – Cody M is registered for the training.

**4.2 Emergency Drills scheduled** – Please review January 8, 2020 Health and Safety Memo – Assignment of Residential Emergency Evacuation Drill(s) and Review Schedule of Emergency Procedures at Team Meetings

**4.3 Novel Coronavirus** – January 30, 2020 Health and Safety Memo and February ICE Page Article – the information in the article was reviewed at the meeting.

**4.4 Water temperature Shadows** – As per Policy 2.3.14 Bath/Shower Safe Water Temperature Monitoring, all employees, support home operators and their respite will be re-shadowed in February.

**NEXT MEETING DATE: March 4, 2020**



**Creating Excellence Together standards 6 and 18:**  
**COMMUNITY INCLUSION**

**Standard 6** of the Quality of Life and **Standard 18** of the Quality of service reviews “**Community Inclusion**” Standard 6 has 7, level 1 indicators within the clients “Quality of Life”. Standard 18 reflects on how the staff support the individual to engage and participate in his or her community. This “Quality of Service” has 9 level 1 indicators and two indicators under level 2.

**Quality of Life: Level 1 Indicators**

**The individual is involved in her community with other community members.**

*“I will be knitting hats for the community craft sale with my friends”*

**The individual knows people in her community and interacts meaningfully with them**

*“My Volunteer coordinator asked me if I wanted to help with another shift”.*

**The individual contributes to her community.**

*“My friend and I are going to help with litter removal this weekend”.*

**The individual participates in community activities that are not organized by the service provider.**

*“I will be going to the volunteer BBQ to kick off the season”.*

**The individual has access to whatever information she needs to be involved in her community to the extent that she desires and is capable of.**

*“I was reading the local paper and there is a class I want to take”.*

**The individual participates in her community in a way that establishes her as a recognized community member.**

*“My coordinator told me I did a great job and was really helpful finding seats for the community members”.*

**The individual knows why she feels safe while in the community.**

*“It’s a new bus route but I will be with someone I know and I have all the contact numbers in my wallet, if I need them”.*

**Quality of Service: Level 1 Indicators**

**1. Staff understands their role in terms of making contacts ahead of time and building relationships and connections.**

*How did you assist the individual to meet peers and maintain communication?*

**2. Staff ensure that the individual knows about, accesses and is involved in her community with other community members.**

*Did the individual receive the community newsletter and is informed of the surrounding events?*

**3. Staff support the individual to get to know and connect meaningfully with people in her community.**

*Are there community events scheduled and/ or attended, involving neighbors?*

**4. Staff support the individual to contribute to her community in the way she desires.**

*Did your individual want to contribute to a community craft or bake sale?*

**5. Staff support the individual to participate in community activities that are not organized by the service provider.**

*Did you review the community paper and check off activities which are meaningful to the individual?*

**6. Staff provide the individual information that helps her to be involved in her community to the extent that she desires and is capable of.**

*Did the individual receive the local paper and community bulletins this month?*

**7. Staff support the individual to participate in her community in a way that establishes her as a recognized community member**

*Did the individual choose to volunteer and want to participate next year?*

**8. Staff supporting the individual to be safe while she is in the community know what risk management plans or safety plans are in place to ensure the individual's safety**

*Does the individual know who to contact in the event of an emergency? Is she or he able to reach a phone or communicate to another person if they need help?*

**9. Staff understand their role in terms of fading out their support**

*Can the individual call independently and speak with her volunteer coordinator?*

**Quality of Service: Level 2 Indicators**

**10. Staff support the individual's inclusion and participation in community activities by helping her develop and maintain reliable natural supports.**

*Does the individual call her peers from class, after he or she has spent much time getting to know one another?*

**11. Staff help the individual to identify and develop valued roles and relationships within the community.**

*Will the individual be returning to the community hall to assist her peers and neighbors?*

As a support worker, do you know who the individual is and what skills they have and what they would like to do? It is important for us to know who we are working with in order to best provide supports. As a support worker, you have the ability to provide a variety of community options to the individual you support. Just look around! There are community events and leagues in all areas of the city. We have fundraisers, classes, festivals and events every day. I imagine the individual you support, would find some of these items meaningful and perhaps even want to get involved. If you don't know where to start, grab a local newspaper and flip through it with the individual you support.

ICE has many individuals who participate in their communities and just took one visit to a meeting or event. These single visits could lead the individual to a lifetime of memories and friendships.

## Strategies to Prevent Heart Disease

Heart disease is a leading cause of death, but it's not inevitable. While you can't change some risk factors — such as family history, sex or age — there are plenty of ways you can reduce your risk of heart disease.



### **1. Don't smoke or use tobacco**

One of the best things you can do for your heart is to stop smoking or using smokeless tobacco. Chemicals in tobacco can damage your heart and blood vessels. There's good news though. Your risk of heart disease starts to drop in as little as a day after quitting. After a year without cigarettes, your risk of heart disease drops to about half that of a smoker. No matter how long or how much you smoked, you'll start reaping rewards as soon as you quit.

### **2. Get moving: Aim for at least 30 to 60 minutes of activity daily**

Regular, daily physical activity can lower your risk of heart disease. Physical activity helps you control your weight and reduce your chances of developing other conditions that may put a strain on your heart, such as high blood pressure, high cholesterol and type 2 diabetes. In general, you should aim for at least 150 minutes a week of moderate aerobic exercise, such as walking at a brisk pace.

### **3. Eat a heart-healthy diet**

A healthy diet can help protect your heart, improve your blood pressure and cholesterol, and reduce your risk of type 2 diabetes. A heart-healthy eating plan includes: vegetables and fruits, beans or other legumes, lean meats and fish, low-fat or fat-free dairy foods, whole grains, and healthy fats, such as olive oil. Limit intake of the following: salt, sugar, processed carbohydrates, alcohol, and saturated fat.

### **4. Maintain a healthy weight**

Being overweight — especially around your middle — increases your risk of heart disease. Excess weight can lead to conditions that increase your chances of developing heart disease — including high blood pressure, high cholesterol and type 2 diabetes. Even a small weight loss of 3 – 5% of your weight can be beneficial to reducing heart disease.

### **5. Get good quality sleep**

A lack of sleep can do more than leave you yawning; it can harm your health. People who don't get enough sleep have a higher risk of obesity, high blood pressure, heart attack, diabetes and depression. Most adults need at least seven hours of sleep each night. Set a sleep schedule and stick to it by going to bed and waking up at the same times each day. Keep your bedroom dark and quiet, so it's easier to sleep.

### **6. Manage stress**

Some people cope with stress in unhealthy ways — such as overeating, drinking or smoking. Finding alternative ways to manage stress — such as physical activity, relaxation exercises or meditation — can help improve your health.

### **7. Get regular health screenings**

High blood pressure and high cholesterol can damage your heart and blood vessels. But without testing for them, you probably won't know whether you have these conditions. Regular screening can tell you what your numbers are and whether you need to take action. If you have a condition such as high cholesterol, high blood pressure or diabetes, your doctor may prescribe medications and recommend lifestyle changes. Make sure to take your medications as your doctor prescribes and follow a healthy-lifestyle plan.