

ICE PAGE

EDMONTON - NORTH CENTRAL

2016

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TIME SHEET HAND-IN:**May 16th, 2016**

For all shifts worked between May 1st and May 15th, 2016

May 31st, 2016

For all shifts worked between May 16th and May 31st, 2016

Health and Safety Meeting

May 4th, 2016 @ 1:30 pm

RPAC Meeting

May 25th, 2016 @ 1:00 pm



ECAT

Employee & Client Assistance Team

780-461-7236

after office hours

Phones do not accept text messages. Staff need to call ECAT.



An Important Announcement:

Effective April 1, 2016: Chief Operating Officer, Geneve Fausak has become the controlling shareholder of ICE. Geneve has now assumed the roles of both President and Chief Operating Officer.

Through twenty years with ICE, Geneve has been instrumental in the development and ongoing success of the company. Her experience, depth of knowledge, integrity and commitment will ensure complete continuity and strong leadership.

Over the next two years, Michael Rutherford will remain with the company in an advisory role as Vice President of Business Operations. ICE will continue to provide quality services to individuals, families, guardians and funders.

Staff at ICE would like to thank Michael and Wendy Rutherford for their vision and years of dedication and hard work in development of ICE. We also congratulate our new President and COO, Geneve Fausak and offer her our support and best wishes for continued success! This year ICE will celebrate 30 years of operation in Alberta.

COR Action Plan Progress Update

Last September ICE completed the 2015 internal Certificate of Recognition (C.O.R.) Audit process and goals were developed to enhance health and safety within the company based on recommendations that came out of that review. In December 2015 after approval by the Continuing Care Safety Association the audit report was made available to ICE employees in the red Health and Safety Binders at residential programs and ICE offices across the province. By then work was already underway to address the recommendations of the report. As we are more than 6 months into our follow up year it is time to take stock of our progress on the action plan. Over the next two months we will look at this in our ICE Page.

Goal – Ensure all employees are aware of the value ICE puts on health and safety.

- **Policy 3.5.1 – Introduction** was revised as a “stand out” policy declaring the company’s strong commitment to Health and Safety. This policy is signed by the President of ICE and has been posted in the reception areas of each ICE office.

Goal - Front line employees require a clearer understanding of their health and safety responsibilities, company expectations and how they are evaluated on them.

- **Policy 3.5.2 Assignment of Responsibilities** was revised in the 2015 Policy review process in order to present the various legislated health and safety responsibilities of ICE managers, supervisors, employees, support home operators and visitor/contractors in a clearer manner.
- ICE supervisors have been asked to review this policy and policy 3.5.1 at annual staff evaluations.
- Trainers will also review these policies within Health and Safety training courses and they will appear regularly in the ICE page.
- Additional supervisory training has been provided to enhance the skills of Coordinators supervising front line staff to ensure they are clearly sharing health and safety performance and expectations ongoing and during evaluations.

Goal – Enhance employee awareness of the updating process for hazards. Weekend and relief employees are not as aware as other staff of the hazard update process.

- ICE has a newly implemented process for residential program staff to review hazard updates as changes occur as well as at monthly team meetings and sign off on this. Presently there is room for improvement in the consistency of

implementation of this new sign off form as determined during EQA and RI inspections.

- Residential staff not present at team meetings are to be required to review site specific Hazard Assessment and Control updates and sign off on review sheets to indicate their knowledge of updated hazards and controls.

Goal - Increase worker awareness of inspection procedures for non-residential units.

- Worker awareness of inspection procedures at non-residential sites is being enhanced by Coordinators sharing and reviewing the Random Inspection forms together with employees during site visits.

Goal - Increase standards for office inspections.

- Form revision was determined unnecessary. Quality standards and recording procedures have been reviewed with managers during teleconferences and at management semi annual planning sessions.

Goal – Increase worker involvement in the inspection process.

- ICE has revised residential and non-residential forms to encourage worker involvement in inspections and to have workers sign off on this participation on the inspection forms.
- Coordinators and managers are being encouraged to ensure variety in the staff that assists in workplace inspections (i.e. by completing these on various shifts i.e. evenings and weekends).

COR Action plan review to be continued in the June ICE Page.

ICE offices will be closed Monday, May 23, 2016 for the Victoria Day



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

Making it Happen!

Supporting Social Inclusion

"I did it to honour my Mom" these are the words of Amanda, a 33 year old who joined the ICE team four years ago. Amanda is a quiet individual and very smart, she has a natural smile on her face and a friendly attitude towards people she does not know. She lives with her father and loves going out in the community. Sadly Amanda suffered the loss of her mother last spring due to cancer. After her mother's passing Amanda got the idea of donating her long lovely hair for a good cause.

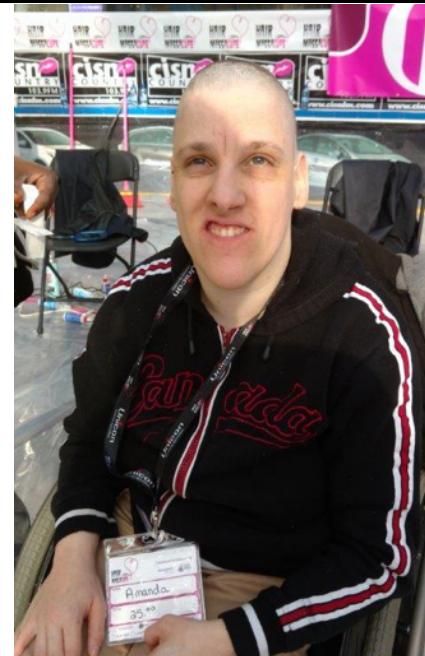
Amanda's I.C.E. support worker, Fifi heard about Amanda's goal and together they started to search out an opportunity. Fifi helped Amanda make calls and contact beauty salons inquiring for a connection for Amanda to donate her hair but all their leads ended up nowhere. Still Amanda did not give up.

Walking in the mall one day, Amanda and Fifi met a previous acquaintance of Amanda's named Jen. During their conversation, Amanda let Jen know

she wanted to donate her hair for a good cause and she asked Jen if she knew of a place where she could do that. As it turned out Jen was an active volunteer for just such an organization. At that point Jen told Fifi and Amanda about a fund raising event supporting Cancer awareness and the search for a cure to be held in February at West Edmonton Mall entitled "Hair Massacre." Jen said that there would be a booth on site for people willing to donate their hair to make wigs. These wigs would be provided to boost the morale of cancer patients experiencing hair loss due to their chemotherapy treatments. Amanda had found her opportunity!

Amanda was very happy to be able to help and give something to a cause that is very close and dear to her heart. On the day of the "Hair Massacre" she ended up, not only cutting her hair, but she decided to fully commit herself to the cause, and asked for a total shaving of her head. She was all smiles after the event, and she was able to inspire people and show that no matter what size, colour or standing you are in, everyone can make a difference.

Since the event in February Amanda



has continued to look for ways to help support a cure for cancer. She is currently working on some fund raising ideas and keeps in touch with Jen for new events and volunteer opportunities. Her friendly outgoing manner and shaved head have opened up many community conversations about the topic. Amanda uses these chances to lead others to an increased awareness. She shows what one committed person can do when they have passion for a cause. Amanda says she thinks her mom would be proud of her, we think so too!



Amanda left with Fifi right at the Hair Massacre event

Staff Spotlight: Fifi Heshima

Since her first day with Amanda, Fifi has offered great encouragement. She has patiently taken the time to learn about what is important to Amanda and diligently looked for places and events where Amanda could volunteer and/or support cancer awareness and fund raising. Her background of nursing in Rwanda has helped Fifi demonstrate her commitment and excellence in client support. Fifi gives 100% of her ability and commitment to her role and her work ethic is praise worthy. Thank you for your excellent work and dedication, Fifi, we appreciate you.

TRAINING

Crisis Prevention Intervention

(CPI)

May 4th & 5th, 2016

9:00 am - 4:00 pm

Proactive Behaviour Intervention (PBI)

May 12th and May 26th, 2016

9 am - 5 pm

*Courses as described on
the ICE website*



Health and Safety Presentation



Aroke Forbinake was recently presented with an incentive award in recognition of her service to the the Edmonton Health and Safety Committee.

INCENTIVE AWARD WINNERS



Fides Ngendakumana received a Thank You card from her CR Manager for responding quickly when called in to support a client and other staff at a program. Fides won a Ninja Food and Beverage Maker. Great team work!



Photo unavailable



Edna Radke received a Thank You card from her CR Manager for taking immediate actions to help her client with a medical concern. Edna won a Casserole Crock Pot. Thank you for your quick response!



Christianah Edward received a Thank You card from her CR Manager for addressing health and safety challenges with her team in a supportive and appropriate fashion. Christianah won a Hamilton Beach Food Processor. Excellent job!

Health and Safety Minutes Edmonton - April 6th, 2016

Calgary

Minutes were unavailable and not reviewed

South – Meeting March 1st, 2016

No Current Internal Incidents to Review

Grande Prairie – Meeting March 10th, 2016

February 17, 2016

Staff was accompanying client while delivering flyers. It had recently snowed and staff slipped on ice hitting his head and back on the ground. Supervisors were called at the office and staff offered medical follow-up.

Incident Investigation was completed.

Recommendations: Staff was reminded to wear appropriate footwear and avoid snow covered areas when possible.

Additional recommendations: Purchase a set of ice grips for staff at residence to share when necessary for community outings.

March 4, 2016

Staff was transporting clients from a residence to a medical appointment. Staff stopped safely at a stop. While stopped at the stop sign staff vehicle was hit from behind by another vehicle. Staff's car lurched forward from the impact. Staff and other driver exchanged insurance information and inspected the damage. Staff called supervisor at the office to report the accident. Supervisor met staff and clients at the medical appointment and booked relief for staff

Incident Investigation was completed.

Recommendations: No recommendations as staff was not at fault.

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

Calgary

Minutes were unavailable and not reviewed

South – Meeting March 1st, 2016

No Near Miss Incidents to Review

Grande Prairie – Meeting March 10th, 2016

No Near Miss Incidents to Review

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

Edmonton

March 13th, 2016

Client escalation occurred when the client realized she was missing her wallet and thought the staff had it. Client cornered staff and hit them. The police were called. Two employees were injured.

Internal Incident Investigation Completed.

Recommendations: If a client is agitated and aggressive exit the apartment / home. Do not go into an office or other closed

room as you may be cornered. Assume active PBI / CPI postures at first signs of agitation i.e. on your feet, facing the client, ready to access an exit. RPAC is involved with this client for further supports.

March 14th, 2016

A staff came 15 minutes early to their shift and was talking on their personal cell phone at the program. This situation agitated the client and they started to escalate. A power struggle with the staff and client took place. The client then feigned remorse and asked staff for a hug. Once close to the staff the client scratched and bit the staff. 911 was called. The program manager was able to talk to and calm the client.

Internal Incident Investigation to be completed.

Recommendations: Arrive on time for shifts but not too early especially if clients are sensitive to transition times. If early, staff can spend time outside of the program to avoid a client escalation. Avoid power struggles with the client when they are agitated. Maintain appropriate personal boundaries at all times especially with high behaviour clients.

March 17th, 2016

Staff coming on shift and found burn marks on the siding of the house. When the staff asked the client about the burns the client admitted to doing the damage with a lighter. The client had exited the house in anger earlier when he was redirected over extra food. The staff on shift had not followed and monitored the client as they believed the client was just cooling off their temper outside. Staff was unaware the client had brought home a lighter from their day program.

Internal Incident Investigation to be completed.

Recommendations: Monitor clients from a safe distance when they storm off angry. Many clients are impulsive and while angry have the potential to complete dangerous impulsive actions. Steps to be added to this client's Planned Procedure related to checking bags coming home from the day program for hazardous items.

3.3 Evaluation of current Near Miss Incident Investigations:

March 30th, 2016

Staff called to report there was a "spicy" smell causing some coughing and other respiratory discomfort. Staff brought clients out to the balcony and put a towel on the bottom of the door. It was later determined that there was an altercation that took place in the building, not ICE involved, and pepper spray had been discharged in the hallway.

Recommendations: the spraying of the pepper spray could not have been avoided because it was an outside source. Staff handled the situation well.

3.4 Review of COR Audit and Action

Items- The committee reviewed the Conclusion Summary Section 3 existing strengths- there were no suggestions for improvement in this area.

Another action item was discussed- having an ICE Emergency Quick Reference Guide available in the homes. It was discussed where the best place for this guide to be placed once it is developed. It was agreed that it should be kept with the emergency numbers on the bulletin board or Postings binder for easy and quick reference. (Corinne was also able to acquire an additional guide from the City of Edmonton; this guide is not available in all regions so will be used as a bonus reference.)

3.5 Hazard Assessment and Control

document (H.A.C.D.) review – Continued development of a separate HACD section for Non-Residential supports. Pages 71-79 were reviewed

Extended workday- possibly applicable

Exposure to allergens- applicable

Exposure to smoking- applicable although there would be no facility section

Exposure to Personal Scented products &

Exposure to noxious odours- applicable

Staff illness at work- applicable

Exposure to insects/ pests- could be applicable in respite. It was discussed that respite workers should refer to the general section of the HACD.

3.6 Policy Review

The committee reviewed Policy 3.5.8 Eliminating / Mitigating / Controlling Work Site Hazards especially point 5 Key points of the group's policy discussion:

Barbeques that use propane/gas are NOT permitted for use in apartment/condo style dwellings

Clients in detached/semidetached dwellings the Barbeques must be at least 1.5 meters away from the building and not against combustible materials.

All lamps in the program must have the light bulb completely covered/encased by lampshade or globe

Halogen lamps are not to be left turned on without an employee present.

4.0 OTHER BUSINESS – ICE page Article suggestion– Update on COR Action Plans.

NEXT MEETING –
May 4th, 2016 @
1:30 pm.



Policy Review

(A portion of policy 3.4.5 is reproduced here, please refer to the Policy manual for the complete policy)

3.4.5 PAYROLL PROCESSING: PAY PERIODS/TIMESHEETS AND DOCUMENTATION/WAGES PAYABLE/ EMPLOYMENT & WAGE VERIFICATION/30 DAY EMPLOYEE FILE CLOSED/PROCESSING OF BENEFITS

Pay Periods

1. Pay Periods are semi-monthly with wages payable available to employees on the 15th (or if on a weekend day then the previous business day) and the last business day of each month.
2. A list of yearly submission dates for timesheets and the associated documentation is provided to the employee and a copy is posted in the main office. Pay periods are from the first to the fifteenth and the sixteenth to the last day of each month. Any alteration of pay periods will be clearly indicated on the list of submission dates. A list of submission dates is completed yearly by the Manager of Accounts in consultation with the Comptroller.

Employee Timesheets and Documentation

1. The employee is to document hours worked on an agency timesheet. There are two types of timesheets. Regular program staff and office personnel use the calendar time sheet and casual employees will use the casual timesheet.
2. The employee is to claim all hours worked until midnight on the stipulated day of hand-in (the 15th and the last day of every month). If the

shift extends onto the next day this must be claimed the next time by the employee.

3. Time sheets, verification forms and contact notes must be handed into the office on specified dates. These forms are required from the employees to complete our billing and subsequent payroll. Failure to comply with this procedure will result in the following:
 - First time failure to hand in documentation on hand-in day will result in the employee being provided with a verbal warning to comply immediately. Compliance will result in normal processing of the employee's timesheet for the purpose of payroll.
 - Second delinquency will result in the immediate revoking of direct depositing pay cheques. Should payroll be completed timesheets will not be processed until the next payroll and the process of corrective action will commence (see **policy 3.7.1 Process of Corrective Action**). A review of reinstating direct deposit will take place 2 months (4 pay periods) after the delinquency. It is the employee's responsibility to contact payroll personnel after this time period and request reinstating of direct deposit option and to provide all the necessary information to do so.
 - Subsequent delinquencies will follow the above and continue to be a performance issue. Should the delinquency be an ongoing issue reinstating direct deposit of pay will not be an option.
 - The employer may choose to limit the action taken for the delinquency based on individual circumstances.

Please refer to the ICE policy manual for the balance of this policy.

