

MAY 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

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

UPCOMING:

- **HEALTH AND
SAFETY MEETING**
May 2nd, 2018 at 1:30-
3:30 PM
- **RPAC MEETING**
May 16th, 2018 at
1:30-3:30 PM
- **Team Coordinator /
Team Leader
meetings /training**
1. May 17, 9:00—12:00
OR
2. May 17, 1:00—4:00
(Sign up required in
advance)

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Keith

Keith is a friendly and outgoing man who loves to cook and to attend church. When Keith first came to ICE he had become very shy and withdrawn after the loss of an extremely close family member. Before this loss Keith had a strong drive for independence and would volunteer at the Edmonton General hospital twice per week, but after the loss he became fearful in all areas of his life. Keith showed no interest in driving, wearing clean clothes, or maintaining his home environment. Keith would only cook instant noodles or stove-top soups for himself. This became a real concern when he lost considerable weight.

It took some time but with



support from his ICE staff, Keith has recovered his zest for life. He is again able to maintain his home environment independently and loves to access the community. Keith has also resumed his volunteer position at the Edmonton General hospital for two days per week setting up different games and activities for the patients. In addition, Keith's

staff has been supporting him to learn about healthy eating and how to prepare healthy meals. Keith and his staff enjoy visiting local grocery stores to check out all the varieties of foods. Keith now uses the ICE Menu Planner and his new skills to track his daily meals and snacks. He is able to determine the difference between healthy and unhealthy meals and to independently prepare his meals and snacks by selecting healthy food choices throughout the day. Keith's goal with ICE is to gain weight to maintain his health. He has gained five pounds since January 2018 and is on the right track for living a healthy and active lifestyle. Well done!

Employee Spotlight

Esperance Kamariza



Esperance is a kind and caring person. She has been supporting Keith since the start of his services with ICE in November 2017. Keith appears at ease and happy when Esperance is supporting him. Esperance's calm manner and friendly personality has encouraged Keith to explore the community and learn many new things without hesitation. Thank you Esperance, for all of the work that you do!

ICE Employee Client Assistance Team (ECAT) Emergency Line



ECAT is a department of ICE that provides support to employees and individuals accessing services when they require information and further direction to specific situations. ECAT provides guidance with concerns that arise such as: health and safety events, escalations, behavioral challenges and scheduling last minute shift assignment replacements.

ECAT operates weekly during evenings and overnights when regional offices are closed as well as during weekends and holidays.

ECAT supervisors are trained, motivated and follow best practices in their direction. They respond to calls with emergency or urgent concerns. ECAT lines need to be kept clear of non-emergency calls so that timely responses may be provided for true emergency events.

Please help to keep our ICE Emergency Line clear for its intended purpose by clearing the lines of non-emergency calls such as the following:

- Calls to clarify records of employee shifts completed. Calls of this type should rarely be required and when they are, employees should call a Booking Coordinator during ICE business hours Monday to Friday. ICE employees are responsible to track and record shifts completed/ timesheet information as they work their shifts.
- Requests for time off and vacation approval questions. ECAT is not able to authorize these events, these questions should be directed to the appropriate program Coordinator/ Manager during office hours. It

is a good idea to confirm coverage for time off and vacation days, but please do this with your supervisor during regular business hours.

- Client social calls. The ICE ECAT line is always there to assist clients in emergency/ urgent situations but the expectation is that ICE support staff will actively engage clients in activities and interests of their choice thereby avoiding unnecessary social calls to the emergency line.
- While our ECAT supervisors are excellent, they need reasonable timelines to replace staff for shift assignments. Your assistance is required. If employees must call in sick for a shift, as per Policy 3.4.8 Employee Cancellation of Shift Assignment the employee needs to provide a minimum of 4 hours' notice if unable to work.

POLICY REVIEW

3.4.8 EMPLOYEE'S CANCELLATION OF SHIFT ASSIGNMENT

Once an employee has accepted shift assignment it is the employee's responsibility to complete this work. The employer recognizes that certain circumstances may arise that require an employee to cancel a shift assignment. The circumstances are to be justifiable and the employee needs to provide a minimum of **4 hour's** notice if unable to work. The employer has the right to decline the cancellation if the employee does not provide a valid reason or appropriate notice. Repeated shift cancellations by the employee will result in a review of job performance.

(Refer to the ICE Policy manual for the full policy.)

ICE OFFICES WILL BE CLOSED MONDAY, MAY 21st FOR VICTORIA DAY



Please direct all calls to the Employee Client Assistance Team for that day.
780- 461-7236

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:

780-453-9664



Health & Safety Incentive Presentation

Pauline Henry-Stephens was presented with a H&S jacket for her work on the Edmonton Health and Safety Committee. Thank you and Congratulations!

HURT AT WORK?

Employees & 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 & procedures.

While not all injuries are reportable to WCB, all injuries & work related health concerns are required to be reported within the company.

This is done so that health & safety investigation & follow up may be completed for the safety of all parties.



ICE THANK YOU CARD INCENTIVE WINNERS



Annie Joseph Panikulamkara received a Thank You card from her Team Coordinator for assisting to cover extra shifts so that other members of her team could complete required training courses.

Annie won a TFAL 8 Piece Pots & Pan Set. Thanks for the great team work!



Mariama Diallo received a Thank You card from her Team Coordinator for taking a client to attend Alcoholics Anonymous meetings in the evenings. Mariama won a Starfrut The Rock-Panini Grill. Your concern and support efforts for the client are really appreciated!



Abu Kamara received a Thank You card from his Team Coordinator for picking up a shift at short notice so that a client could attend a medical appointment. Abu won a Hamilton Beach Food Processor. Thank you for your efforts for client care.

Health and Safety Committee Meeting Minutes April 4th, 2018 Edmonton

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Prop

Calgary- March 15th, 2018 Meeting minutes

February 1, 2018. Staff was swimming in the swimming pool with his client. While swimming fast in the deep end, staff was no longer able to swim causing him to submerge for 15-20 seconds. The pool lifeguard intervened and pulled staff out of pool using a pole that staff was able to grab. Staff informed that he was not a strong swimmer when reporting incident.

Recommendations: Inform staff to swim in shallow water (up to the waist) when in the pool. Staff to wear a life jacket or floatation devices when swimming in the deep end. Staff to take frequent breaks in the shallow end to reduce fatigue. Staff was informed that he does not need to swim in the pool if he does not have the skills.

Internal Investigation completed.

February 12, 2018. SHO's husband (driver), SHO and both clients were leaving the Costco parking lot. SHO's husband turned onto a single lane road to return home (still in the parking lot area) and while nearing the first intersection by the Walmart, a community driver was not looking and merged into SHO's truck on the front right passenger side. There was very little damage and a police officer was called on scene.

Recommendations: SHO was not at fault; the motor vehicle accident was beyond their control.

Internal Investigation completed.

Additional Recommendations: Parking lots have a high rate of slow speed collisions due to areas with uncontrolled and busy, congested traffic/pedestrian patterns. Defensive driving and careful attention is recommended.

February 28, 2018. Staff and client were driving home from library. While driving on Country Hills Blvd, staff stopped at red traffic light, turned green and staff proceed to drive. Community vehicle coming Sarcee Trail attempted to merge right on the Country Hills Blvd. and failed to follow street signs which informed them to yield. This caused staff trying to break to avoid collision, staff unable to break fully in time and community car hit right front bumper of staff's vehicle causing some damage.

Recommendations: Remind staff to be aware of their surroundings and maintain a safe trailing distance between cars. Advise staff to drive during less busy times, and to take public transit whenever possible. Encourage staff to register for any future defensive driving courses through ICE or other sources.

Internal Investigation completed.

Additional Recommendations: According to AB Transportation laws, neither the *merging* vehicle nor the vehicles already *on* roadway have the right-of- way. *Merging* is a shared responsibility between the vehicles joining the roadway and the vehicles already *on* the roadway. It is important for both parties to adjust their speed and roadway spacing to allow for a safe merge. <http://www.transportation.alberta.ca/2005.htm>

South – Meeting – March 14th, 2018

None to report

Grande Prairie – Meeting Northwest – March 6th, 2018

February 20, 2018

Staff woke up to the sound of water running. Water was coming

from the walls and ceiling as a pipe froze and broke in the vacant condo above. Staff called ECAT and evacuated the clients to a nearby program.

Recommendations: Staff should review the location of the safe house and evacuation procedures.

Incident Investigation completed.

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

Calgary- March 15th, 2018 Meeting minutes

February 26, 2018. While leaving activity at the church, staff and client got in the vehicle and started driving through parking lot. Staff noticed the car was not driving right, got out of the vehicle and saw a flat tire. Client was asked to come out of the vehicle as staff safely changed the tire. Regular routine was followed the rest of the day.

Recommendations: Remind staff to complete a walk-around of their vehicle prior to driving to ensure no hazards. Provide regular maintenance of vehicle.

Near Miss Investigation completed

South – Meeting – March 14th, 2018

None to Report

Grande Prairie – Meeting Northwest – March 6th, 2018

No Near Misses to Report

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

March 18, 2018 (Property Damage)

A client with mental health concerns (not cooperative with taking their medication) became agitated. They had not slept and had possibly secretly consumed alcohol. The client began damaging property in the residence (walls, a file cabinet, a dresser, the door to the medication cabinet.) Staff left the apartment for their safety. ECAT and 911 were called. The manager and police responded to the residence. The client was taken to the hospital and admitted. *Note:* The team had been working diligently to get the client psychiatric care prior to the incident.

Recommendations: Clients with mental health challenges who are noncompliant with medication regimes require careful monitoring and at times intensive agency/ guardian advocacy in order to access necessary mental health supports. These supports are required to maintain the safety and stability necessary for successful community living.

March 20, 2018 Regular staff at a program was completing household cleaning tasks. A client in the residence became upset as he said he was allergic to the smell of the cleaning solution. The client became verbally abusive towards the staff. The staff contacted the ECAT supervisor to report that the client had been making racial slurs against him. (*See recommendations below*)

March 26, 2018

A client was being supported by their regular staff. The client became agitated and harassed by calling the staff names including racial slurs. The client grabbed snow and put it on the staff's head.

Recommendations for the above March 20th and March 26th incidents:

- The supervisor of each of the above two programs is recommended to meet with the client and their support network to discuss the harassment behavior and explain that such actions towards ICE employees by clients are unacceptable.
- The employees in each circumstance will be asked if they feel safe to continue supporting the client.
- The supervisor is to ensure that information on the potential for this type of behavior by the client is listed in the site specific hazard and control document, as well as on C-Views to be shared

Health and Safety Minutes cont.

with employees in advance as a potential hazard when booking for shifts to support the client, and on the Risk Assessment as applicable.

- Consult with RPAC /the training department for ideas for teaching appropriate social skills to clients displaying such behavioral patterns (i.e. a client version of cultural sensitivity, skills for appropriate expression of feelings such as anger and frustration).
- ICE employees will be receiving training on Workplace Violence, Harassment and Bullying in the near future.

Incident Investigations to be completed.

March 24, 2018

A relief staff was booked for a weekend shift at a residential program. Once on shift the staff was asked to assist with personal care duties requiring the use of gloves. The staff knew they were allergic to latex gloves available but as these were the gloves available at the site, they used them. The staff had an allergic reaction that later required treatment. **Recommendations:** Staff are required to cooperate with the agency to protect their health and safety. Steps that could have been taken: Informing the Booking Coordinator of the allergy at the time the shift was booked so that safe PPE for the staff could be made available at the program for the shift. (A note about the employee's allergy/ PPE glove requirement has since been recorded on C-views with the employee's consent.) There was petty cash at the residence that could have been used to visit a nearby drug store to purchase safe non-latex gloves for the employee. Call an ECAT supervisor for direction if not sure how to safely proceed. ECAT may assist to locate another ICE program nearby (same building complex) with PPE safe for the employee.

Incident Investigation to be completed.

3.3 Evaluation of current Near Miss Incident Investigations:

March 30, 2018

Staff were cleaning a client's room and found two sharp knives. One on the window ledge behind a picture frame, and another one under the client's bed.

Recommendations: Due to the potential for the client to hide knives, it is recommended to consult with RPAC regarding safety planning i.e. development of a room search protocol, complete regular sharps counts, and ensure all sharps and medications are carefully secured as per policy. It is also recommended to review ICE policy regarding sharps with the client.

3.4 Certificate Of Recognition (COR) Audit

The committee reviewed implementation of assigned portions of the ICE 2017 – 2018 COR 1 year Action plan:

COR Action Plan	Actions:	Follow up / timelines:
<p>Element 1-2</p> <p>1-2 Identify a cross regional H&S sub-committee to: Revise/develop Health and Safety Committee Terms of reference including both psychological injury and illness prevention as well as physical health and safety.</p> <p>Determine key H&S legislation links for inclusion on the ICE website, Develop and distribute a set of instructions for sharing links to applicable legislation and resources in the ICE newsletter, PET, and other training sessions.</p>	<p>Members from the Edmonton Health and Safety Committee were requested for participation on a COR Action Plan subcommittee to work on Element 1-2. The following members volunteered to assist on this subcommittee: Vesna, Nishita, Pauline and Corinne.</p> <p>The subcommittee group was requested to review Bill 30 in relation to Health and Safety Committees and worker representation requirements and consider and research key H&S legislation links for inclusion on the ICE website and to bring these ideas to a member of the subcommittee or to the subcommittee meeting.</p>	<p>Corinne will contact members of the subcommittee to set up a meeting before May 5th.</p>
<p>Element 2-3</p> <p>Identify a short term committee involving representatives for Non Residential programs in each region.</p> <p>Establish formal Non-Residential hazard assessment and control procedures that involve front line staff directly. Revise procedures to include documentation and signatures that non-residential staff in contracted positions have received a copy of the site specific Hazard Assessment and Control Document pertaining to their assigned clients/ duties. (Relief staff orientations provided by phone bookings will continue to be documented in the C-Views system).</p>	<p>Chantal informed the committee that she has identified several front line staff with experience and knowledge who are good candidates to participate on the Edmonton Non Residential subcommittee.</p>	<p>A May meeting date will be scheduled for the non-residential Edmonton sub-committee. Non-Residential front line staff will be invited to attend this meeting. (Attendance will be paid time.)</p>
<p>Element 3</p> <p>3-1 Addition of 5 information sections specifying Safe Work Practices to the index section of the ICE Master Hazard Assessment and Control document (HACD).</p> <p>3-2 Development of Terms of Reference for regional ICE Health and Safety Committees including membership requirements including member designates representing front line staff from both residential and non-residential programs.</p>	<p>3-1 The committee discussed potential Safe Work Practices of value for the ICE HACD. The following suggestions were provided:</p> <ul style="list-style-type: none"> Caregiver – Self Care Strategies for Safe Provision of client physical assistance/ mobility supports Kitchen / Cooking Safety Responding to behaviors of concern in community locations Communication Tips for effective reporting 	<p>Committee members will request input from teams/ other front line employees and bring additional suggestions to the May 2nd Health and Safety meeting. Ask for input from ICE employees within the May ICE Page newsletter edition to identify areas/topics where additional Safe Work Practices would be beneficial. Feedback to be provided to the H&S Chairperson in each region. (May 1 – newsletters) Corinne will collect additional information on Bill 30 legislated requirements related to joint worksite health and safety committees and representatives. She will share this information with the other regions (at SWOT April 25th) and the Edmonton subcommittees both residential and non-residential. (By May 2nd)</p>

Health and Safety Minutes cont.

3.5 Hazard Assessment and Control Document (HACD) Review

As above - Review of COR Action Plan item: 3-1 Addition of 5 information sections specifying Safe Work Practices to the Appendix-A section of the Master Hazard Assessment and Control Document.

3.6 Policy Review – ICE Policy 3.5.3 Health and Safety Committee was discussed in relation to recent Bill 30 legislation and possible necessary revisions. Once the Subcommittees meet, recommendations will be forwarded to the ICE Policy Review committee.

4.0 OTHER BUSINESS

ICE PAGE – Suggested Articles - Spring Weather Hazards, Allergies, Emergency Preparedness – (Emergency Preparedness week in Alberta is May 6th – 12th)

Loss of Water/ Excessive Heat (As per Policy 3.5.10) Emergency Drill/ Review assigned to be completed between May 1st and July 31st.

Next meeting – May 2nd, 2018 at 1:30 pm

EMERGENCY PREPAREDNESS

Get Ready in the Park – 2018
Saturday, May 12th from 10 am to 3 pm at
Hawrelak Park

Did you know that May 6th – 12th is Emergency Preparedness week in Alberta? This is an excellent opportunity to review emergency plans for your ICE worksite and your home. Each year the City of Edmonton's Office of Emergency Management shares information annually on emergency preparedness at their "Get Ready in the Park" event.

This event is free, informative and interactive with lots of interesting opportunities to see how emergency equipment and vehicles operate. This year the theme will be "Be Emergency Ready". There will also be a variety of Edmonton food trucks on site.



Tell us what type of information would help you to reduce your job hazards.

We are looking for suggestions on Safe Work Practice information to add to the 2018 Master Hazard Assessment and Control Document. Ideas may be submitted to any Health and Safety Committee member or into the suggestion box at your regional ICE office.

Training

PET (Pre-Employment Training)

May 7th-9th, 2018

9:00AM-5:00PM

May 22nd-24th, 2018

9:00AM-5:00PM

As described on the ICE website

PBI (Proactive Behaviour Intervention)

May 11th, 2018 - 9:00AM-5:00PM

May 25th, 2018 - 9:00AM-5:00PM

\$100.00 ICE Employee Referral Incentive Program

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements & completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

Our appreciation goes out to these winners this month:



Jean Paul Ndayizeye



Claudine Uwamahoro



Aminata Kabia