

ICE PAGE

Making it Happen!- Supporting Social Inclusion

**EDMONTON/
NORTH CENTRAL**

ECAT

Employee & Client
Assistance Team
780-461-7236

After office hours
Phones do not accept
text messages- staff
need to call ECAT.

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**TIME SHEET
HAND-IN**

November 15th, 2017 -

For all shifts worked between
November 1st and November
15th

November 30th, 2017-

For all shifts worked between
November 16th and
November 30th

UPCOMING:

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

Adam is a young man in the middle of a very exciting time in his life. ICE supports have been working with Adam on establishing healthy eating, sleep and exercise routines to assist him with his goal to lose weight in order to optimize his health.

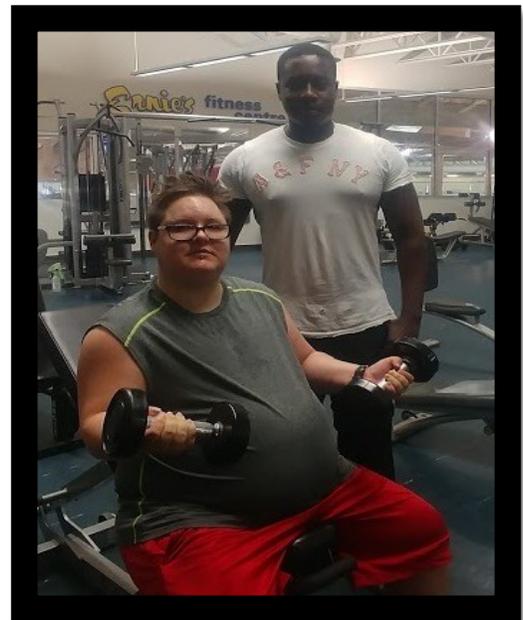
Adam knew that improving his health was going to be a hard adjustment. Despite the best efforts of his support staff, Adam often chose to watch movies at home and eat snacks until the wee hours of the morning. He would then sleep during the day to wake up in the afternoon. It took a few months to change this routine. Adam experimented with many different types of exercise with help from ICE supports including swimming, walking and recreational activities. When Adam didn't see the physical results he desired from these activities he grew bored and started choosing not to participate anymore. Approximately five months ago Adam reconsidered his decision.

A new ICE employee, Joseph, encouraged Adam to try something new, weightlifting. Adam was informed of the benefits that weightlifting offers when combined with cardio activities and he decided to give it go. With a background in fitness training, Joseph was able to ensure that Adam was completing the weightlifting exercises safely and correctly. Joseph was able to help Adam meet new people and feel more comfortable at the gym.

In the past five months there have been changes in Adam's physique as well as

in his routines at home. He is vibrant and full of life when he shares news about the new machines and exercises he is trying. He is also very pleased to be losing weight. Adam is getting to know other people at the gym and watching the exercises they do to get new workout ideas.

Adam knows he has a ways to go to meet his health goals and that with winter coming it may be more difficult to find the motivation to get out of the house and exercise however, Adam remains very upbeat and positive in wanting to maintain this new healthier life style. Sometimes that is all we need, a positive outlook and some words of encouragement and support. Well done, Adam! We wish you continued success with your health and personal goals.



Adam (Left) Joseph (Right)

Employee Spotlight

Joseph Ebong is a young man that enjoys working out. Joseph is a recent addition to the ICE team. Adam was hesitant to meet Joseph at first as previously Adam was more comfortable being supported by female staff. Adam gave Joseph a chance and we are so glad he did. Joseph and Adam make a wonderful team and Joseph is playing a very big part in Adam's success in reaching his goals. Thank you Joseph!!!!

Chest Infections and Respiratory Distress

It is essential that ICE employees are able to recognize the signs and symptoms of chest conditions that need immediate medical attention. With the approaching flu season, this early detection of lung or airway complications is even more critical. Staff supporting clients with a known history of chest complications, tube feeds or swallowing difficulties, compromised systems, chronic immobilization or other stressors need to be particularly alert.

Respiratory distress symptoms include:

- Shortness of breath,
- Rapid breathing (over 20 breaths per minute) or apnea (stopping breathing for 15 seconds or longer)
- Cyanosis (turning blue – including finger nails, tips of toes, lips),
- Repeated coughing (does not stop during eating, drinking or sleeping).
- Chest pain or complaints of tightness or heaviness,
- Noises such as wheezing or whooping,
- Fever (oral temperature over 38.5 C. For individuals over 50 years of age fever should be determined by the annual basal body temperature evaluation.)



Any of these signs indicate that the client should have a medical assessment. If the symptoms are severe or if breathing is interrupted, call 911.

Winter Preparations

Winter weather is on its way, it is time to prepare:



- Get your flu shot. Immunization is the best way to prevent coming down with the flu. When we are immunized we are also protecting the health of vulnerable individuals in our midst.
- Cough or sneeze into arm.
- Wash your hands or use hand sanitizer often. You never know what germs are lurking on high touch areas in grocery stores, on community buses, and public washrooms etc.
- At home, sanitize high touch areas frequently.
- Take care of yourself. Get adequate rest. Take the time to feed yourself nourishing meals. You need vitamins and minerals from fruit and vegetables year round to maintain a healthy immune system.
- Listen to weather reports and make sure you and ICE clients dress for the weather including hats, scarves, gloves, a warm winter coat and boots with good gripping soles. Ice grips are a good investment for icy conditions. As winter darkness affects the capacity for motorists to see pedestrians, consider wearing clothing choices in lighter colours or with reflective features when walking in the dark in community.
- Prepare your vehicle for winter and regularly check road conditions. Get a tune up, change to winter tires, and ensure your vehicle has adequate antifreeze and windshield washer fluid. Make sure you are prepared to look after residential walkways. Purchase equipment and supplies in advance such as shovels, salt, ice-chippers.



DAYLIGHT SAVINGS TIME
SUNDAY November 5th, 2017 at 2:00AM clocks are
turned BACKWARDS 1 hour

POLICY UPDATE!

3.4.11 Employee Vacation

*****Changes come into affect January 1st, 2018, All changes are bolded and italicized- Note important changes in point #2*****

1. An employee will accrue vacation pay at a rate of 4 %, after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta. ***The agency will provide vacation accrual*** at a rate of 8% for employees who have worked for more than 10 years.
 2. ***All casual employees may request a pay out of vacation pay twice per year. Payouts will only occur on May 31st and/or Nov 15th. No request will be considered within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will be processed through payroll by submitting a request form two weeks prior to the date requested. Supervisors will not approve a request unless the documentation is submitted within these time lines.***
 3. **All Casual Employees who have signed terms of employment and work a fixed schedule** may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. The employee must complete the vacation request form.
 4. **All full time employees** must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.**
- Vacation will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.**
5. The employer has the final approval of the time when the annual vacation is to be taken. No vacation will be approved over Christmas or Easter for those employees providing direct client care.

Updated January 2018

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:

Independent Counselling Enterprises at: 780-453-9664



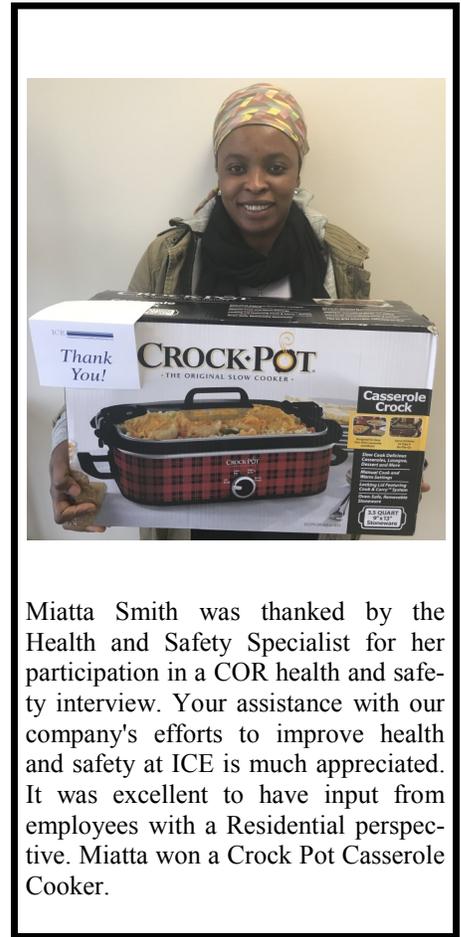
ICE THANK YOU CARD INCENTIVE WINNERS



Arjun Gautam was thanked by the Health and Safety Specialist for his participation in a COR health and safety interview. Your assistance with our company's efforts to improve health and safety at ICE is much appreciated. It was excellent to have input from employees with a Non-Residential perspective. Arjun won a Hamilton Beach Slow Cooker.



Kusmu Zeresenay was thanked by his Team Coordinator for helping a client reorganize their room and recycle things they no longer needed
Kusmu won a Hamilton Beach Food Processor



Miatta Smith was thanked by the Health and Safety Specialist for her participation in a COR health and safety interview. Your assistance with our company's efforts to improve health and safety at ICE is much appreciated. It was excellent to have input from employees with a Residential perspective. Miatta won a Crock Pot Casserole Cooker.

Training

PET (Pre-Employment Training)

November 6th– November 8th , 2017

9:00AM-5:00PM

November 20th– November 22nd , 2017

9:00AM-5:00PM

As described on the ICE website

PBI (Proactive Behaviour Intervention)

November 10th, 2017- 9:00AM-5:00PM

November 24th , 2017—9:00AM-5:00PM

As described on the ICE Website

ICE offices will be closed November 13, 2017 for Remembrance Day
Please direct all calls to the Employee Client Assistance Team for this day.



\$100 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!



INDEPENDENT COUNSELLING ENTERPRISES

Health and Safety Committee Meeting Minutes

Edmonton– October 4th, 2017

STANDING ITEMS

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

Calgary- Meeting September 13, 2017

No Internal Incidents to Report

South – Meeting September 14, 2017

No Internal Incidents to Report

Grande Prairie – Meeting Northwest – September 13, 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 September 13, 2017

August 22nd, 2017

The fire alarm in a residential apartment building went off at 5:58 pm. Staff and clients evacuated the building. Fire Department, police and EMS arrived on scene. There was a kitchen fire in another suite. Clients and staff were given the all clear to return to the apartment after 37 minutes.

Recommendations: Policy and protocol were followed. Fire drill report to be completed and sent in. No further recommendations.

Near Miss Investigation Completed

Committee has no further recommendations.

South – Meeting September 14, 2017

No Near Miss Incidents to Report

Grande Prairie – Meeting Northwest – September 13, 2017

No Near Miss Incidents to Report.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage: September 30th, 2017

The day after news stories broke about community attacks in Edmonton and Las Vegas a client became very agitated listening to media on his phone and started to throw items, yelling and aggressing towards staff. Staff was struck in the face. The staff pressed the lifeline and left the apartment to wait outside. Police came and were able to calm the client. From comments made by the client during the incident it appeared that the client may have felt stressed and threatened, not understanding the recent news events. Staff did not have the lifeline on their person at the time of the incident and it was reported the manager included this in their recommendations.

Additional Recommendations

Programs with life lines require staff to carry them at all times. Review training for lifeline use with the staff. Some clients are highly sensitive to trauma and may need extra support to understand and feel safe when intense news/community events occur. Help clients to process such news events so they feel safe and encourage them to reduce/ limit the amount of trauma they watch on TV by redirection to alternate positive activities designed to reduce stress.

Incident Investigation to be completed.

Evaluation of current Near Miss Incident Investigations: September 5th, 2017

Light fixture fell off a light in the hallway at a residential program. No one was near the area when it happened. No one was injured.

Additional Recommendations

Add checking of light fixtures to regular monthly inspections as a proactive measure.

Near Miss Investigation completed.

September 9th, 2017

Client and staff were out in the community for swimming. The client became agitated and tried to bite staff. Staff was not injured. It was noted that there are positive Approaches in place for the client. The recreation centre was very busy and noisy and this could have stressed the client resulting in the behaviour.

Additional Recommendations

Plan for swimming on less busy days/times at the community pool. Staff training / refresher training in autism spectrum disorder would be beneficial.

Near Miss Incident Investigation to be completed.

3.4 Certificate Of Recognition (COR) Audit

The committee reviewed sections of the ICE 2017 Certificate of Recognition Audit report - Conclusion were reviewed Pages 6-8 and ICE strengths and weaknesses of our H&S management system for:

Element #1 -Management Leadership and Organizational Commitment

Element #2 – Hazard Identification and Assessment.

3.5 Hazard Assessment and Control Document (HACD)

Review

Pages 20-21 were reviewed

It was suggested to add the use of engineering controls in the kitchen including food processors, small electric/crank chopping/slicing devices for food preparation.

3.6 – Policy Review – Policy 2.3.9 Infection Control and Cross Contamination was reviewed by the group. Everyone was reminded of the importance of frequent hand washing, sanitizing high touch areas at residences and offices as well as the value of immunization for influenza.

4.0 OTHER BUSINESS

ICE article suggestions – Preparations for Winter Weather
A memo regarding Influenza Season has been circulated. It is to be reviewed at Team Meetings
Alberta Health Services will begin influenza immunizations – October 23rd, 2017

NEXT MEETING –

November 1st, 2017 at 1:30 PM



SAVE THE DATE!



**Independent Counselling Enterprises
Open House and Awards Celebration!**

Thursday December 7th, 2017

12:00PM-3:00PM

St. Michael's Parish Hall

12918 121 Street (East Door), Edmonton, AB T5L 3J1

Employee awards at 1:15PM



CREATING EXCELLENCE TOGETHER (CET) LEVEL 2 ACCREDITATION

Our ICE 2017 Level II Accreditation CET survey wrapped up on June 16, 2017.

ICE has received the results of the survey and we are proud to announce that ICE achieved 100% for Level 2 accreditation including Complex Support Needs review and Respite services. The same results were achieved for all PDD regions including Edmonton, Northcentral, Calgary, Northwest, and South regions.

In addition, the services we provide to people from Nunavut and Northwest Territories were included in the accreditation process.

The agency would like to thank all those who participated in the survey. The hard work, dedication, and the excellent quality of service provided everyday is recognized and appreciated.

Congratulations to all on a job well done!!!!!!!!!!!!!!