



**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**

- **November 15th 2018** – For all shifts worked between November 1st & November 15th.
- **November 30th, 2018** – For all shifts worked between November 16th & November 30th.

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**  
November 7, 2018  
at 1:30 PM
- **RPAC MEETING**  
November 21, 2018  
at 1:30 - 3:30 PM

## Making it Happen!- Supporting Social Inclusion

**Kylie**

Kylie is a naturally shy but energetic and caring young woman who recently graduated high school. The process of transitioning from school to an adult role in her community had Kylie feeling a bit overwhelmed and unsure of what to expect.

A planning meeting was held and Kylie decided to let ICE help her build and broaden her social connections and network of friends in Grande Prairie. It was agreed that Kylie would integrate slowly into activities of interest to her as it takes a while for her to become comfortable. The first step was to match Kylie with an ICE staff member who could bolster Kylie's confidence in a gentle way. ICE introduced Kylie to Tara and they hit it off right away.

Kylie stayed home for the first week getting comfortable with staff and then began exploring her neighbourhood with Tara's support. Kylie felt safe with Tara, and with her other ICE support staff, Maybelle. Soon Kylie's world began to open up.



**Kylie (center) with ICE staff members Tara (left) and Maybelle (right)**

At first Kylie's support staff arranged for transportation through the Grande Prairie Disabled Transportation (DT) Society to support Kylie to travel. As each day passed, Kylie was given gentle encouragement and now Kylie is calling to arrange her own DT bus with only just a little help.

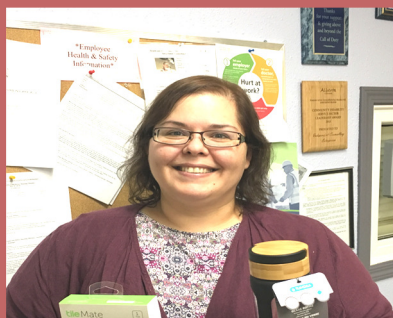
Information was gathered from Kylie on activities she was interested in and choices were presented to her. Kylie chose to attend Joy Chapel, a function that includes a gathering of people young and old. At Joy Chapel Kylie has made new friends. She loves to laugh and enjoy a

delicious meal there. There is a church service afterwards that members can partake in. Kylie is also getting reacquainted with some of her peers from high school.

Kylie has many interests. She enjoys getting her hair done, going to the mall, and playing with her nieces. Kylie also absolutely loves Karaoke. Her favorite genre is Pop music. It has helped Kylie's confidence to have Tara model participation in singing at this activity without self-consciousness.

For her physical health Kylie tries to get to the pool at least twice a week. Kylie loves swimming, it gives her exercise and within the pool she can weight bear and stretch out in the water.

Kylie's beaming smile in the photo says it all. She is gaining self-confidence at a pace she is comfortable with and enjoying each step of the journey. Kylie hopes to attend camp next summer and make a close circle friends. We believe she is well on her way.



**Tara Fehr**

**Employee Spotlight**

Tara is a supportive and enthusiastic woman that enjoys spending time with ICE clients. Currently Tara is the main support staff for Kylie. Tara loves her work and has made a strong connection with Kylie. Thank you so much for all you do!

## POLICY REVIEW



### Excerpts from Policy 2.5.1 - POSITIVE BEHAVIOUR SUPPORTS

*(Please refer to the ICE Policy Manual  
for the full policy.)*

I.C.E focuses on enabling their clients to enjoy as much personal control as possible in every area of their lives including positive behavior management. It is this agency's belief the client's are in charge of their lives and encouraged to be as independent as they want to be, and are able to be, given their personal circumstance.

Positive behavior support practices will be used and will be aimed at increasing the client's sense of self-worth and improving his/her ability to positively influence their environment.

Clients who do things for themselves and/or are supported to have as much personal control as possible are more likely to:

- \*Feel emotionally healthy and resilient
- \*Develop independence
- \*Learn how to effectively deal with problems
- \*Have more productive and fulfilling lives.

While supporting clients to have personal control is necessary, there may be times the agency needs to

intervene utilizing behavior management techniques to support them to overcome excesses (e.g. smoking, eating, drinking alcohol, caffeine consumption, emotion regulation and spending etc.).

When providing the client with required behavior supports, the agency will ensure that their well-being and that of employees and/or the general public's safety is of utmost importance.

### **Prohibited behavior support strategies:**

Independent Counselling Enterprises prohibits the use of any actions which are

described as abusive, neglectful, exploitative or inappropriate as per the Protection for

Persons in Care Act and /or D.S Abuse Prevention and Response Protocol including:

- \*Punishment that is either emotionally or physically abusive;
- \*Group punishment for one client's behavior;
- \*Medication as a punishment;
- \*Deprivation of the client's fundamental human rights;
- \*Face down restraints or any technique that applies pressure that impedes the ability to breathe;
- \*Any technique that uses pain as a means of control;
- \*Sleep deprivation;
- \*Withholding of food;
- \*Locked confinement;
- \*Withholding of spiritual observances;
- \*Withholding of visits (e.g. family, lawyer etc.).

October 2018

### **DAYLIGHT SAVINGS TIME**

**SUNDAY November 4th, 2018**  
**at 2:00AM**

**Clocks are turned BACKWARDS**





## Health and Safety - Article

Winter storms and cold temperatures can be dangerous. Stay safe and healthy by planning ahead. Although winter comes as no surprise, many of us are not ready for its arrival. If you are prepared for the hazards of winter, you will be more likely to stay safe and healthy when temperatures start to fall.

### Take These Steps

- Please ensure you and the clients you support are wearing appropriate outdoor clothing: layers of light, warm clothing; mittens; hats; scarves; and boots with good grips.
- Explore getting ICE cleats for yourself and for clients. They are good protection from slips and falls when conditions are icy.



### Don't Forget to Prepare Your Car

- Get your car ready for cold weather use before winter arrives.
- Ensure that the vehicle is maintained for winter
- Check tire tread or, if necessary, replace tires with all-weather or snow tires.
- Keep gas tank full to avoid ice in the tank and fuel lines.
- Use a wintertime formula in your windshield washer.
- Ensure that you have a snowbrush in your vehicle

### Equip in Advance for Emergencies

- Be prepared for weather-related emergencies, including:
- Stock food that needs no cooking or refrigeration and water stored in clean containers.
- When planning travel, be aware of current and forecast weather conditions.
- Ensure your 72 hour emergency kit is kept up to date and includes supplies for staff and clients. Ensure that the first aid kit is fully stocked.

### Take These Precautions Outdoors

- Many people spend time outdoors in the winter working, traveling, or enjoying winter sports. Outdoor activities can expose you to several safety hazards, but

you and clients you support can take these steps to prepare for them:

- Ensure you and your clients wear appropriate outdoor clothing: wear a tightly woven, preferably wind-resistant coat or jacket; inner layers of light, warm clothing; mittens; hats; scarves; and waterproof boots.
- Sprinkle cat litter or sand on icy patches.
- Learn safety precautions to follow when outdoors.
- Work slowly when doing outside chores.
- Carry a cell phone in case of an emergency if possible.

### Do This When You Plan to Travel

- When planning travel, be aware of current and forecast weather conditions.
- Avoid traveling when the weather service has issued advisories.

### Follow these safety rules if you become stranded in your car:

- Make your car visible to rescuers. Tie a brightly colored cloth to the antenna, raise the hood of the car (if it is not snowing), and turn on the inside overhead lights (when your engine is running).
- Move anything you need from the trunk into the passenger area. Stay with your car unless safety is no more than 100 yards away.
- Keep your body warm. Wrap your entire body, including your head, in extra clothing, blankets, or newspapers. Huddle with other people if you can.
- Stay awake and stay moving. You will be less vulnerable to cold-related health problems. As you sit, keep moving your arms and legs to improve circulation and stay warmer.
- Run the motor (and heater) for about 10 minutes per hour, opening one window slightly to let in air. Make sure that snow is not blocking the exhaust pipe—this will reduce the risk of carbon monoxide poisoning.

**No one can stop the onset of winter. However, if you follow these suggestions, you will be ready for it when it comes.**



## **Health & Safety Committee Meeting Minutes October 3rd, 2018 - Edmonton**

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

#### **Calgary – September 20, 2018 – Meeting Minutes:**

No Incident Investigations to report.

#### **South – September 12, 2018 – Meeting Minutes:**

No Incident Investigations to report.

#### **Grande Prairie – September 6, 2018 – Meeting Minutes:**

No incident Investigations to report.

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

#### **Calgary – September 20, 2018 – Meeting Minutes:**

No Near Miss Incidents to report.

#### **South – September 12, 2018 – Meeting Minutes:**

No near misses to report.

#### **Grande Prairie – September 6, 2018 – Meeting Minutes:**

No near misses to report.

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

**August 5th, 2018 (not reviewed last month)** – A client wanted to move a dresser within the home and approached staff to move it. The staff told the client that this was not a good idea and that movers should be arranged. The client disregarded the staff's input and started moving the dresser on their own. The staff became concerned that the client would injure themselves so the staff assisted the client. The staff experienced a strain injury as a result.

#### **Internal Incident Investigation to be completed.**

**Recommendations:** Staff should refuse to move furniture ("safety first" rule for staff) and redirect client. Contact a supervisor as necessary for support with client demands and make a plan to move the furniture that is ergonomically safe and includes involving an independent contractor rather than utilizing staff as movers.

**Sept 25, 2018** -Staff was in their vehicle (a standard) in the back office parking lot preparing to leave for an appointment when they realized they had forgotten something inside the building. The staff threw their coat and other belongings onto the passenger seat and returned into the office. Unnoticed by the staff, the thrown items had shifted the gear shift into neutral and the vehicle started to roll backwards. A person from a neighboring business banged on the back office door to inform ICE personnel that the vehicle had rolled backwards until it was stopped by a large garbage bin.

#### **Internal Incident Investigation completed**

**Recommendations:** Staff should be encouraged to take their time and let those they are meeting with know that they are running late. Also, staff should ensure safety of their vehicle when exiting and as a precaution, staff should use their emergency brake when parking their vehicle (especially with a standard transmission).

**Sept 29<sup>th</sup>, 2018** – A Support Home Operator was sitting beside a client in the living room on the sofa. The client's pet dog jumped towards the SHO and the client yelled loudly, "Off" at the dog. Because the client has a big voice and the shout was so close to the SHO's ear their hearing was affected.

#### **Internal Incident Investigation to be completed.**

**Recommendations:** Staff should keep a safe personal distance from client and work proactively with the client on use of an "indoor" voice.

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

None reported for review.

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

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

1. Element 6 Emergency Response.
2. An Edmonton Subcommittee meeting for Emergency Response was set up for Sept 14<sup>th</sup>. Chantal, Pauline, Carrie, Greg, Nishita, Corinne to attend.
3. The group reviewed the Emergency Response drill for Home Invasion from Policy 3.5.10 as well as information in the Emergency Preparedness Information from the Health and Safety Binder. Additional recommendations including adding to prevention, including keeping lights and radios on at night if clients and staff are not home and to use dowels in windows and patio tracks during home absences as an additional security measure. Clients and staff must remove dowels when at home for emergency egress.

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

#### **Edmonton:**

New Hazards reported by field staff: neighbor's aggressive dog next door to a residence and that this could be a physical and/or psychological hazard for staff. Discussion took place that this could be added to the General Section of the HACD – Accessing Community. It was agreed that animals/exposure to animals be added to the psychological and physical hazards section of the HACD. The hazard ratings were also reviewed and there was general agreement that the priority rating for both psychological and physical hazards wouldn't change as a result of add-

ing animals to the list of hazards in each category.

**Calgary – September 20, 2018 – Meeting Minutes:**

2018 HACD was distributed to committee members and placed in binder. Reviewed pages 2 – 7

**Health & Safety Minutes continued.....**

Working with People: no recommendations

Working Alone: recommend changing the PC rating higher to a 4, which would then increase the priority rating to 1<sup>st</sup>. Meeting/Communication: no recommendations.

**South – September 12, 2018 – Meeting Minutes:**

Review of the new information added to the HACD.

Talked about the new form to have employees sign when amendments are made to the site-specific information. Talked about the additions to Appendix A including: Client Mobility/Fall Support, Self-Care/ Mental Health Wellness Tips, Creating and Maintaining a Positive Workplace Culture, Safety for Cooking, Strategies for Community Safety and Safety Precautions for Opioid Exposure. Those in attendance read through the information.

**Grande Prairie:**

New HACD will be reviewed at next meeting.

**3.6 Policy Review:** ICE Policy – 3.5.10 Emergency Procedures (All Services) and Emergency Preparedness Plans (Residential Programs/Support Homes) – Home Invasion

**4.0 OTHER BUSINESS**

**4.1** Suggested ICE Page Articles Edmonton – Safe winter driving. It was also discussed that HACD Appen-

dices could be published pertaining to current agency issues (E.g. safe cooking, road safety practices).

**4.2** Flu Clinics – Information is now available on the Alberta Health Services Website for Alberta Influenza clinics, which begin October 15, 2018. The website link is as follows:

<https://www.albertahealthservices.ca/influenza/influenza.aspx> . Pharmacies will also provide flu shots. The October ICE page has an article on influenza prevention.

**4.3** Care Worker Violence Prevention – ICE Edmonton was a participant in the Provincial 2017-2018 Care Worker Violence Prevention Inspection Program. This program was implemented by OHS across service providers in Alberta. Interviews were conducted by OHS Officers with management and with individual employees on location at residences as well by the phone. There have been changes to the Occupational Health and Safety Act and the government will continue to focus on Care Workers safety.

The 2018 – 2019 program will include worksite inspections by OHS Officers - compliance with OHS H&S legislation. Worker Interviews and Questionnaires will be reviewing: the extent of worker involvement in hazard assessment process, implementation of identified controls, and participation in required training. Staff are to cooperate with OHS officers if they visit any of ICE programs. Staff should provide a Visitor Contractor Orientation and call their ICE office/supervisor if an OHS officer shows up at their program.

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

**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.

[www.ccohs.ca](http://www.ccohs.ca)

The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the total well-being—physical, psychosocial and mental health—of working Canadians by providing information, training, education, management systems and solutions. It makes credible information about workplace hazards and conditions easily and widely accessible to all Canadians.

<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>

## **Joint Health and Safety Committees at ICE**

ICE has long had a joint Health and Safety Committee (HSC) in each ICE region committed to working together to identify and solve health and safety concerns at the worksite. Government OHS legislation (Bill 30) implemented in June of 2018 has required ICE to revise and enhance our previous HSC operations. ICE employees should be excited about these changes as the government has enhanced the opportunities for front line workers to learn about and be directly involved in health and safety in workplaces across the province. Below you will recognize many activities that ICE Health and Safety Committees previously fulfilled and some new roles and responsibilities.

### **Health and Safety Committees at ICE:**

- There is an ICE HSC in 4 regions of the province including Edmonton, Calgary, Grande Prairie and Lethbridge. Health and safety concerns related to the North Central region are addressed through the Edmonton HSC.
- Regional HSC meetings are held monthly.
- HSC Meeting minutes are required to be recorded and circulated. These are posted at ICE offices and residential programs and published monthly in the ICE Page newsletter. Newsletters appear on the ICE Website.
- Representation on each regional ICE HSC will consist of at least 4 members, with at least half representing workers. Meetings must meet quorum in order for the committee to make decisions.
- Worker representatives are selected by other workers for a term of not less than one year.
- Each regional HSC must have 2 co-chairpersons: the worker co-chair is chosen by worker members and the employer co-chair is chosen by employer members.
- The names and contact information of HSC members are posted where they can be seen by all workers. This includes office bulletin boards, residential program bulletin binders and circulation in ICE Page newsletters.
- Members are provided up to 16 hours of paid H&S training. (I.e. Incident Investigation, Hazard Assessment, Workplace Inspections).

### **Members of ICE Health and Safety Committees help:**

- ICE respond to the health and safety concerns of employees,
- Assist to develop health and safety policies and safe work procedures,
- Develop and promote education and training programs (i.e. Promoting Safety),
- Participate in worksite inspections and investigations,
- Investigate worker reports of dangerous work and refusal to work.
- With health and safety orientations for new employees.



**Want to Make a Difference? Learn new skills?**  
**CANDIDATES FOR WORKER REPRESENTATION ON**  
**THE ICE HEALTH AND SAFETY COMMITTEE ARE**  
**URGENTLY NEEDED!**



**If I decide to let my name stand for election as a worker HSC representative what are the requirements?**

- Submit your name for candidacy on the HSC by November 27th, 2018 by contacting your manager.
- Monthly attendance at scheduled Health and Safety meetings ( Approximately 2- 2.5 hours paid),
- A firm commitment to participate on the committee for a minimum 1 year term.
- Completion of 16 hours of paid Health and Safety Training.
- Willing to participate in incident investigations, training development projects, site inspections. (All time spent on assigned Health and Safety activities will be paid time.)

**ELECTION OF WORKER HSC REPRESENTATIVES WILL BE COMPLETED AT THE DECEMBER 6TH, ICE OPEN HOUSE EVENT. WORKERS UNABLE TO ATTEND THE OPEN HOUSE EVENT MAY VOTE BY DECEMBER 27TH. AT THE ICE OFFICE OR BY EMAILING GREG LANE, HEALTH & SAFETY SPECIALIST AT [glane@icenterprises.com](mailto:glane@icenterprises.com) .**

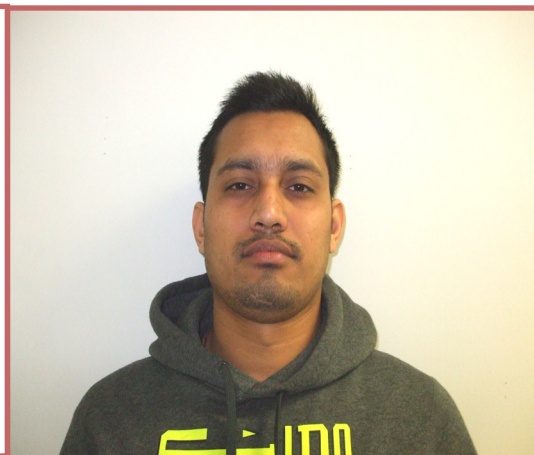


**\$100.00 ICE Employee  
Referral  
Incentive Program**

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!

**This month's \$100 Winner**

***Xavier D'Souza***



**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**



**ICE OFFICES WILL BE CLOSED  
MONDAY, November 12th, 2018  
for Remembrance Day**

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

**780-461-7236**



**ICE THANK YOU CARD INCENTIVE WINNERS**



**Jody Lynch** received a Thank you card from a C.R. Manager for going above and beyond in her efforts to provide client transitional support during recent program moves. Jody won a Rival Self-Basting Roaster Oven. Your dedication is appreciated!



**Kesete Weldegebriel** received several Thank You cards from his Team Coordinator for extra dedication displayed to support a client to attend their day program. Kesete won a Mainstays Bed-in-a-Bag. Thank you for your client care!



**Natalie Smith** received a Thank You card from her TC for repairing a client's IPAD so that the client could maintain contact with their family who live out of town. Very much appreciated by client & client's family. Natalie won a Hamilton Beach Food Processor. Your client care is valued!

## AN IMPORTANT REMINDER TO SAVE THE DATE!



Please join us at our Christmas Open House at:

**St. Michael's Parish Hall**  
**12918 - 121 Street**  
**(East Door Entrance)**

**December 6<sup>th</sup>, 2018**

**From 12 Noon to 3 pm**

**Employee Awards will be presented at 1:15 pm**



## TRAINING

### PET (Pre-Employment Training)

November 12-14th, 2018

November 26– 28th, 2018

9 am - 5 pm

*As described on the ICE website*



### PBI

(Proactive Behaviour  
Intervention &

Positive Behavior Supports)

November 2nd, 2018

November 16th, 2018

November 30th, 2018

9 am - 5 pm

*As described on the ICE  
website*