

NOVEMBER 2019

**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 2019–**

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

• **December 2nd 2019–**

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

UPCOMING:

- **HEALTH AND SAFETY MEETING–** November 6th, 2019 at 1:30PM
- **RPAC MEETING–** November 20th, 2019 at 1:30PM

ICE PAGE

Making it Happen!– Supporting Social Inclusion

Gary is a courteous and well-spoken person who has been with the agency since 2011. Gary lives with his support home operator, Louie, and his family. Independence is one feature that make Gary stand out as an individual as he is able to get around his community with ease, something he enjoys very much!

Gary participates in many activities within the community. He is a part of several special “O” teams such as floor hockey and bowling, and he holds a job cleaning once a week at the Alberta College of Massage Therapy. Gary is an active and visible member of the community, working once a week at Peavey Mart and still finding the time to give back by volunteering at hockey games. When we first met Gary, he was somewhat nervous about holding a conversation with strangers; Gary now attends Toastmasters which has helped him become a much more confident person. Gary is very in touch with people’s feelings and is always polite and welcoming towards others.

When a new business moved in across from the ICE office, ICE staff advocated for Gary to become the new janitor as Gary always likes to keep busy. ICE staff assisted Gary in learning his new cleaning routine while providing support when he required it. Gary is a real team player and is often willing to step in when his co-worker is unable to do her shift. ICE staff also help Gary submit his invoices monthly.

Through the hard work and volunteering Gary has done, the communities’ view of adults with disabilities has been broadened. Gary shows us there is no limit to the positive contributions people can make to their communities.



Employee Spotlight



Louie has been a Support Home Operator with ICE since 2016. Louie supports Gary through helping him budget his paycheque and being a great advocate for Gary when he is in need of the extra support. Louie helps Gary navigate relationships and processes with his employers, banks, and family.

**ICE OFFICES WILL BE
CLOSED MONDAY
NOVEMBER 11, 2019 FOR
REMEMBERANCE DAY**



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

780- 461-7236

2.2.3 INFORMED CONSENT AND DOCUMENTATION REQUIREMENTS

**(Selected sections of ICE policy 2.2.3 are reproduced here, please refer to the Policy manual for the complete policies).*

1. Clients and/or their guardians have an absolute right to informed consent.
2. Informed consent is a free choice to participate in or to avail themselves of services offered by Independent Counselling Enterprises. In order to make this choice, clients and/or guardians must be informed of the full implications of the service including benefits, risks, costs and other pertinent information.
3. Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign a partial delegation of medical consent form and consent to administer medications that are also kept on the client's file. All documents are to be renewed annually.
4. Non-Residential services (Community Rehabilitation): Clients and/or guardians are required to sign an individual service agreement and consent to release information form prior to commencement of services acknowledging their consent for services. The signed forms will be retained on the client's file. Clients and/or guardians must also sign consent to administer medications should medication delivery occur during service delivery. This form will be kept on the client's file. All documents are to be renewed annually.
5. Where release of health information is required the client / guardian must sign the agency Health Information Release Consent (HIA).
6. Clients and/or guardians can withdraw consent at any time. This decision must always be respected by Independent Counselling Enterprises employees. Should consent be withdrawn, employees are to notify their supervisor immediately and document the details of the situation in a contact note.

Updated May 2019

Training

PET (Pre-Employment Training)

November 12th-14th, 2019

November 25th-27th, 2019

9:00am - 5:00pm

PBS/PBI (Proactive Behavioural Intervention)

November 1st, 15th and 29th

9:00am - 5:00pm

NVCI (CPI)

November 13th, 2019

9:00am - 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 advi-
sor 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/>

DAYLIGHT SAVINGS TIME

SUNDAY, November 3rd,
2019 at 2:00AM
Clocks are turned
BACKWARDS 1 hour



ICE THANK YOU CARD INCENTIVE WINNERS

Nelson S received a Thank you Card from his Manager for going above and beyond to find resources and guidance to best support his client. This shows how much he cares and speak volumes.

Nelson won Hamilton Beach Coffee Maker.

Thank you for your efforts!



Charmaine H received a Thank you Card from her Manager for showing excellent leadership and dedication by providing the client with proper administration of medication. Charmaine won Double Decker Oven Toaster.

Keep up the good work!



Indu M received a Thank you Card from her Supervisor for encouraging the client to start biking for 10 minutes every-day to help the client be more active.

This is much appreciated by management. Indu won Crockpot Slow Cooker.

Thank you for your efforts in client care!

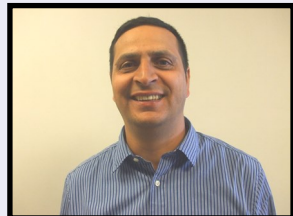


Referral Incentive Recipient

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!



Fofana K.



Kedar B.

HURT AT WORK?

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all work-place 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>

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/ohs-publications.html#laws>

<https://work.alberta.ca/occupational-health-safety/resources.html>

Health and Safety Meeting Minutes
October 2, 2019

(Minutes edited for publication)

3.0 Standing Items

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. Incident Investigations for Injury, Health and Property Damage

Calgary – September 12, 2019 Meeting Minutes:

July 31, 2019

Client and staff returned to client's home after an appointment. Client asked staff if they could open the mailbox, however due to hygiene concerns, staff provided client with the choice of washing their hands prior or have staff open it for them. Staff opened the mailbox and as staff and client approached the elevator staff reminded client to provide them with space. Client waited until the elevator doors closed and struck staff on the face with the mail they received. Staff contacted ECAT for support. Follow-up: Planned Procedure completed. Consultation with RPAC. Mailbox key was detached from staff's key bundle and placed in locked medication cabinet. Discuss strategies at team meeting.

Incident investigation complete.

Recommendations: It is recommended that staff carry hand sanitizer or wet wipes.

August 22, 2019

Client and staff were completing an activity at a facility. Staff noticed a strong chemical smell in the building that caused staff to get a headache. Staff and client went outside the building momentarily, and staff's headache was relieved. When staff and client went back into the building, staff got a headache once more. When staff left the building for the day staff had sore throat and headache for about 1 hour after leaving. Follow-up: Coordinator contacted building management.

Incident investigation in process.

Recommendations: It is recommended that staff call the ICE office when new hazards are noted. It is also recommended that once staff was aware that the chemical smell was affecting staff's physical health, that they find other activities for the day or relief staff could complete shift with client.

August 27, 2019

Client asked for staff assistance. When staff provided the client with the assistance, the client began to name call and use profanity toward staff. Client then threw their un-lit cigarette at staff. When staff went to pick up the cigarette, client struck staff on the arm. Staff was not injured. Follow-up: Staff to provide client with space when initial signs of agitation present. Staff to be vigilant with client's body language prior to assisting client.

Incident investigation was completed.

Recommendations: Consultation with RPAC; staff to encourage client to pick up own cigarettes.

South – September 10, 2019 - Meeting Minutes:

No incidents to report in previous month.

Northwest – September 10, 2019 Meeting Minutes:

No incidents to report in previous month.

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

Calgary – September 12, 2019 Meeting Minutes:

July 10, 2019

Client had just finished shopping for a toy and staff and client were headed to the c-train to complete further activities. As staff and client approached the train, the client seemed to become upset and began rocking their wheelchair in attempt to hit staff. Staff attempted to remind client of the plans for the rest of the day, however, this caused client to escalate further. When staff asked client if they would like to go home, the client agreed. Follow-up: Consult with RPAC. Staff to suggest that client remain home when guardian states that client isn't feeling well.

Incident investigation completed.

Recommendations: Staff to utilize client's visual's in client's positive approaches to communicate.

August 1, 2019

While client was on the phone, they noticed staff writing on some documentation. Client seemed to be upset by this and began to point and walk toward staff. Client name called and use profanity toward staff. The client attempted to grab the document from staff's hands while yelling at staff. Staff pressed the panic button and stepped out into the hallway for some space. Follow-up: staff was reminded to complete client documentation while client is asleep. Consult with RPAC. Staff reviewed client's positive approaches.

Incident investigation complete.

Recommendations: Complete documentation out of client's sight, however possible.

August 26, 2019

Staff went to check how the client was doing in their room and asked how their movie was. Client screamed and threw the iPad at staff; however, the iPad did not hit the staff. Staff found that the iPad was uncharged. Staff provided client with space. Staff reported the incident. Follow-up: Consultation with RPAC committee. Staff will ensure iPad is always charged.

Incident investigation complete.

Recommendations: Teach client to charge iPad; review the importance of staff ensuring that they respect client privacy and knock on the door to announce their presence prior to entering client's room; consider purchasing foamy style iPad cases.

South – September 10, 2019 Meeting Minutes:

No near miss incidents to report in previous month.

Northwest – September 10, 2019 Meeting Minutes:

August 1, 2019

Staff was cooking on the stove at shift change. Staff left kitchen to speak to other staff and grease on the burner from the previous night caught fire. Staff removed pot from burner and shut burner off. Staff reminded client that they need to clean up the stove after cooking.

Incident Investigation to be completed.

Recommendations: Staff to be reminded to check stove

prior to cooking. Staff also reminded not to leave the kitchen while cooking. The Edmonton Health and Safety Committee added a recommendation that for to receive training on cooking safety; avoid cooking around shift change times.

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

September 5, 2019

Client was busy walking laps in the living room. Staff approached the client to discuss the benefits of client doing laps when the client suddenly slapped the staff in the face. Staff held client's hands and then moved to a safe distance to prevent further escalation. Staff also reviewed the client's Risk Assessment and Positive Approaches and were reminded to keep a safe distance from the client at all times.

Incident investigation incomplete

Recommendations: Avoid interrupting client during her workout; staff to ensure they maintain a safe distance between themselves and the client.

September 7, 2019

Staff took out money to pay for the client's items, the client grabbed the money from the staff and refused to give it back when asked. The client then went to a liquor store and purchased a bottle of alcohol, which he then drank. In the evening when the client requested his medication and medical cannabis, the staff stated after consulting with the pharmacy that he couldn't have it due to the fact that he was still intoxicated. The client began swearing and left the program. The client went towards the bus station. When the bus came, the staff told the driver that the client was intoxicated. The client punched staff in the head. When the client attempted to hit the staff again, the staff was able to block and move away. Staff then was able to maintain a safe distance. Follow up included: Staff to continue to ensure following up on client's protocols and planned procedure, staff to retake PBI training

Incident Investigation incomplete

Recommendations: When staff goes shopping with client, ensure that staff approximates the cost of the purchases and takes only the amount of money needed.

September 19, 2019

Staff attempted to lift the client up to help him reach something with a stick on the roof above the front door and had immediate pain in lower back.

Recommendations: Staff to redo Health and Safety portion of PET and ensure staff competency with respect to Health and Safety; review staff job description and Health and Safety Policy 3.5.2, including ensuring that staff is working safely; consider process of corrective action as per Policy 3.7.1.

3.3 Evaluation of near miss investigations.

There were no near misses in the previous month.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns - include name of committee member(s) completing, program, issue, inspection type (E.g. RI) and # workers involved – September – 1 RI completed by Greg

September 17, 2019 as a result of an employee indicating health concerns affecting their work.

3.4 B) Inspections completed - Include name of committee member(s) completing inspection, inspection type (E.g. EQA, RI, Office Inspection), # of inspections and # of workers involved for each inspection type – September – Monthly Safety Checklists completed: 5 - Dusi (1), Emmanuella (2), Vesna (1), Pauline (1) – 5 workers participated; RIs completed – Adrienne F (2) – 2 workers participated

3.5 COR Audit Review – COR began in Edmonton September 30, 2019 with staff interviews being completed September 30, 2019 – October 7, 2019.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed): Pages 48-51 – Laundry Tasks and Garbage Handling and Disposal –

Laundry Tasks:

- Engineering Controls: it is recommended to remove washing overnight staff bedding
- Administrative Controls: It is recommended to change "back care" to safe lifting information
- Safe Work Practices: It is recommended to add the following
 - Ensure washer and dryer cleaned regularly
 - Use latex gloves when handling soiled laundry

3.7 Policy review – 2.3.7 Lifts and Transfers – Recommendation to review policy and procedure and other pertinent documentation to determine if further clarification is required regarding that staff should not do any lifts and transfers which are outside of the training they have received.

4.0 Other Business

4.1 Ideas for upcoming ICE Page Articles – Winter weather preparation.

4.2 Hazard Assessment and Control Document – The Master Hazard Assessment and Control Document was completed June 30, 2019. Revisions to site-specific hazard assessment and control documents were due to be completed at the programs by September 30, 2019.

4.3 Emergency Drills - Memo sent out on August 21, 2019 with emergency procedures to be reviewed at team meetings over the next 12 months.

4.4 Vacancy on H & S Committee – there is a worker vacancy on the committee. Information went out about the vacancy in the ICE Page newsletter in October. Greg stated that one field staff from a residential program has expressed interest in joining the committee.

4.5 Infection Control – Greg reminded all staff the importance of getting their flu shot as well as following infection control procedures, including staff and clients frequently washing hands/ using hand sanitizer. Flu shots are available in Alberta beginning October 21, 2019. To find out more information on flu clinics, visit <https://www.albertahealthservices.ca/influenza/influenza.aspx>.

NEXT MEETING DATE: November 6, 2019 at 1:30 p.m.

Cold Versus Flu

What is the difference between a cold and flu?

Flu and the common cold are both respiratory illnesses but they are caused by different viruses. Because these two types of illnesses have similar symptoms, it can be difficult to tell the difference between them based on symptoms alone. Special tests that usually must be done within the first few days of illness can tell if a person has the flu. In general, the flu is worse than the common cold, and symptoms are more intense. The symptoms of flu can include fever or feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches and fatigue (tiredness). Colds are usually milder than flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations. The flu can have very serious complications. Although most people who get flu will recover in a few days to less than two weeks, but some people will develop complications (such as pneumonia) as a result of flu, some of which can be life-threatening.

How Can I prevent myself from getting sick?

1. Get Vaccinated. Everyone 6 months of age and older should get a flu vaccine every season. Vaccination is particularly important for people who are at high risk of serious complications from influenza. See People at High Risk of Developing Flu-Related Complications for a full list of age and health factors that confer increased risk. Flu vaccination has important benefits. It can reduce flu illnesses, doctors' visits, and missed work and school due to flu, as well as prevent flu-related hospitalizations. Information on flu clinics can be found on the Alberta Health Services Website: <https://www.albertahealthservices.ca/>

2. Avoid close contact.

Where possible, avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

3. Stay home when you are sick.

If possible, stay home from work, school, and errands when you are sick. This will help prevent spreading your illness to others.

4. Cover your mouth and nose.

Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick. Flu and other serious respiratory illnesses, like respiratory syncytial virus (RSV), whooping cough, and severe acute respiratory syndrome (SARS), are spread by cough, sneezing, or unclean hands.

5. Clean your hands.

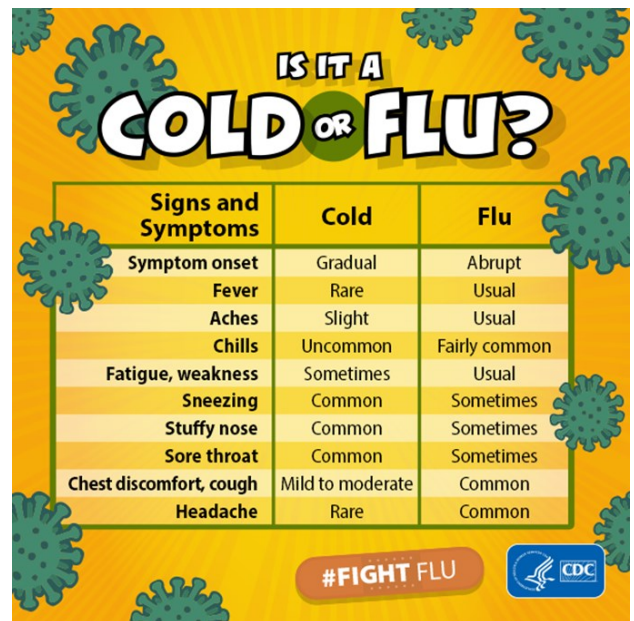
Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand sanitizer.

6. Avoid touching your eyes, nose or mouth.

Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.


7. Practice other good health habits.

Clean and disinfect frequently touched surfaces at home, work or school, especially when someone is ill. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.



Signs and Symptoms	Cold	Flu
Symptom onset	Gradual	Abrupt
Fever	Rare	Usual
Aches	Slight	Usual
Chills	Uncommon	Fairly common
Fatigue, weakness	Sometimes	Usual
Sneezing	Common	Sometimes
Stuffy nose	Common	Sometimes
Sore throat	Common	Sometimes
Chest discomfort, cough	Mild to moderate	Common
Headache	Rare	Common

#FIGHT FLU



Immunization protects you from disease. Get protected, get immunized.

- Vaccines make your immune system stronger by building antibodies, which help prevent diseases. Immunization is safe. It is much safer to get immunized than to get this disease.
- As staff, you should get vaccinated to protect the clients you care for and ensure that clients also get vaccinated to protect them.
- Starting Oct. 21, people will be able to receive the influenza vaccine at their local pharmacy.
- Influenza immunization is also given at Alberta Health Services (AHS) Influenza Immunization Clinics from late October to March 2020. To find local clinic schedules, visit www.ahs.ca/influenza or call Health Link at 811.