

EMPLOYEE *Spotlight* Jeremiah

Jeremiah was born in Campbell River, BC. Jeremiah says that Campbell River is a beautiful place in the summer with

many waterfalls, lakes, and hiking trails to explore.

Jeremiah moved to England for six months and worked odd jobs before moving to Grande Prairie, Alberta to work on the oil rigs. Jeremiah worked on the oil rigs for some time but realized that he had been running from his calling so he applied at ICE. Jeremiah has been a valuable member of ICE for over two years.

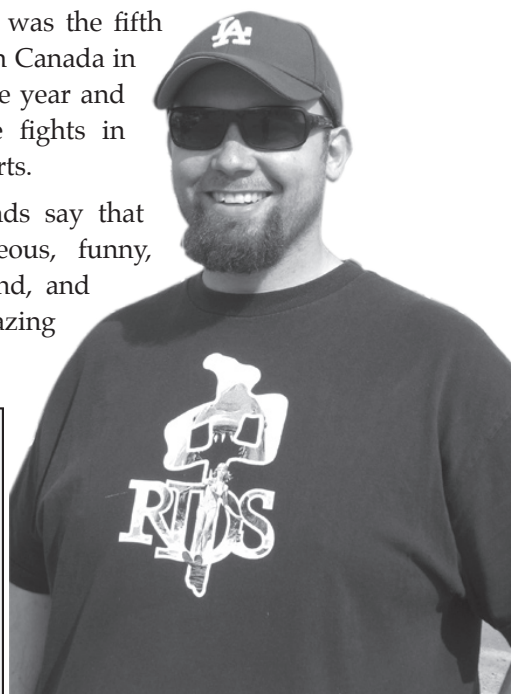
Jeremiah is currently upgrading his high school marks and will start his bachelor's of kinesiology next September. He is planning to get his masters in occupational therapy.

The things Jeremiah loves about working for ICE is helping people make a lasting difference in their life, seeing positive

changes, and helping people reach their potential. Jeremiah is also a strong advocate for people with disabilities, helping them overcome the prejudices of others.

In his spare time Jeremiah likes to golf and snowboard. He would like to get back into wrestling and mixed martial arts, as he has had success in these areas in the past. He was the fifth place wrestler in Canada in his grade twelve year and has done prize fights in mixed martial arts.

Jeremiah's friends say that he is spontaneous, funny, fun to be around, and organizes amazing social events.



Did you know?

Campbell River is a town of about 30000 on the east coast of Vancouver Island and boasts the designation "Salmon Capital of the World." Most people living in Campbell River rely on the forestry, mining, fishing, and tourism industries. Campbell River's climate is mild, ranging from 0°C to 32°C. In the past ten years, there has been rapid growth of both the retiring population and the rise of many big box stores.

Sources: Wikipedia, Campbell River Tourism.

ECAT

Employee &
Client Assis-
tance Team

780-461-7236

after office
hours



MEETINGS

Health & Safety
Meeting

October 8, 2008, 1:30 PM

Team Leader Meetings

October 16, 2008, 1:00 PM

RPAC

October 16, 2 PM



TIME SHEET HAND-IN

Hand-in day will be:

Wed October 15, 2008

for all shifts worked
between
Oct 1st and 15th
and

Fri October 31, 2008

for all shifts worked
between
October 16th and 31st



CONTENTS

Success Story pg 2

Training..... pg 3

Slips, Trips
& Falls pg 4

Footwear..... pg 5

Policy Review pg 6

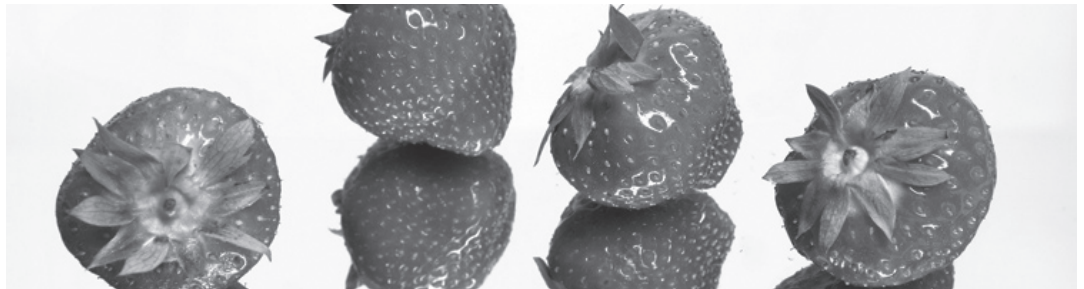
All ICE offices will be
closed for
Thanksgiving
Monday
October 13th, 2008

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



success story: Laura

My success is losing 86 pounds at weight watchers. It makes me feel happy and proud of myself. Now I am getting into smaller sizes no plus sizes. The swelling of my legs and ankles is gone and I feel I am getting my work done faster. People tell me I look a lot better. I can now run around the bases on my own. If I stay at my goal of 170 lbs for 6-8 weeks I'll become a life time member and leader Joyce says I am an inspiration to weight watchers. Before my balance was bad now it is good and I am not falling. Plus my pressure stockings are loose not tight anymore. I did very well and I feel like a new person.



Have questions for the Pharmacy?

When calling Myros Pharmacy with a medication concerns after hours or on weekends your call is forwarded to the voicemail of an on call pharmacist. The on call pharmacists do not always have immediate access to your clients' prescription records, in order to assist you the pharmacist requires information.



When leaving your message:

- Speak slowly and clearly
- Note you are calling from ICE.
- Give clear contact information including the program you are working at and the first name of the client you are calling about.
 - o Example: "My name is _____, I am calling from ICE house # 923, regarding medication for a client _____ (clients first name)"
- Slowly and clearly give the phone number
 - o Example: 780 – 555 – 5555,
- Repeat the phone number a second time.

Remember, ensuring you are providing clear contact information including a call back number enables Myros to assist you.

Thank You!



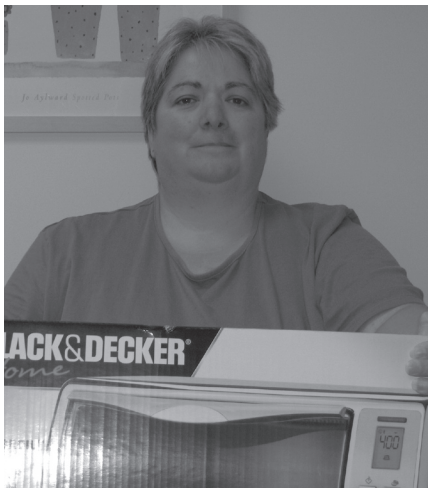
Gashaw Fetene

From: Booking Coordinator
For: Ongoing - when you have taken shifts at he last minute. Also with coming to the office for additional training with little notice. Thank you!



Bedee Karsor

From: Team Leader
For: Ongoing - always accept shift during in need of relief at the house. You are patient with the clients in spite of their behaviors of concern. You cook healthy meal for them and organize their home. You're amazing!



Robin Ould

Prize: Black & Decker Digital Countertop Convection Oven
From: Quality Assurance and Risk Management Consultant
For: August 26, 2008 - the remarkable change at your program. Your team leading, coordination abilities. Thank you for the good Quality Audit



We have always appreciated our employees' referral of their family and friends to I.C.E. In an effort to recognize this we have initiated an incentive program for your continued loyalty and commitment.

Here's how it works!

If you refer a person to us who successfully meets our hiring requirements and completes a three-month probation with a minimum of 120 hours worked, you will receive \$50.00.

What could be easier!

Proactive Behavior Intervention

October 9th, 2008 9am-5pm
October 23rd, 2008 9am-5pm

Mission Possible – Education Session for Speed and Distracted Driving (Part 2 Con't from Sept 18th)

October 28th, 2008 9:30am-12:30pm

Mission Possible – Awareness Session for Aggression and Winter Driving (Part 1)

October 28th, 2008, 9:30am-12:30pm

Documentation and Reporting Practices

October 23rd, 2008, 1:00pm-5:00pm

Positive Behaviour Supports

October 29th, 2008, 9:00am-5:00pm

Cultural Appreciation

October 31st, 2008, 9:00 am – 1:00pm
Explore cultural similarities and differences!

Foundations Training Information Session

October 8th 3:00 pm - 4:00pm

Non Violent Crisis Intervention - CPI

October 16th, 2008, 9:00am – 4:00pm
October 17th, 2008, 9:00am – 4:00pm

TRAINING

SLIPS, TRIPS AND FALLS

Health Corner

Slips and falls are among the leading causes of injuries in the community and health care work environments. Slips, trips and falls among health care workers revealed that the majority of accidents were a result of slipping and approximately 1/3 of them were due to tripping.

Slips happen where there is too little friction or traction between the footwear and the walking surface. Common causes of slips include: wet or oily surfaces; occasional spills; weather hazards; loose, unanchored rugs or mats; and flooring or other walking surfaces that do not have same degree of traction in all areas. Trips happen when your foot collides (strikes, hits) with an object causing you to lose balance and eventually fall. Common causes of tripping include: obstructed view; poor lighting; clutter in your way; wrinkled carpeting; uncovered cables; bottom drawers not being closed; and uneven walking surfaces (i.e. steps, thresholds).

Both slips and trips result from unintended or unexpected change in the contact between the feet and the ground or walking surface. This shows that good housekeeping, quality of walking surfaces (flooring), selection of proper footwear and appropriate pace of walking are critical for preventing fall accidents.

Good housekeeping is first and foremost important (fundamental) level of preventing falls due to slips and trips. This includes: cleaning all spills immediately; marking spills and wet areas; mopping or sweeping debris from floors; removing obstacles from walkways and always keeping them free of clutter; securing (tacking, taping, etc.) mats, rugs and carpets that do not lay flat; always closing file cabinet or storage drawers; covering cables that cross walkways; keeping working areas and walkways well lit; and replacing burnt-out light bulbs and faulty switches.

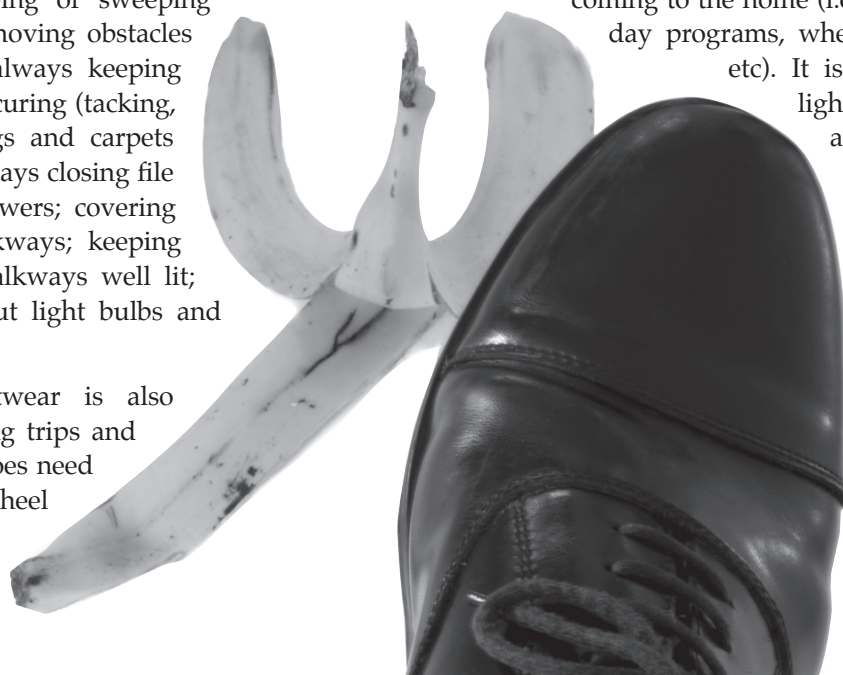
Selecting proper footwear is also important in preventing trips and falls. Proper indoor shoes need to be closed toe, closed heel and have protective soles (i.e. non-slip shoes). Properly fitting footwear increases

comfort and prevents fatigue which, in turn, improves safety for the employee.

You can reduce the risk of slipping on wet flooring by: taking your time and paying attention to where you are going; adjusting your stride to a pace that is suitable for the walking surface and the tasks you are doing; walking with the feet pointed slightly outward; and making wide turns at corners. You can reduce the risk of tripping by always using installed light sources that provide sufficient light for your tasks or, using a flashlight if you enter a dark room, and ensuring that things you are carrying or pushing do not prevent you from seeing any obstructions, spills, etc.

With winter approaching, the risks of slips and falls are at an increase. You can reduce your risk of slipping and falling in winter by making sure that: sidewalks, steps and driveways are well lit (if it's dark outside and you have to shovel the snow, turn on the outside light) and clear of snow and ice (shovel the snow as soon as possible); icy sidewalks, steps and driveways should be sprinkled with sand and/or salt to prevent ice buildup; wear appropriate boots when walking on snow (i.e. boots that have deep treads and fit properly); hold onto railing when going up or down the stairs as the steps may be slippery; and walk slowly and carefully.

Ensuring proper lighting is important in the prevention of slips and falls. It is recommended that outside lights should be turned on when it is expected that someone will be coming to the home (i.e. when clients return from day programs, when there is a shift change, etc). It is best to turn the outside lights on when the sun sets and turned off after the last shift change of the day. The lights should be turned back on in the morning when the clients go out to their day programs and when the morning staff arrives. Lighting is also important when doing chores at night. Ensuring that you have proper lighting for everything you do will decrease your risk of slips, trips and falls.



Appropriate Footwear



SAFE FOOTWEAR - YOUR EMPLOYEE RESPONSIBILITY

As per the Occupational Health and Safety Act and Worker's Compensation Board Employees have the responsibility to:

- Work in compliance with the agency's health and safety regulations.
- Use or wear any equipment, protective devices or clothing required by the employer.

Supervisors have a responsibility to:

- Ensure that ICE employees comply with the agency's health and safety regulations.
- Ensure that the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.

Refer to the complete list of employee responsibilities in the ICE Policy Manual – 3.5.1 Employee Health and Safety – Introduction & Responsibilities.

This means that every ICE employee is required to wear appropriate footwear as per Policy 3.8.6 Dress, Hygiene and Grooming. **"Footwear should be safe and functional for the job responsibilities. Outdoor footwear should be exchanged for indoor wear. Employees are not permitted to wear flip-flops/thong footwear (foam bottom, between the toe strap). Footwear must have ankle support, and heels must not exceed 2.5 inches."**

Often employees adopt footwear habits in client homes similar to what they would wear in their own homes. Employees must understand clearly that client homes are their **workplace** and that workplace regulations apply and must be adhered to.

Why does ICE require proper foot wear?

Here are just a few examples that demonstrate the risks of working without proper footwear:

- If there is a fire and you have to get the clients out of the home in a hurry (any time year round), you wouldn't have time to put on footwear.
- What if you work in a home where a resident is prone to running away? You would lose contact with the client as you struggled to get your shoes on.
- What if you were cooking and spilt hot water? What if you stepped on an object on the floor of a residence? What if you misjudged your step and stubbed your toe on furniture in a home? Your feet would likely suffer far greater injury if they were not covered with safe shoes.
- What about situations that require personal care (bathing assists or lifts and transfers for clients)? Without a good grip on floor surfaces you are increasing your risks of slips and falls. This also increases the risks for your clients.
- What if a client became aggressive towards you and you needed to use Proactive Behavior Intervention techniques to evade physical contact. Wouldn't you be safer with your footwear gripping the floor (for evasive action) and your feet covered for protection and egress as necessary?

The ICE policy for sensible shoes is there to protect you, the employee. Wear proper shoes and be ready for anything. Employees should expect corrective action to be taken regarding failure to comply.

Inappropriate Footwear



3.5.4 WORKING ALONE

All ICE policies including those regarding Health and Safety can be found in the ICE Policy Manual. In residential programs the Policy Manual will be located in the home's office. Workers in community programs may access a Policy Manual in the reception area at the ICE office.

Independent Counselling Enterprises will take reasonable and prudent action to prevent and minimize risks to employees that are working alone. The agency is committed to the following:

1. The health and safety of the employees in the work place. Incidents that do occur are investigated and corrective action is taken by the agency.
2. Assessing the hazards of the workplace.
3. Taking corrective action or measures to prevent or minimize hazards or incidents from occurring.
4. Training and educating employees to perform job duties effectively.
5. Reviewing policies and procedures on a regular basis to ensure these measures are effective in meeting the existing needs and potential changes in business operations.

A. TRAINING OF EMPLOYEES

1. Prior to employment with the agency an employee must have attended Pre-Employment Training. This will educate the employee in his/her performance of job duties, Standard Precautions, universal health and safety issues, and key policies and procedures of I.C.E. Employees are requested to read the entire policy manual within their first three months of employment, which is available at main offices or in the staff room of homes operated by I.C.E.
2. Assessment of client needs and the working environment by the funding source and through the I.C.E. intake process will identify if additional training is required for employees in order to meet client needs and to ensure a safe working environment for both the employee and the client. Often additional training is client specific and may include more intensive proactive behaviour intervention, specific use of adaptive equipment or an assignment of a medical procedure. Supervisors will ensure employees are provided with the identified training to meet client needs and they are informed of client support requirements at the time of shift assignment. When appropriate, employees will overlap for a designated time period prior to working alone if the employee is not familiar with the work site or the client. Employees are responsible for informing the ECAT Coordinator, at the time of shift assignment, their familiarity with the client(s).
3. I.C.E. has employed a training specialist and a community supervisor who provides employees with continual training and support as required when on the job or through the provision of in-services and workshops.

(see Policy 3.3.4 Mandatory staff Training)

B. COMMUNICATION SYSTEM

1. Service provision and employee work schedules are accessible to all supervisors during office hours and to the ECAT supervisor after

office hours via computer. The agency is aware of when an employee is working alone and at what work site. Supervisors will ensure updated computer data is provided for client and employee scheduling.

2. All employees are to contact their supervisor or ECAT supervisor if after hours, to inform the agency of a change to their work schedule for any reason.
3. All employees are provided with the agency's 24-hour ECAT phone number. This number is posted in the main office and printed monthly in the newsletter provided to employees. In all homes operated by I.C.E. this number in addition to other emergency numbers, including a neighbour, are posted by the telephones in the homes and in the staff office.
4. During the booking of services, clients are provided with contact numbers for the agency during and after office hours and requested to call should a worker be more than 15 minutes late for their shift.
5. Employees are to contact the office or the ECAT supervisor if at a work site and an employee next on shift is late for their assigned shift by more than 15 minutes.
6. In all homes operated by I.C.E., employees have access to a telephone. Portable phones are made available at the home if client support requirements indicate a need for it.
7. Supervisors ensure that employees are provided with direction/support and if necessary additional staffing when situations arise and the supervisor or ECAT supervisor is contacted at this time. Employees who find themselves in a situation that they decide is personally unsafe are to remove themselves from the situation to a safe location and proceed to immediately contact the main office or ECAT supervisor for further direction. The situation that the employee feels is unsafe can be at the work site or while travelling to the work site. A safe location may mean that the employee leaves the client's home immediately, as in the case of working with a home care client or the employee working in a home operated by I.C.E., may remove themselves to another room in the home or go to a neighbour.
8. Supervisors will ensure that employees communicate client status or changes and proper documentation is in place and accessible by the employee i.e. Logbooks, contact notes, critical incidents forms. Supervisors will ensure follow up if client support requirements change.
9. Supervisors will ensure that documentation concerning clients is up to date and available to employees as appropriate, i.e. care plans, home orientation manuals, and that the location of the same is provided to the employee for easy access.

(see Policy 3.3.3 Staff Support and 3.3.6 ECAT Supervision)

C. HEALTH AND SAFETY

1. Supervisors and co-workers will ensure that employees know and practice safety procedures when working alone at all times.
2. Supervisors will ensure that this policy is part of the employee's orientation.
3. All employees must report any situation that they feel is or could be unsafe.
4. The agency has a joint health and safety committee that meets once per month. The committee investigates incidents and assists in identifying potential work place hazards to assist in minimizing risks in the work place.
5. Environmental Quality Audits and Random Inspection Audits are conducted on a regular basis in all homes that are operated by I.C.E.
6. Employees working within an office setting will familiarize themselves with office security system, inform supervisors when working after hours and ensure only employees of I.C.E. and/or individuals asked to attend meetings have access to the main office after business hours. After hours all doors must be kept locked that have access to the outside of the building.
7. Employees who work in residential settings operated by I.C.E. will not permit unidentified individuals to enter the home. Doors to the outside are to remain locked when an employee is working alone.

(see Policy 3.5.7 Visitors and Contractors)

D. SERVICE PROVISION

1. Prior to service delivery clients and the working environment will be assessed by the funding source. I.C.E. accepts assessments from Persons with Developmental Disabilities, Family Supports to Children with Disabilities, Child and Family Services, and Capital Health Authority. An I.C.E. supervisor or coordinator will assess all clients coming from any other source before starting service with that client.
2. Supervisors will ensure that shift assignment is based on client support requirements and employee skill level to meet those requirements. Employees are responsible for informing supervisors of any discrepancies noted in their skill level as per shifts assigned. Employees are free, without penalty, to refuse shifts if they feel their health or safety is at risk.
3. Supervisors will ensure that employee computer files are updated i.e. skills, training to facilitate shift assignment.
4. If, upon arrival at the work site, the employee decides the skill requirements for service provision exceed what they are able to do, the employee is to ensure their safety and immediately contact their supervisor or the ECAT supervisor for further direction. Replacement coverage will be provided as soon as possible.

Beginning in November...

Foundations Training!!!

PAID Training
Time!

Career
Opportunities!

Province-wide
Recognition!



Tutoring and
Support!

12 College Credits!

Kick-start your
education!

For more information, or to register for an information session on
October 8, contact Shauna at 732-2335.



Health and Safety Minutes

3.1 Review of 'Regional Health and Safety Meeting Minutes'

South Region: Not available at time of meeting

Calgary: August 21, 2008

Re: Section 3.3 - recommendation that homes that have gas stoves should have CO detectors due to increased risk of CO leaks and that this could be added to the associated hazard list as well. Edmonton H&S thought this was a great recommendation

Northwest Region: August 19, 2008

3.2 Evaluation of current Injury

Home care staff injured back when performing a pivot transfer of a client from bath chair to wheelchair. Client felt heavier than normal and staff had to compensate for uneven weight distribution straining back

Recommendations: updated client assessment, debriefing with employee as to what is required (care plan) and employee(s) to report all changes in clients' needs

3.3 Evaluation of Near Miss Investigations

One client was in the main bathroom at a program and the roommate needed to use the bathroom. The client in the bathroom told her roommate to wait, roommate was knocking on the door because of the length of time that had passed. Staff was trying to mediate the situation the client in the bathroom came out and hit roommate. Arrangements have been made to utilize the basement bathroom (toilet and sink only) for such a situation or to use another clients ensuite

Recommendation: Agree with team's plan to utilize other bathroom facilities. Suggest a functional assessment for the client who aggressed towards roommate

Staff found cigarette ashes and butts in a clients' room

Recommendation: Client to watch Fire Safety DVD, begin process for smoking protocol, suggest putting a smoke detector in the client's bedroom

3.4 Review of COR Audit

– Element 6 – Ongoing Inspections

Key Recommendations Pg. 12:

- 89% of sites had an emergency numbers package, ensure that all locations have an updated list of emergency numbers and personnel easily available

New process is in place implemented. Programs have either updated phone lists with area codes or are in the process of doing so

- 89% of persons indicated that they received emergency response training for their specific responsibilities. Ensure that anyone given any additional responsibilities, particularly in the office setting, is appropriately trained. Consider conducting fire extinguisher training, as all sites have fire extinguishers, but few staff have received training in how to use them.

All homes have at least one staff member who has received fire extinguisher training. A number of the office staff also have received the training.

- Continue to practice a variety of emergency drills

- 58% of drills reports reviewed listed the required follow up to correct deficiencies, and drills were discussed in 71% of meetings sampled. Ensure that all fire drills are reviewed for deficiencies and reviewed at all team meetings to ensure that all staff are aware of the difficulties they may experience during an emergency

All homes have been instructed to review drills discussing what was done well and areas that need improvement at Team Meetings and to record deficiencies in meeting minutes

- Ensure that all required staff maintains their first aid certificate as per policy

Tracking being done consistently

3.5 Review of hazard assessment and control document

The Committee reviewed pg. 5 – General re: Use of gas stove after Calgary's suggestion of including Carbon Monoxide Detectors

CO (carbon monoxide) is a possible addition to associated hazards. These will be shared with the other regions once a complete list has been generated. The master control document will need to be revised this August. CO added as an associated

4.1 Health and Safety Article for October issue of ICE Page

Food Safety – Cross Contamination

4.2 Office Emergency Response

There is a new sign in/out process at the front reception. All Visitors and Contractors are required to sign in/out and require an orientation where hazards are identified.

TC's will be required to have an Office Specific Orientation, Managers will review completed orientations, note in C-Views and file in employee file.

4.3 ID Cards

The possibility of getting new H&S ID cards for members

Could new ID cards state the employee's title (example

JANE DOE – Team Coordinator)