

# ICE PAGE

EDMONTON / NORTH CENTRAL

2014

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**TIME SHEET HAND-IN:****October 15, 2014**

For all shifts worked between Oct. 1st and Oct. 15th, 2014

**October 31st, 2014**

For all shifts worked between Oct. 16th and Oct. 31st, 2014

**Health and Safety Meeting**

October 1st, 2014 @ 1:30 pm

**RPAC Meeting**

October 8th, 2014 @ 2:00 pm



## ECAT

Employee & Client  
Assistance Team

780-461-7236

after office hours

## Employee Spotlight

### *Swanavon team*

For several years there has been a consistent support team working at the ICE Swanavon residential program in Grande Prairie. Every day the members of the team would go to work and follow regular routines for the two clients sharing the home. Of course activities varied here and there but life for the clients and the supports provided by the team had a natural flow. The clients were busy enjoying their lives: riding horses with the Peace Area Riding for the Disabled Society, volunteer positions, movie nights, gym sessions, dinners with friends, and jobs.

Then one day in March of this year the staff on shift noticed a health concern for one client. This was the start of a long medical journey for all involved. It seemed that every week brought a new diagnosis for that person. Long hours were spent in the hospital. Things progressed....but not for the better.

The team came together stronger than ever in their support for this client. They did their best to help him through medical tests and treatments and advocated for him as needed. They also adjusted their schedules to

experience was for this person who had looked forward to it for months. They all pulled together and drove the client back and forth the 30 km for the three camp days. This ensured that the client could attend as much of the camping experience as possible.

***The strength of the team is each individual member. The strength of each member is the team." - Phil Jackson***



continue to meet the needs of his roommate. In June both clients went to Joy Camp for 5 days (30KM out of Grande Prairie). Sadly right at that time there was a decline in the one gentleman's health. The treatment required hours of daily attendance at the hospital in Grande Prairie. The team knew how important the annual camping

The treatment continued for a full 30 days impacting the daily routines that the client held dear to him. The staff team got creative and brought enjoyment to the client by rearranging routines to find something fun to do with him every day including: mini golfing, movies, ordering in dinner and having friends over to the house for coffee or tea. The team coordinated drop off points for shift changes and their communication skills became stronger. The roommate needed attention and support as well and the team made sure his interests were also sustained.

The Swanavon team have pulled together and implemented every possible measure to support their clients and each other. They prove, "The strength of the team is each individual member. The strength of each member is the team." --Phil Jackson.

Thank you to this very committed and caring staff team!

### Thank You to all 2014 Certificate of Recognition (COR) Audit Participants!

The 2014 external COR Health and Safety audit process has now been completed. Two ICE regions: Calgary and Edmonton were involved in this year's external audit which included observation tours, documentation review and over 80 health and safety employee and contractor interviews. The auditor has asked ICE management to express her sincere appreciation for the cooperation and input of all participants. Preliminary feedback regarding the eight areas of an effective health and safety management program as delivered at the Post Audit meeting September 12th was very positive.

Once the auditor's full report has been completed and approved by the Continuing Care Safety Association /Partners in Injury Reduction, a copy will be returned to ICE management. ICE will share this with employees and prepare an action plan for 2014-2015 to implement the report's recommendations for continuous improvement.

Please be sure to review the 2014 ICE COR audit results which will be circulated later this fall.

**ICE offices will be closed  
Monday,  
October 13th, 2014  
for  
Thanksgiving**

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



## Client Success Story

### Charity

Charity is a lovely, articulate young woman with a great personality. She is one of ICE's newest clients in the South region. She is originally from a small town near Lloyminster Saskatchewan. Charity moved to Lethbridge this past spring and she started services with ICE in July 2014.

Charity has had an eventful 2014 so far. She became engaged, moved to a new city, and started a new job. Charity moved to Lethbridge this spring after her engagement to another individual receiving supports from ICE. Charity and her fiancé have known each other for 3 years and have been engaged for almost a year. The wedding date is set for July 2015 and they are both very excited about it.

Charity has been working most of her adult life. She has had a variety of jobs including: being a prep cook, completing laundry tasks at an

assisted living facility, working at various fast food establishments and employment at a large retail store. Charity secured a job within three weeks of moving to Lethbridge and she says she really enjoys working at the dollar store near her new house.

Although Lethbridge only has a population of around 90,000 people, to Charity the city seems large. She has had fun learning the bus routes and exploring the area with staff support. One of Charity's goals is to get to know more people in her new city and to make new friends. She is wonderful at knitting, making jewelry, and baking so she is exploring ways to meet people with similar interests with some help from her staff. She and her fiancé also actively work to make their relationship better each day.



Even though Charity has had many changes to deal with over the past several months she maintains a positive attitude and a great outlook on life. She says we can choose to be happy and content, or sad and overwhelmed when changes happen in our lives. She just figures it's easier to be happy. What a great attitude to live your life by.

Welcome to Alberta, Charity!

## ICE Policy Review

### 3.4.12 LATENESS AND ABSENTEEISM

Attendance of employees is extremely important to the overall success of service delivery and hence the operations of the agency. It is recognized that on occasion, an employee may not be able to come to work or need additional time before commencing shift assignment. Sickness and other unanticipated events may require the employee to miss all or part of the work day.

Employees are responsible for notifying supervisors of lateness or absenteeism as soon as they become aware of these circumstances. If your need for time off is foreseeable, you must provide as much notice as possible. If it is not foreseeable, you must provide as much notice as practical, but in no event less than 4 hours prior to your normally scheduled starting time. When the employee does contact I.C.E. personnel the employee must clearly indicate for how long you will be unavailable and when you expect to return or as the case may be when you will arrive for work.

Employees are to be prepared to commence their shift at the assigned shift start time that was provided during booking. Being present and unprepared to commence a shift does not constitute availability to complete work assignments and as such will be addressed during employee performance evaluations.

If an employee does not arrive at the scheduled time to relieve another employee, the employee who is waiting to be relieved will contact the supervisor. The supervisor will make alternative arrangements for coverage.

If the employee finds his/her shift has been canceled or the client has not shown up, the supervisor should be contacted immediately.

**Excessive absences, or lateness and excessive patterns of absences and lateness will lead to disciplinary measures. If you are absent from work for three (3) consecutive working shifts without notice, the agency will consider that the employee has voluntarily resigned his/her position. ( Refer to Policy 3.4.17 Job Abandonment)**

#### Procedure:

##### Supervisor:

Monitor employee time-sheets and reason for absences and lateness.

Document excessive or patterns of lateness and absence for the employee

Prepare documentation for any payroll deduction that is required as a result of absences and lateness.

Meet with employee when repeated absences and lateness are a job performance issue. Clearly indicate to the employee the job action required by the employee for performance to be satisfactory.

##### Employee:

Comply with the above stated policies to ensure effective job performance



**Canada's Fire Prevention Week will run from October 5th to October 11th, 2014.**

This year's theme is, **"Working smoke alarms save lives - test yours every month."** Fire Prevention Canada statistics record that fire kills eight people each week in Canada, with

residential fires accounting for 73% of fatalities. This year's theme was selected as about 66% of home fire deaths occur in homes without working smoke alarms. Simple measures can be taken to prevent fires!

Additional fire safety information may be found in the ICE residential Health and Safety Binders or visit the Fire Prevention Canada website at [www.fiprecan.ca](http://www.fiprecan.ca).

### HAVE YOU MOVED ? HAS YOUR PHONE NUMBER CHANGED?



It is important to advise the ICE office of any address or contact changes.

### 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!

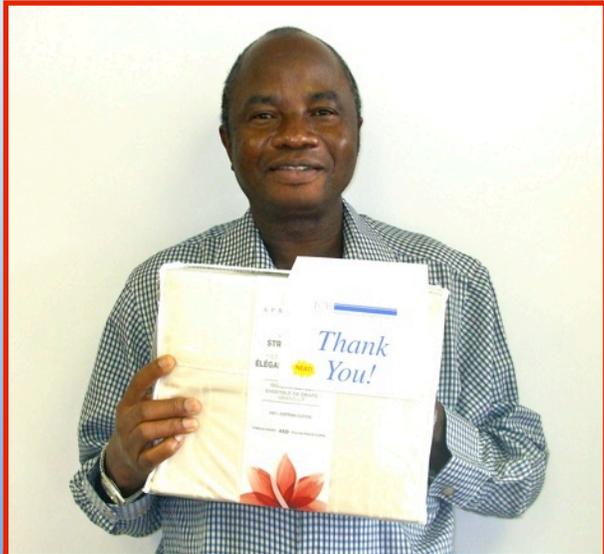
To sign up, please contact  
**Linna Roem at 780-453-9664**



Incentive Award Winners



**Tamara Gailing** received a Thank you card from the ICE Behavioral Consultant for her efforts supporting her residential team to maintain safety practices with a client. Tamara won a Thane – H2O Mop Pro X Steam Cleaning System. Great job!



**John Sesay** was thanked by his CR Manager for support and good detailed documentation completed for a client who was in hospital. John won a SpringMaid – 450 thread count - Queen Sheet Set. Your efforts were much appreciated!



**\$100.00 Employee Referral Incentive Recipient**



**Didier Muhire**

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!

**Health  
Corner**

**Seasonal  
Influenza**



Influenza is a health factor in Alberta every year. The good news is that Alberta has an immunization program for influenza that will begin in mid October. The influenza vaccine will be offered to all Albertans (six months of age and older), free of charge.

The Alberta Health Services message this fall is, "GET IT BEFORE YOU NEED IT."

**What is influenza ?** An infection of the nose, throat and lungs (respiratory tract) that is caused by a virus. Most cases occur over the winter months.

**How is it spread?** Influenza is spread through the air. The virus is spread through the air when someone coughs, sneezes, or even talks and someone else breathes in the virus. It can also be spread by touching objects that have been coughed or sneezed on by someone with the virus.

**How serious is seasonal influenza?** Influenza can be serious. Most people who get sick with influenza recover but it can be fatal for those at risk of complications including: babies, pregnant women, those over 65 years, children up to 5 years, and people with chronic health

problems. Complications of influenza include: pneumonia, ear and sinus infections and dehydration. Influenza can also make chronic medical problems (congestive heart failure, asthma, diabetes) worse.

**It is important that all ICE staff know how to identify the symptoms of influenza and how to prevent it.**

**Symptoms:**

- Fever (temperature of 38.5 or higher) that starts suddenly. Note: For clients over 50 years it is important to know the client's average daily baseline temperature as for older individuals fever will be defined as 1.5 degrees higher.)
- cough,
- headache,
- muscle aches,
- loss of appetite,
- feeling tired.



**Prevention**

- Get the influenza vaccine every year ,
- Regular and effective hand washing (use hand sanitizers when hand washing is not an option),
- Sanitize high touch areas in homes and offices several times daily,
- cover your mouth and nose with your arm or a tissue when you cough or sneeze,
- Stay home when you are sick and avoid social contact.



**TRAINING**

**Pro Active Behavior Intervention**

**October 3rd, 17th, 23rd and 30th**

9 am - 5 pm

As described on the ICE Website

**Mission Possible - Winter Driving,  
Distracted Driving**

As described on the ICE website

(Note: attendance at both sessions is required to complete this course.)

Part 1 - October 8th, 2014, 9 am- 12 pm

Part 2 - October 29th, 2014, 9 am - 12 pm

**Schizophrenia**

**A presentation by Schizophrenia  
Association of Alberta**

October 17th, 2014

2 pm - 4 pm



## Health and Safety Minutes Edmonton Health and Safety Meeting - Sept 4th, 2014

### 3.0 STANDING ITEMS

**3.1 Review of Regional Health and Safety Meeting Minutes - Internal Incidents (Injury, Health, Property Damage)** Review of Regional Health and Safety Meeting Minutes Calgary- August Mtg. Minutes – Not yet available

South – August 12, 2014 Mtg. Minutes: No internal incidents.

Grande Prairie – August 14th, 2014, Mtg. Minutes: No internal incidents

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

Calgary- August Mtg. Minutes – Not yet available

South – August 12, 2014 Mtg. Minutes No near miss reports.

Grande Prairie – August 14th, 2014 Mtg. Minutes: No near miss reports.

### 3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage: August 15, 2014

Staff was outside with a client. The client stepped off the curb and lost their balance and fell. The staff reached out and grasped the client's clothing to try to steady him. The staff got his thumb caught in the client's clothing and both staff and client fell. The staff's thumb was injured.

**Recommendations:** It is a high risk action to intervene in another person's fall. In many cases such interventions result in injuries to both persons. The intervention may also unintentionally introduce further injury to the person being helped (i.e. wrench their arm or back). If both persons are injured there may be no one left to seek assistance should it be required. Staff should not place themselves at risk. If the client is

prone to falls it may be time to re-evaluate the client's gait, health and mobility. It is important to also review their footwear. Encourage the client to watch their footing and to focus their attention on where they are walking.

**Internal Incident Report completed.**

### August 25<sup>th</sup>, 2014

Worker was assisting a client with physical mobility challenges to transfer from their chair to a commode. The client (weight bearing) was delayed in bending their knees to seat themselves on the commode. Staff supported the client's weight and lowered the client to the commode and this action strained the staff's back.

**Recommendations:** Refresher delegation/training for Lifts and Transfers for the staff and team assisting this client with required transfers. The client may require additional time to implement the physical response actions to bend their knees. As long as the client is able to support their own weight, staff should proceed as trained and not rush the transfer or use unauthorized transfer actions; allow the client additional time to respond. If the staff follow transfer instructions as delegated and identify new hazards/ complications in relation to completing client transfers these should be brought immediately to the attention of the supervisor and medical professionals (Physical Therapist) as necessary.

**Internal Incident Report to be completed.**

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

No near miss incidents for review.

**3.4 Review of COR Audit and Action Items** – Tabled for this meeting. The 2014 External COR audit is underway. The audit is running from Sept 2<sup>nd</sup> through - Sept 12<sup>th</sup>, 2014 and includes both Calgary and Edmonton regions.

### 3.5 Review of Master Hazard Assessment and Control Document

Edmonton – Review of Pages 38 and 39 Seasonal Yard Work

Biological Hazards – add exposure to animal feces (cat, dog, rabbit, mice). add exposure to insect allergies (stings, bites) wasps and bees.

Revise rating to F – 2, PC-3, HP2, Total 7, Priority 2

Physical hazards – add strains and sprains from uneven ground surfaces. Bite and sting hazards (ants, ground wasps etc.)

Controls - add Safe Work Practices: Stretch and warm up muscles before completing physical tasks such as raking, mowing, shoveling etc.

Cut grass at least once a week during heavy growth periods (to avoid heavy yard waste). Limit the weight of yard waste carried in each bag/ trip to the disposal site. Use a cart or wheeled bin to transfer heavy loads.

Empty “standing water” ongoing to control mosquito populations.

If the property has fruit trees/ shrubs’ remove wind-fall fruit immediately to avoid attracting pests.

Inspect yard for hazards before completing yard work (i.e. wasp nets, rough ground, etc.)

### Other regions review:

Calgary- August Mtg. Minutes – Not yet available

South – August 12, 2014 Mtg. Minutes General HACD Pages 56, 57 & 58 Staff illness at work – recommend increasing potential consequences to at least a 2 possibly a 3.

Grande Prairie – August 14th, 2014, Mtg. Minutes: Reviewed pages 30-33

**3.6 Policy Review** – 3 5. 11 Fire Emergency Procedures

### 4.0 Other Business -

4.1 ICE Page Health & Safety Article - October is Fire Prevention Month.

**NEXT MEETING** – October 1st, at 1:30 pm.