

**October 2018**



# ICE PAGE

**EDMONTON  
NORTH CENTRAL**

## **ECAT**

Employee & Client  
Assistance Team  
**780-461-7236**

Phones do not accept text messages— staff need to call ECAT.

### **INSIDE:**

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### **TIME SHEET**

- **October 15th 2018 –**  
For all shifts worked between October 1st & October 15th.
- **October 31st, 2018 –**  
For all shifts worked between October 16th & October 31st.

### **UPCOMING:**

- **HEALTH AND SAFETY MEETING**  
October 3rd, 2018  
at 1:30 PM
- **RPAC MEETING**  
October 17th, 2018  
at 1:30 - 3:30 PM

## **Making it Happen!- Supporting Social Inclusion**

### **Bonnie**

Bonnie is a happy and caring woman who knows how to advocate for herself. ICE staff have been supporting Bonnie since January 2014. After moving to Calgary, Bonnie set a goal to become employed. With the support of her ICE staff she was able to obtain an employment position at Value Village.

The process they completed to achieve employment for Bonnie took some effort. With the help of the Salvation Army, Bonnie and her staff developed a resume and cover letter.

ICE staff helped Bonnie to research positions that Bonnie would be interested in. Bonnie then applied to many

businesses within the city. Soon she got a call from store management at Value Village. Bonnie attended an interview supported by her ICE staff and a few days later was offered a position



**Bonnie at work at Value Village**

as a Production Retail Clerk.

In her job role, Bonnie completes tasks such as sorting clothing, and organizing shoes. She

continues to receive support from her ICE staff who encourages and coaches Bonnie to assist her in building positive working relationships.

Management at Value Village keeps open communication with Bonnie, ICE staff and the ICE Coordinator and this network of communication has contributed to Bonnie's success.

Bonnie has been employed at Value Village for one year as of September 22, 2018.

This is a great accomplishment! Bonnie has gained a great deal of confidence and personal pride as a result of her achievement.

Fantastic job, Bonnie!



**Nora de Leon**

### **Employee Spotlight**

Nora began supporting Bonnie in May of 2018 when Bonnie had already been working at Value Village for eight months. Nora is a reliable and caring person dedicated to ensuring Bonnie's continued success.

## POLICY REVIEW

### Excerpts from Policy 3.5.2 - WORKER RIGHT TO REFUSE DANGEROUS WORK & ASSIGNMENT OF RESPONSIBILITIES PART 2 (Please refer to the ICE Policy Manual for the full policy.)

#### B. Assignment of Responsibilities

##### The Employee / SHO has the responsibility to:

- Ensure the health and safety of themselves and others.
- Refuse work that the employee / SHO feels is a threat to his / her health and safety. This will be without penalty to the employee.
- Report unsafe or unhealthy conditions or any known workplace hazard to the employer / supervisor.
- Work in compliance with the agency's health and safety regulations and cooperate with their employer/supervisor for the purposes of health and safety.
- Know their responsibilities and duties under legislation and comply with requirements.
- Refrain from causing or participating in violence and harassment.
- To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger. In the event of an injury the employee will follow all agency policies and procedures.
- Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the work the employee can safely complete.
- Report any known equipment or protective device that may be dangerous, missing or defective to the employer / supervisor.
- Practice Standard Precautions.
- Use all devices and wear all personal protective equipment (PPE) as directed.
- Not use or operate any equipment in a way that may endanger any worker or others present in the vicinity of the worksite.
- Not remove or disable any protective device.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.

##### The Supervisor has the responsibility to ensure:

- That they are competent and protect the health and safety of employees and others on the work site.
- That the supervisor and employees under their supervision work in accordance with ICE policy and procedure and applicable health and safety legislation.
- All health and safety concerns are reported to the



employer.

- That the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.
- That the employee practices Standard Precautions.
- The employee is advised of any known or foreseeable safety and health hazards in the area where the employee works.
- Workers are advised of all health and safety hazards.
- Every reasonable precaution has been taken to protect the health and safety of workers.
- To respond in a timely and effective manner to employees that decide the skill requirements for service provision exceed what they are able to safely do.
- To advise workers of all health and safety hazards ensure the employee has the appropriate medical / behavioral training prior to working a shift.
- To report any known workplace hazard to their employer.
- To ensure employees under their supervision are not subjected to or participate in violence or harassment at the worksite.
- Provision of written instructions when required, including measures and procedures to be taken for the employee's protection and control of hazards.

##### The Employer has a responsibility to ensure:

- Health and Safety leadership is visible and demonstrated through organizational health and safety standards, goals and objectives.
- The health, safety, and welfare of workers and other persons at the work site.
- Basic rights of workers including their right to refuse dangerous work, that they are protected from reprisal for exercising their right to refuse, and the employee has the right to participate in health and safety discussion or on the health and safety committee.

## **POLICY REVIEW continued...**

- Employees are aware of their rights and duties under legislation and are aware of any health and safety issues.
- Written health and safety policies are in place, available to employees and compliant with applicable legislation. ICE completes a formal policy review every three years.
- Workers are not subjected to or participate in harassment or violence.
- Establishment of a joint work site Health and Safety Committee.
- Consultation and cooperation with the joint Health and Safety Committee and the resolution of issues in a timely manner i.e. 30 days.
- Workers must be adequately trained in all matters necessary to protect their health and safety including; training in work practices/procedures, how to safely use equipment, and how to select and use PPE.
- Those providing direction or supervision are competent.
- Regular inspections of worksites including equipment, materials and protective devices and completion of corrective actions as required.

• Hazard identification, assessment and documentation is completed for existing and potential hazards and updated ongoing. Methods are provided to control or eliminate hazards identified.

- Employees are involved in workplace hazard identification and assessment and in the control or elimination of hazards identified.
- Incidents are reported, investigated and followed up with corrective actions as required.
- Effective claims management in the event of an employee injury.
- Public safety at or in the vicinity of the work sites.

### **The Visitor/Contractor has the responsibility to:**

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety and OHS legislation.
- To work safely and do nothing that increases the normal hazards to any persons at the worksite. (See **Policy 3.5.7 Visitors / Contractors**).
- Inform I.C.E. of any hazards arising out of their activities at the worksite and/or any uncontrolled hazard observed.

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

## **DAYLIGHT SAVINGS TIME**

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

**Clocks are turned BACKWARDS**  
**1 hour**



## **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, October 8th, 2018** **for Thanksgiving**

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

**780-461-7236**





## Health and Safety -

### Influenza – Prevention, Recognizing Symptoms and Treatment

#### General Information about Influenza

- ◇ Influenza is commonly referred to as the flu. It is a respiratory disease caused by a virus that affects the nose, throat and lungs. Influenza is easily passed from person to person.
- ◇ Seasonal influenza is the annual influenza that affects people in Canada during the winter, typically between November and April.
- ◇ Seasonal influenza viruses change slightly from year to year. Various strains of influenza virus circulate throughout the world each year and new strains can emerge and spread.
- ◇ Most healthy people are able to recover from influenza without severe complications.
- ◇ Antibiotics do not work against the influenza virus or any other virus. Antiviral medications may be used for treatment or prevention of influenza.
- ◇ Influenza lowers the body's ability to fight other infections. It can lead to bacterial infections, such as pneumonia, and even death especially in the elderly, children (6–59 months), pregnant women, indigenous people, and people with chronic medical conditions.
- ◇ Alberta has a free immunization program for all Alberta residents over 6 months of age that will launch in late October of 2019. Vaccinations will be available at Health Clinics and private pharmacies across the province. For information on clinics nearby and times they are open, go to [ahs.ca/influenza](http://ahs.ca/influenza).

In addition to immunization, there are other steps that clients and staff can use to protect themselves and their families from influenza including:

- ◇ **Respiratory and Hand Hygiene** – cover your coughs and sneezes and wash your hands often. Hand hygiene is the single most important way to stop the spread of germs.
- ◇ **Cleaning and disinfecting** – increase frequency of cleaning of high touch environmental surfaces.
- ◇ **Social Distancing and disinfecting** – Avoid attending work or social gatherings when you are sick. Keep at least a two meter distance (6-20 feet) between yourself and persons who show signs of being infected.

#### Recognizing Signs and Symptoms of Influenza

##### *Respiratory Distress Symptoms include:*

- ◇ Shortness of breath
- ◇ Rapid breathing (over 20 breaths per minute) or apnea (stopping breathing for 15 seconds or longer)
- ◇ Cyanosis – “turning blue.” This may include lips, finger nails, or toes
- ◇ Repeated coughing – This doesn't stop during eating, drinking or sleeping
- ◇ Chest pain or complaints of tightness or heaviness
- ◇ Noises such as wheezing or whooping
- ◇ Fever (oral temperature over 38.5 degrees C or 100 degrees F). Please note that for individuals over 50 years, temperature should be determined by **Basal Body Temperature Readings**

Any of these signs should, at least, indicate taking the individual to a Medical Center or doctor for medical assessment.

If you determine that the symptoms are severe or breathing is interrupted, phone 911 immediately.

**Preventing Flu...  
Starring You!!**

## TRAINING

### PET (Pre-Employment Training)

October 1st-3rd, 2018

October 9th-11th, 2018

October 15th-17th, 2018

October 22nd-24th, 2018

October 29th-31st, 2018

9 am - 5 pm

*As described on the ICE website*



### PBI (Proactive Behaviour Intervention)

October 5th, 2018

October 12th, 2018

October 19th, 2018

October 26th, 2018

9 am - 5 pm

*As described on the ICE website*

## Health & Safety Committee Meeting Minutes September 5, 2018 - Edmonton

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

#### Calgary – August 23, 2018 – Meeting Minutes:

**July 19, 2018**

Staff and client were dancing together with a group of others at the ICE BBQ. Staff noticed client getting extra energetic and losing self-control due to overstimulation. Staff asked client if she was done with dancing. Client stated yes. Staff turned away from the client and began to walk away from the dancing area. Client then struck staff in the back of head causing an injury.

**Incident Investigation Completed** (Reported as a Potential Serious Incident.)

**Recommendations:** Continued RPAC involvement with client. Review of PBI skills with staff, i.e. Never turn your back on an escalated client. Break tables were implemented and were used, the client and staff took frequent breaks outside of the hall throughout the party to help the client self-regulate while still being able to participate in the party. Review with staff positive approaches, management to provide additional strategies for staff. Risk assessment currently being developed. Staff to attend CPI training.

#### South – August 8, 2018 – Meeting Minutes:

No Internal Incidents to Report.

#### Grande Prairie – August 7, 2018 – Meeting Minutes (North West):

No Internal Incidents to Report

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

#### Calgary – August 23, 2018 – Meeting Minutes:

**July 17, 2018**

Staff had a meeting outside of the office and was scheduled to be back at office for 10:30 for a meeting. While walking up the stairs, staff tripped and hit the side of their ankle on the top step, staff did not fall as they were holding onto the handrail with one hand. Staff reported they were rushing and had items in their free hand.

**Near Miss Investigation Completed**

**Recommendations:** Remind staff to take their time when going up/down stairs and review with staff the procedure to follow if they may be late for a meeting. Reviewed HACD ascending/descending stairs. When using stairs ensure staff has clear vision, and if need to carry items utilize a bag/backpack or make multiple trips if items blocking vision. A sign was posted in the staircase landing "Be Careful, Watch Your Step".

**Additional Recommendations:** Ask for help to carry items up the stairs as necessary.

**July 20, 2018**

Relief staff was working with a client in the community. Client was playing a game with staff from another agency and the staff noticed the client becoming overly excited which is a **sign** for this client becoming escalated. Staff tried redirecting client and called the client's name. The client turned and grabbed staff's hair. Another staff asked client to "Let go" and the client immediately let go of the staff's hair.

**Investigation Completed**

**Recommendations:** Continued RPAC involvement with client. Relief staff to shadow with regular staff for a minimum of 1 day prior to working shift alone with client. Review with staff positive approaches and management to provide additional support strategies for staff. Risk assessment currently being developed. All staff to be informed to tie

back hair when working with client. Keep safe distance when next to client i.e. sit across from client rather than beside.

#### South – August 8, 2018 – Meeting Minutes:

**July 29, 2018**

A client threw the cigarette disposal unit over the fence on several occasions. Each time the client appeared calm and staff were outside with the client. The client did this with no warning and staff did not notice any outward signs of the client being upset or agitated. After the incident the client stated that they were feeling anxious but seemed to be showing no outward signs of this.

**Internal Investigation to be completed.**

**Recommendations:** Continued RPAC and CAST involvement for the client. Client struggles with mental health challenges - follow up to be done with the psychiatrist and mental health team. Cigarette disposal unit to be secured or a different type of unit to be purchased.

**Additional Recommendations:** Consider providing alternate sensory items to the client to help them to cope with anxiety i.e. "fidget items."

**July 30, 2018**

A client was asked by staff to wash a glass after having a snack. Client stated they did not want to do this. Staff calmly reminded the client of the agreed upon chores in the home. The client threw the glass onto the floor. It did not break. Client was given space and then washed the glass a few minutes later.

**Internal Investigation to be completed.**

**Recommendations:** Continued RPAC involvement for the client. Staff review of PBI skills.

**Additional Recommendations:** Give a few minutes after the request for the client to respond. Staff did a good job giving space. Consider alternate safe tableware to glassware and include the client in making the choice.

**July 31, 2018**

A client had been sleeping when the overnight staff arrived at shift. A few hours later the staff heard the client talking and screaming in his room. Staff went to check on the client and the client went outside. Staff went to follow and the client then came back inside the home, went to their room and pulled their dresser outside and threw it over the fence. There was no damage to the dresser or the fence. Staff gave the client space to ensure their safety. The neighbors called the police. The next morning the client was taken to the hospital and admitted to the psychiatric unit.

**Internal Incident to be completed.**

**Recommendations:** Continued RPAC involvement for the client. Staff did a good job of giving the client space and using their PBI/CPI skills so there was no injury to the staff. Continue to review these skills with all staff in the home. Client is receiving ongoing psychiatric care as an inpatient. Once out of hospital continue to work with the mental health team including CAST and the psychiatrist.

#### Grande Prairie – August 7, 2018 – Meeting Minutes (North West):

No Near Misses to Report.

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

**August 3<sup>rd</sup>, 2018** An employee accompanied a client to the store. The client was upset that they could not purchase two of a desired item. When staff and the client returned to the staff's car, the staff prompted the client to be careful opening the car door as another vehicle was parked close to it. The client was frustrated and swung the door wide scratching the paint on both vehicles.

**Incident Investigation completed.**

### **Health and Safety Meeting minutes continued:**

**Recommendations:** Review of client transportation requirements with team as per Policy 2.4.5 Use of Staff Vehicles, Section - Transporting Clients with Behavioral Issues. Staff are not to drive agitated clients. Transportation planning for this client is required. When transporting clients it is a good idea to park away from other vehicles when possible.

**August 7, 2018** an employee was following another employee taking out the garbage from a program with both hands full. The door closed after the first staff and struck them on the leg causing injury.

**Recommendations:** Take care (head up looking where you are going), don't rush. Reduce the amount being carried (make two trips), ask for help, or use a door stopper. Review safety practices for this chore at the next team meeting.

**August 8, 2018, 6:13 pm.** A client was asking for cigarettes. Staff encouraged the client to wait until the next day for more cigarettes. The client got upset and grabbed a wooden spoon in the kitchen and struck the staff on the hand. The spoon broke on his arm. The client then pushed the staff and the staff pressed the lifeline. The client then ran out of the home. Police responded.

**Recommendations:** Do not enter power struggles with clients. Consider an "auto dispenser" to encourage reduction of cigarette consumption for health without staff being involved.

**August 22, 2018** – An employee went bicycle riding with a client from their program. The employee used an old bicycle. As they approached their destination they applied the handbrakes on the bicycle to stop. The hand brakes did not stop the bike in time and the employee struck a cement parking block and fell off the bike injuring themselves.

**Recommendations:** Equipment used by employees must be maintained in safe working order and be of appropriate size/ functioning to the skills of the staff who will use them. Staff to complete a "Pre-Task" safety assessment before completing occasional/ high risk tasks/activities. If staff skills and experience are not a match for the task they should not proceed but report concerns to their supervisor. Pre-task considerations in this case would include: experience riding a bicycle, familiarity with the equipment on site (men's bike, handbrakes etc.), condition and size of equipment, bicycle and road safety knowledge etc. Remove equipment that is not in appropriate working order and review safety practices with the team.

### **Incident Investigation Completed.**

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

**August 2nd, 2018** - A meeting was held for a staff member in the meeting room by reception at the Edmonton office. The employee involved in the meeting became agitated. The staff had brought a male companion with them to the office and that individual was seated in reception during the meeting. When ICE staff ended the meeting the companion approached one of the two managers involved in a physically intimidating manner and was verbally abusive raising his voice. The staff and her companion were asked to leave the premises and the lifeline button at the front reception desk was pressed to call 911 for the police. The visitors were informed of this. Additional ICE staff

who had heard/witnessed the threatening manner of the visitors attended the scene to provide support and they also encouraged the visitors to leave peacefully. The persons did eventually leave the office.

After the incident a manual deadbolt lock was installed on the inside front door.

**Recommendations:** Review and revision of office emergency responses/ safety procedures for workplace violence, once this is completed, office staff will be offered additional training. Signage to be posted in reception regarding zero tolerance for workplace violence on site. Training for supervisors/ managers in strategies effective for avoiding workplace violence (i.e. advance planning for situations of potential conflict).

### **Near Miss Incident Investigation completed.**

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

**Element 2** Non-Residential – enhanced involvement of workers in hazard assessment.

- Feedback from the Edmonton region regarding the Non-Residential hazard assessment format was collected. .

- Some Non Res staff expressed being confused about application of the form (how often to complete, number of sites to complete for etc.) It was suggested to provide clearer instructions on use of the form. Quarterly completion of the form tool was suggested as an appropriate frequency.

**Element 3** The selection of 5 new HACD Appendix topics has been completed. Web link information actions have been implemented. Follow up is underway with ACDS regarding Rehabilitation services applying to OHS for "an alternative approach" related to H&S representation.

**Element 6 Emergency Response**—An Edmonton Subcommittee meeting for Emergency Response was set up for Sept 14<sup>th</sup>. Chantal, Pauline, Carrie, Greg, Nishita, Corinne to attend. Assignments / timelines for completion of Emergency Response Action plans to be determined at the Sept 14 meeting.

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

#### **Edmonton:**

Residential programs have until Sept 30 to consult with members of their teams on site specific hazard documents. Front line staff (whole teams) are expected to be active participants and are required to sign off on the opportunity to participate. The process to have residential Site Specific HACD additions completely updated and in place on site is October 31<sup>st</sup>. These may be neatly hand printed/ written.

#### **Calgary – August 23, 2018 – Meeting Minutes:**

2018 Hazard Assessment and Control Document will be handed out during the next Health and Safety Committee.

#### **South – August 8, 2018 – Meeting Minutes:**

Review of the requirements of the residential site-specific documents done at the meeting. Also talked about the requirements as they relate to the staff working in non-residential settings.

#### **Grande Prairie – August 7, 2018 – Meeting Minutes:**

Reviewed Non Res pilot forms and implemented the pilot project.



### Health and Safety Meeting minutes continued:

**3.6 Policy Review:** ICE Health and Safety Policy – **3.5.2 Section B Assignment of Responsibilities.**

### 4.0 OTHER BUSINESS

**ICE PAGE** – Suggested Articles Edmonton – Influenza / Recognition of Respiratory Distress. Preparations for Winter.

Assigned Emergency Drill to be conducted before December 31, 2018 is: **Home Invasion – Which includes violence by a community member/ stranger.**

Next meeting – October 3rd, 2018 at 1:30 pm

## \$ 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**

**Michael Gebremariam**

## ICE THANK YOU CARD INCENTIVE WINNERS



**Shady Hamza** received a Thank you card from a client's guardian for supporting the client to become more independent in the community. Shady won a Hamilton Beach MultiBlend Blender. Thank you for your dedication!



**Elizabeth Yanga** received a Thank you card from her CR Manager for assisting a client during a health and safety incident.

Elizabeth won a Bissell Compact Vacuum Cleaner. Great Job!



**Nshuti Byamurgu** was thanked by his Manager and an Administrative Assistant for his help with numerous tasks at the office.

Nshuti won a Hamilton Beach Programmable Multi Quart Slow Cooker. Your hard work was much appreciated!

## 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/>