

OCTOBER 2019

**EDMONTON/
NORTH CENTRAL**

ECAT

Employee & Client Assistance Team

780-461-7236

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

INSIDE THIS ISSUE:

POLICY REVIEW 2

**HEALTH AND
SAFETY MEET-
ING MINUTES** 4-5

**CERTIFICATE OF
RECOGNITION
(C.O.R)** 6

TIME SHEET HAND-IN

- **October 15th 2019–**
For all shifts worked between October 1st and October 15th.
- **October 31st 2019–**For
all shifts worked between October 16th and October 31st

UPCOMING:

- **HEALTH AND
SAFETY MEET-
ING–** October 2nd,
2019 at 1:30 PM
- **RPAC MEETING–**
October 16th, 2019, at
1:30PM

ICE PAGE



Making it Happen!– Supporting Social Inclusion

Melissa

Melissa started with ICE Calgary in 2008 and has been working with her staff, Shelly, for over 2 years. Melissa is a kind young lady who enjoys participating in as many different activities as possible. During her day program she has enjoyed unique activities which include going on a tour of a luxury soap factory in Canmore, visiting free concerts downtown each week, a tour of the Yamnuska Wolf Dog Sanctuary, social skills classes, and visiting the kittens at the Regal

Cat Café. Melissa also loves checking out new restaurants around Calgary with Shelly.

Melissa is also enjoying working on her goal of learning to cook new meals. So far Melissa has made quiche, tiramisu cake, and even put on a Mother's Day High Tea for her family. She also enjoys bird watching using her binoculars and participated in counting the Fall Migration of Golden Eagles in Kananaskis Country. She also loves Fish Creek Provincial Park, specifically the history of the park.

Melissa has volunteered at the Calgary Food Bank for 8 years and recently became interested in obtaining a part-time paid job. Melissa and Shelly approached Good Will to apply for a job, unfortunately no positions were available. However, with Shelly's advocacy, Melissa was offered a volunteer position in the interim. This opportunity has the potential to turn into paid employment! Melissa is glad to have some more experience to add to her resume.

Most recently, Melissa obtained a casual paid position doing deliveries with "Anthony At Your Service" and is excited to begin this new opportunity.

Great work Melissa!



Employee Spotlight

Shelly has been with ICE for 4 years and is a strong advocate for her client. Shelly enjoys taking new trainings at the office and building on her skills. Shelly is full of creative ideas for activities for her client and says her favourite part of her job is discovering new places in and out of the city such as Bar U Ranch and Yamnuska Wolf Dog Sanctuary.



PET Changes

**(Selected sections of ICE policy 2.2.2, 3.9.1, & 3.9.2 are reproduced here, please refer to the Policy manual for the complete policies).*

2.2.2 CLIENT CONFIDENTIALITY

I.C.E places high priority on the right to confidentiality pertaining to client personal information.

Confidential information is collected, used, disclosed, and disposed of as per **Policies 3.9.1 Site Security and 3.9.2 Information Security.**

All employees must sign the Standards of Confidentiality.

All agency owned computers are protected by server access passwords and screensaver passwords.

Confidential client information will not be posted online or saved on employees' personal electronic equipment.

Personal cell phones are not to be used to conduct agency business. Authorized use would only be in the case of an emergency.

If transporting client information, only transport what is required.

Employees may carry documentation (i.e. contact notes, time sheets, critical and general incident forms etc.). They are to keep this documentation as anonymous as possible by only including the client's first name and the first three letters of the last name.

Confidential information will not be left in an unattended vehicle.

3.9.1 SITE SECURITY and 3.9.2 INFORMATION SECURITY

Security items in all residential settings will be reviewed as part of the Environmental Quality Audit and Monthly Safety Checklists.

Offices are secured after hours by monitored alarm systems.

Client and employee files are stored in a secure location.

Employees will receive an orientation to the security of the location in which they are working.

Information Technology Security: All information of a sensitive nature must be password protected.

All information security breaches are to be reported to the Regional Manager/Chief Operating Officer / President as soon as they occur.

ICE OFFICES WILL BE CLOSED MONDAY, OCTOBER 14th FOR THANKSGIVING



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

780- 461-7236

Training

PET (Pre-Employment Training):

October 1st, 2nd, 15th-17th, 28th-30th
9:00am - 5:00pm

PBS/PBI (Proactive Behavioural Interventions):

October 4th & 18th
9:00am - 5:00pm

FASD:

October 7th
9:00am - 1:00pm

Documentation and Reporting Practices:

October 10th
9:00am - 5:00pm

ASIST:

October 22nd & 23rd
9:00am - 5:00pm

HURT AT WORK?

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace 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.



ICE THANK YOU CARD INCENTIVE WINNERS

Mirosława S received a Thank You card from a manager for participating in the EQA. The extra effort you put in to start the process to get the bathtub regulators repaired with the landlord was greatly appreciated. Mirosława won an Oster Electric Skillet. Thank you for your dedication!



Lorna V received a Thank You card from the Quality Auditor for attending and participating in the Qualifying COR Audit Process. Lorna won an Oster Convection Oven. Thank you for your efforts!

Hawa D received a Thank You card from her manager for diligently following up with the landlord regarding a health and safety issue for the clients and staff at your program and achieved a successful outcome. Hawa won a Gibson Elite Dishware set. Your client care is valued!



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 advisor 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/>

Referral Incentive

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!



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>

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities. The OHS site provides access to a wide range of information bulletins and on-line training options

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

Health and Safety Meeting Minutes

September 11, 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 – August 1, 2019 Meeting Minutes:

July 2, 2019

Staff went into client's room to help client with their electronic device. Client jumped off their bed, screamed and struck staff in the chest. Staff received a red mark. Staff reported the incident to management. Staff stated that they were not injured.

Incident Investigation Completed.

Recommendations: Staff to review PBI skills. Staff should see if client is ready to be assisted. Staff could also engage client with assisting staff to fix the problem if possible.

July 10, 2019

Staff walked into an office area where a diffuser was diffusing strong essential oils. Staff immediately backed out of the office area. Staff went to another part of the building and had difficulty breathing. Staff decided to hold their breath and run back to their office on several occasions. Staff called their doctor and advised staff to go to the hospital. Follow-up: All diffusers have been removed from the office. During a meeting, management provided all staff reminders of a scent free zone. New scent free posters put up throughout area.

Incident Investigation Completed.

Recommendations: Scent free zone poster signage to be posted at the entrance to advise visitors of a scent free zone. Staff could have stayed in the other office wing until the office was clear of scent.

Additional Recommendations: Review of agency documentation to determine if scent awareness can be formally included.

July 18, 2019

Staff was taking items out of the trunk of their car when a community motorist sped into a parked vehicle which subsequently caused the parked vehicle to strike the back of staff's car with force. Staff was able to jump out of the way in time as they heard the initial car being struck. 911 was dispatched as soon as the accident occurred and arrived on scene. Significant property damage occurred. Staff was not physically injured.

Incident Investigation Completed.

Recommendations: Staff did an excellent job paying attention to their surroundings. No further recommendations.

Additional Recommendations: N/A – No additional recommendations.

South – August 6, 2019 - Meeting Minutes:

No incidents to report in July.

Northwest – August 6, 2019 Meeting Minutes:

No incidents to report in July.

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

Calgary – August 1, 2019 Meeting Minutes:

July 12, 2019

Client and staff were out having lunch. Client had a confused look on their face and staff asked if they needed assistance. Client raised their hand as if they were going to strike staff. Staff gently lowered client's hand and client shrieked. Follow-up: staff was reminded not to physically touch the client and to prompt client instead. RPAC involve-

ment.

Incident Investigation Completed.

Recommendations: No additional recommendations.

July 24, 2019

Staff was emptying dishwasher and found a broken drinking glass. Staff removed the two pieces of broken glass and threw them away. Staff reported the hazard.

Incident Investigation.

Recommendations: Staff to avoid overloading the dishwasher and to inspect dishes before placing them in the dishwasher.

South – August 6, 2019 Meeting Minutes:

No near miss incidents to report in July.

Northwest – August 6, 2019 Meeting Minutes:

No near miss incidents to report in July.

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

August 1, 2019

Staff went to the doctor over a concern with the air quality. A GI was also submitted by another staff working in the area. Follow up included that the thermostat was checked. It was determined that the heat was on and it was blowing 24-degree Celsius heat on a day when outside it hot and humid. The thermostat was immediately turned down to 20 degrees. Follow up included H & S Specialist contacting the landlord, who came in and ensured that the A/C was working.

Incident Investigation in Progress: Follow up included training all staff in the area on how to use the thermostat and ensure that it is on the proper settings and ensuring that vents are cleaned in the Edmonton Office and adding thermostat training to the Edmonton Office Orientation checklist.

Additional Recommendation: "Ensure vents are clean" to be added to the Quarterly Office Inspection Checklist.

August 2, 2019

After staff noticed that the client was in possession of toys from other clients' rooms, staff brought this up with the client. The client got upset and kicked staff. Follow up included reviewing the client's positive approaches, reminding staff to keep distance from client, and finding the client activities for herself to do.

Incident Investigation in Progress:

Staff shift reduced from 12 to 6 hours and 4 staff will work with the client instead of 2.

August 6, 2019

Client became upset and hit staff on the arm and told her to go away. See August 2, 2019 incident for follow up.

Incident Investigation in Progress:

See August 2, 2019 incident for recommendations.

August 7, 2019

Another staff's perfume scent caused another staff to have an allergic reaction, resulting in staff becoming ill and vomiting. Follow up included a "Scent Free" poster being put up at the program.

Incident Investigation in Progress:

All staff to review that the program is scent free and this has been added to the site-specific hazard document, which is to be reviewed with all staff. Staff to also review the Health and Safety Article in the ICE Page on allergies, including safe work procedures to prevent allergic reactions.

Additional Recommendations: Review of agency documentation to determine if scent awareness can be formally included.

August 8, 2019

SHO was driving a client and while stopped at a red light, was hit by another car.

Incident investigation Completed.

Recommendations: SHO to avoid driving during rush hour.

Additional Recommendations: N/A – No additional recommendations.

August 18, 2019

Client was eating quickly and staff advised her to slow down. The client started to hit the staff on the arm repeatedly. After supper, the client charged at the staff and started to kick and punch her.

Follow up included reviewing the client's positive approaches, reminding staff to keep distance from client, and finding the client activities for herself to do.

Incident Investigation in Progress:

Staff shift reduced from 12 to 6 hours and 4 staff will work with the client instead of 2.

August 30, 2019

The client asked about his birthday cake and staff stated they didn't know about it. The client then grabbed staff's hand and when staff was trying to free their hand, the client bit the staff's other hand and pushed staff towards the dining table where staff fell. The client was successfully redirected and 911 contacted.

Incident Investigation not incomplete.

Recommendations: Review PRP with staff and lifeline guidelines as well as further RPAC involvement.

3.3 Evaluation of near miss investigations.

August 19, 2019

The smoke alarm went off in an apartment building and there were a lot of people getting off the floor and evacuating by going through the stairs to get outside and to the muster point. When staff attempted to hold the client back to ensure his safety, the client pushed the staff, causing staff to lose balance and almost fall. Follow up recommendations included to look at an alternate exit and to not hold the client's hand during a fire evacuation.

Incident Investigation incomplete.

Recommendations: Rather than holding the client back, use voice prompts to guide the client and practice this in drills; evaluate appropriateness of residential program location; and further RPAC Involvement.

August 30, 2019

Staff slipped on the slippery pavement while walking through a crosswalk, but didn't fall.

Incident Investigation in progress.

Recommendations: Encourage staff to wear shoes that have good treads that are not worn and to be aware of hazards at all times.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns – N/A – no concerns reported for August.

3.4 B) Inspections completed: August – Monthly Inspection Checklists completed - 5 – Emanuella (2), Vesna (1), Pauline (1) and Dusi (1) – 8 workers participated; RIs completed – 6 – Adrienne (5), Innocent (1) – 6 workers participated, including Amanda for Innocent's RI.

3.5 COR Audit Review – It was discussed that an Action Plan was completed last year and that Site-Specific Evacuation Plans were completed.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Edmonton: Pages 44 – 47 – Washing/Mopping Floors and Vacuuming. It was recommended to add filling mop bucket from the tub rather than sink and emptying bucket into the toilet rather than sinks to prevent sinks being clogged.

Calgary – August 1, 2019 Meeting Minutes:

Pages 1-3. General Controls and Working with People. No further

recommendations.

South – August 6, 2019 Meeting Minutes:

Sharon has finished the site-specific information for the Office Related Work in the HACD. Reviewed changes including the addition of filing cabinet safety in the filing section as well as the section on lifting and moving boxes and office furniture.

Northwest – August 6, 2019 Meeting Minutes:

Reviewed as group pages 76 - 80 of the HACD. These pages dealt with Personal care of clients concerning bathing, lifts and transfers. Also reviewed use of Hoyer Lifts. No recommendations for changes.

3.7 Policy review – 3.6.4 Workplace Violence and Bullying/Harassment

Other Business

4.1 Health and Safety Training Updates – Emanuella and Desi completed Promoting Safety Training.

4.2 Ideas for upcoming ICE Page Articles – Winter Weather Preparation

4.3 Hazard Assessment and Control Document – This document is due to be completed by September 15, 2019.

4.4 Emergency Drills – A Health and Safety Memo was sent out on August 21st with emergency drills and emergency procedures to be reviewed at team meetings over the next 12 months.

4.5 COR Update – ICE's 2019 COR Internal Audit will begin on September 30, 2019. In total 74 Staff from Edmonton will be interviewed. Interviews with staff will take place between September 30, 2019 and October 4, 2019.

4.6 Vacancy on H & S Committee – There is a worker vacancy on the Health and Safety Committee. Please contact Greg at the ICE Office for more information or if you are interested in joining the committee.

NEXT MEETING DATE: October 2, 2019 at 1:30 p.m.



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 2019. To find local clinic schedules, visit www.ahs.ca/influenza or call Health Link at 811.

Certificate of Recognition (C.O.R.)

Our annual C.O.R. audit is set to start September 30th, 2019. This year's audit will be completed in Grande Prairie and Edmonton by our certified internal C.O.R. auditors. It will involve interviews with 84 ICE staff as well as workplace observation tours, documentation review and contractor interviews. This process is important to ICE management, employees, clients and community partners.

What is the COR program all about? A Certificate of Recognition (COR) is awarded to employers who voluntarily develop health and safety management systems that meet established standards. Certificates are issued by the Alberta government and are co-signed by the Alberta Association for Safety Partnerships. Achieving and maintaining a valid COR allows employers such as ICE to qualify for financial incentives through the Worker's Compensation Board's Partnerships in Injury Reduction program. ICE management develops a vision of what health and safety should be for our company in order to manage risk. ICE has chosen to participate in the Certificate of Recognition (C.O.R.) Program to ensure continuous improvement of our Health and Safety systems. We have maintained our commitment to this goal and our COR certification for over 15 years.

What are the benefits of having a COR?

Having an effective health and safety management system in place assists to minimize injuries and illnesses to employees involved in the work of ICE. Achievement of a Certificate of Recognition demonstrates that ICE has excellent Health and Safety systems in place and is consistently striving to improve them.

What happens after the audit?

The on site audit is only the first step in the C.O.R. process each year. The real work begins after the audit. From the audit information a comprehensive report is generated and submitted for approval to the Continuing Care Safety Association. The ICE C.O.R. audit report identifies areas where the company's Health and Safety Management System can be improved and then the work begins to address these areas. Annual C.O.R. action plans may involve development of new safety procedures, additions or revisions to policy and/or documentation and training initiatives.

Are you motivated? ...curious?

...like to be a part of a fun team?

The Edmonton Health and Safety Committee has a worker vacancy. As a member you would be an equal part of a group who help to ensure your fellow employees are healthy and safe, be part of an established committee that advises and monitors health and safety in the workplace, you would assist in the investigation of employee injuries or near misses and make recommendations that may reduce the risk of similar incidents reoccurring in the future. Health and Safety Committee members also participate in review of the hazard assessment and control document and participate in training. If you are interested, please contact Health and Safety Specialist Greg Lane at 780-453-9656 or e-mail him at glane@icenterprises.com.

Health and Safety Incentive Presentations



Charmaine (left), Greg (right)

Greg L presented a portfolio to co-chair Charmaine H for attending 15 Health and Safety Committee Meetings.



Adrienne F

Adrienne F received a stainless steel mug for attendance at 6 Health and Safety Committee Meetings.