

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

**EDMONTON/  
NORTH CENTRAL**

**ECAT**

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

After office hours  
Phones do not accept text messages- staff need to call ECAT.

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**TIME SHEET HAND-IN**

**September 15th, 2017 -**

For all shifts worked between September 1 and September 15

**October 2nd, 2017-For all shifts worked between**

September 16 and September 30

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**  
- September 13, 2017  
at 1:30PM
- **RPAC MEETING-**  
September 20th, 2017  
at 1:30PM

Dale is an energetic Edmontonian with diverse interests; he needs and loves to be busy. Dale is a very social person who enjoys sports and art expression as well as community service and volunteering. His ICE support staff are kept occupied assisting him to search out interesting activities and opportunities to explore. Luckily in an active city like Edmonton there are a lot of interesting options.

Dale has participated for several years with Special Olympics (S.O.), Edmonton and in that time has been active in a wide range of games and athletics. In 2016, Dale chose rhythmic gymnastics as his S.O. event of interest and quickly emerged as the best male gymnast in the competition. He went on to win an award as the overall S.O. Edmonton male athlete of the year. Due to this honor, Dale was invited to represent Edmonton at the provincial S. O. summer games in Medicine Hat held July 7 - 9, 2017.

Dale worked hard for months at his S.O. events to prepare for the provincial games this summer as he was determined to bring some medals home. His ICE team and S.O. coach supported him each step of the way. Staff helped Dale with practical requirements such as organizing his gear, getting the required paperwork/ consents completed and ensuring Dale made it to each practice. His ICE support team also worked with Dale on positive social skills necessary for success in competitive group activities. Their focus was to prepare Dale in advance of the trip to enhance his skills for sportsmanship, waiting for his turn,

and respecting other's personal space. As the date drew nearer, Dale became more and more excited to compete. The date finally came and Dale was off to Medicine Hat with his coach, Meg and the Edmonton S. O. team!

Dale said when he saw his photo in the S.O summer games brochure, he felt like an important athlete. He should! At the games Dale won two bronze and three silver medals, and this led to an All- Round Level 1, Male Silver Athlete award. He enjoyed sharing such a wonderful time with his S.O. friends.

One of Dale's goals is to explore opportunities to contribute to his community and participate in short or long term volunteering. Dale loves to be social and helpful. With the support and encouragement of his ICE team he often assists members of his local neighbourhood with walking their dogs, cutting the grass and snow shoveling. He also loves volunteering at festivals such as the local International Street Performers Festival. Beyond volunteering Dale enjoys art expression and is involved in the Nina Haggerty Arts Centre program.

Congratulations, Dale, on your many achievements this year!

**Employee Spotlight**

The ICE Parkdale team has always strived to encourage and support their individuals' goals and aspirations. Many of these goals have been realized and fostered by the team through opportunities generated from community connections. These connections have taken some leg work and repeated perseverance but ultimately have resulted in positive and lasting community experiences and relationships for Dale and his roommate. Thank you, Parkdale staff!



## **Certificate of Recognition (C.O.R.)**

Our annual C.O.R. Health and Safety audit started Monday, August 28<sup>th</sup> and will run until September 12<sup>th</sup>, 2017. This year's audit will be completed in the Edmonton and Calgary regions by a certified external C.O.R. auditor. It will include a review of ICE documentation and interviews with 90 ICE staff as workplace observation tours 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 Alberta Association for Safety Partnerships. Achieving and maintaining a valid COR allows employers such as I.C.E. to qualify for financial incentives through the Worker's Compensation Board's Partnerships in Injury Reduction program.

ICE management has a role to construct 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.

### **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 I.C.E.

Achievement of a Certificate of Recognition shows that I.C.E. 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. The ICE C.O.R. audit report identifies areas where the company's Health and Safety Management System can be improved and the company works on enhancing them going forward.

### **What has ICE been working on for the last year as per the 2016 C.O.R. audit action plan? Here are some the key areas:**

- Ensuring residential staff are reviewing and signing off monthly on the Hazard Assessment and Control Document review sheets indicating their review of site specific hazards.
- Refreshing trainer credentials and health and safety course materials to ensure these remain up to date with current trends. (Examples: WHMIS 2015, Incident Investigation, Hazard Assessment and Control, Workplace inspections, Crisis Prevention Intervention etc.)
- Implementing measures to enhance the understanding of front line supervisors of their responsibilities for leading, monitoring, evaluating and if necessary, enforcing worker health and safety. These measures have included additional supervisory training sessions for coordinators.
- Enhancing employee understanding of their health and safety responsibilities and accountability during annual employee evaluations. Actions included revision of the annual employee evaluation form and development of a process to review policies 3.5.1 and 3.5.2 with employees ongoing.
- Enhancing the visibility of the ICE President's message of commitment to health and safety by posting the President's annual health and safety message in all Regional offices and printing the message in all regional newsletters (January 2017).
- Increasing the involvement of front line staff (both office and field) in workplace inspections that relate to the environments staff are working in. Staff are now asked to sign off on their participation.
- Ensuring that staff see ICE managers at all levels demonstrating their commitment to safe and healthy workplaces by being more visible during work site visits.
- Requesting staff feedback on hazards and controls for the areas they work in during worksite tours and during inspection processes.
- Requiring staff involvement and signatures on monthly reviews of the Hazard Assessment and Control Document.

## Policy Review–

### **3.5.5 Employee Work Related Injury, Illness and Near Misses**

*(A portion of policy 3.5.5 is reproduced here, please refer to the Policy Manual for the complete policy.)*

All employees have W.C.B. coverage. This is to include support home operators and their designated respite workers as per W.C.B. legislation and law. Note that the relationship I.C.E. has with Support Home Operators and their respite staff is that of service monitor only. Yet where this policy refers to employees this is to include Support Home Operators and their respite workers for the purpose of WCB only.

An internal incident is defined as an unplanned event that resulted in injury, illness or property damage.

A near miss refers to an unexpected event that did not cause injury, illness or damage this time but had the potential.

#### **E. Investigations of Internal Incidents and Near Misses**

Either simultaneously or upon completion of the C.I/GI., an internal investigation into an incident or near miss will occur. Individuals who will investigate will have formal training in incident investigation. Refer to the Master document binder for the investigation forms. The agency will investigate those incidents that involved a contractor. The following will apply to this process:

##### **1. Investigations will consider:**

- **Immediate (Direct) Incident Causes:** What happened before, during and after incidents? Was the incident related to substandard conditions (i.e. tripping hazards left on the floor, poor lighting) or substandard practices (i.e. failure to lock a cupboard).
  - **Basic (Indirect) Incident Causes:** The reasons the direct causes were allowed to develop. WHY the incident happened. Examples of indirect causes include inadequate: equipment, knowledge, skills, supervision etc.
  - **Root Causes:** Possible deficiencies in the health and safety management system i.e. inadequate: systems, procedures, compliance with standards, and equipment / resources.
2. Investigative processes with the exception of recommended actions must be completed within 72 hours of the incident. Timelines to complete or institute recommendations is dependent on the nature of the incident and will vary.
  3. As part of investigation procedures– a documented action plan to prevent similar incidents from happening again will be developed. Recommendations will be specific and constructive. The Coordinator/ Manager responsible for the program area where the incident took place will follow through with the appropriate recommendations. The Health and Safety Specialist / Regional Manager is responsible for overseeing this process.
  4. The agency's regional Health and Safety committee or a representative with Incident Investigation training will also review all incidents and make additional recommendations. Documentation of the review is mandatory.
  5. Once the investigation recommendations have been implemented /completed the Internal and Near Miss Investigation Report will be signed off by the Unit Manager. A copy of page 1 of the general/critical incident report (client / other employee names removed for confidentiality) is attached and the investigation package is submitted for review and signatures to the Chief Operating Officer followed by the President.
  6. After the investigation process has been completed a copy of the report is filed in the employee file and the original in the Injury/Near Miss investigation binder in the appropriate Manager's office in each region.

Updated October 2015

## **Attention All Staff: Policy Manual Review**

It's time for the formal review of the I.C.E. Policy Manual. At this time we are inviting our employees to participate if they so choose. You can provide your ideas / suggestions to Jackie Wells either in writing or at [jwells@icenterprises.com](mailto:jwells@icenterprises.com) **by September 29, 2017**. The agency goes through this process to ensure its practices are consistent with legal / contractual requirements and industry standards.

Upon receipt of feedback from employees the policy manual will be revised, printed, and distributed in all regions.

Thank you for your anticipated assistance!

# ICE THANK YOU CARD INCENTIVE WINNERS



Suresh Khanal was thanked by his manager for assisting to complete the EQA follow up for a program during the absence of the program's Team Coordinator. Thank you for your assistance. Suresh won a five piece game set.



Shady Hamza was thanked by his supervisor for encouraging a client to try swimming. Thank you for being such a great role model for the client! Shady won 12 piece acrylic tumbler set.



Mongeh Songjong was thanked by his manager for providing extra supports at a program. Your help was greatly appreciated! Mongeh won a Mainstays Deluxe Zero Gravity Chair



## Training

### PET (Pre-Employment Training)

September 11th-September 14th  
September 25th- September 28th  
9:00AM-5:00PM

As described on the ICE website

### PBI (Proactive Behaviour Intervention)

September 15th & September 29th  
9:00AM-5:00PM

As described on the ICE Website

### CPI (Non-Violence Crisis Intervention)

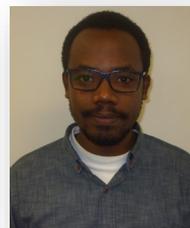
September 6th & September 7th  
9:00AM-5:00PM

As described on the ICE Website

### **\$100 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!

### August Winners



Walter Komera



Kesete Weldegerbriel

## 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:

**Independent Counselling Enterprises at: 780-453-9664**



**INDEPENDENT COUNSELLING ENTERPRISES  
Health and Safety Committee Meeting Minutes  
Edmonton– August 2nd, 2017**

**STANDING ITEMS**

**3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)  
Calgary- Meeting July 12th, 2017**

**June 15, 2017**

During a discussion with a supervisor, staff reported that sometimes when she works with her client she assists him in walking/stability. Staff reported that at times when walking, client “jolts” staff’s arm and puts weight onto her shoulder. Staff also indicates that she carries his backpack and this causes strain on her back.

**Recommendations:** Client to utilize walker, staff to review proper lifting and transferring. Purchase a backpack with wheels or hang backpack on walker, staff to not carry client’s items.

**Additional Recommendations:** Staff are required to follow industry safety practices and agency guidelines for supporting clients using assistive technology equipment. It is not recommended that clients hold onto the arm of staff as this may lead to staff injury. Clients are to be taught safe practices for using their equipment. There may be a need to have a professional reassess to see if additional/different equipment may be more appropriate (i.e. use of a transfer belt, a walker with a basket) if client support requirements change. Supervisors are recommended to regularly observe staff providing assistance to clients to ensure staff continue to follow safe practices and to address changes in client abilities. It is not recommended to hang a backpack on a walker as this will affect the balance of the equipment and may create a new hazard.

**Incident investigation completed.**

**June 28, 2017**

Relief staff was assisting a client who was working out at a gym. Staff became concerned at the amount of noise the client was making as it was disturbing others around him. Staff advised client to decrease noise. Client became upset and pushed staff, causing staff to stumble backwards and fall on exercise equipment. The Recreation Center staff intervened. Client was given time to calm down. Staff contacted ICE, client approached staff again and hit him on the rib area and threw a water bottle at staff. Space given, ICE office contacted and client was taken home.

**Recommendations:** Staff to not drive escalated clients as per policy, discuss incident at RPAC. Staff to review PBI.

**Additional Recommendations:** Staff noted in the incident report that they did not receive a full orientation to this client and the client’s support procedures. It is required that each staff receive proper training and orientation for the job hazards they may face. Orientation procedures for working with this client should be reviewed and enhanced.

**Incident investigation completed.**

**South – Meeting July 12th, 2017**

No Internal Incidents to Report

**Grande Prairie – Meeting Northwest – July 13, 2017**

No Internal Incidents to Report

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

**Calgary- Meeting July 12, 2017**

**June 16, 2017**

The deck at a residential building was being renovated by the condo board, there were 4 temporary/ unsecured support poles installed to support the deck above. During the day it was windy, one of the 4 poles fell and crashed into the bedroom window causing the window to break. Note: this occurred during the day when no clients/staffs were in that bedroom. Property management was immediately contacted and informed of the hazard/damage and scheduled to clean area and fix window and pole.

**Recommendations:** Management informed of incident, ensure other poles on deck are secured by the building management/construction company.

**Additional recommendations:** Maintain careful monitoring of all condo building renovation projects for safety concerns/hazards that may impact clients or staff. Report such hazards immediately to the landlord’s agent and document them.

**Near Miss Investigation Completed.**

**South – Meeting July 12, 2017**

No Near Miss Incidents to Report

**Grande Prairie – Northwest – July 13, 2017**

No Near Miss Incidents to Report.

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

**July 5th, 2017**

Client Behaviour- during medication time one staff passed a pen to another staff. The client present grabbed the pen and accused the staff of stealing his pen. Staff said that it was not the client’s pen and they did not steal it. Client then took staffs cell phone and threw it. Client banged his hands on the wall and swore at the staff.

**Recommendations:** Do not get into unnecessary power struggles with the client. Review risk assessment with staff and planned procedures. Keep personal belongings (i.e. cell phone) secured while on shift. Have one staff redirect the client into alternate activities while documentation is completed by the other staff.

**Incident investigation completed.**

**July 7th, 2017**

Two clients along with support staff were invited by a neighbour to a wedding. The group arrived at the venue early due to transportation by DATS. While the clients were sitting in the shade one staff was assisting in setting up for the wedding. While trying to set up an arch the arch collapsed and it fell on the staff’s foot. The staff’s foot was seriously injured.

**Recommendations:** Staff to ensure they remain focused on providing client supports rather than taking on additional community site duties. Foot wear was not stated in the report; this could have been a contributing factor to the injury.

**Incident investigation completed.**

**July 7th, 2017**

Client told staff that she wanted to go swimming after she was done work. The staff told the client maybe if there was time. When the client got home from work she was visibly agitated. The client grabbed staff’s arms hard and hurt the staff. Lifeline was pressed.

**Recommendations:** Personal boundaries to be explained to client and reviewed with staff. Plan weekly times for swimming and other activities in advance with the client and put these on a calendar so expectations are clear. Review incident with RPAC for additional client support ideas.

**Incident investigation completed.**

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

**July 6th, 2017**

Staff and client were walking home. Client began running away and the staff followed the client. The client ran across the street and would not come back to staff. The staff caught up with the client after crossing the road safely and the client tried to hit the staff but missed. The police were called. The client did calm down once at home.

**Recommendations:** work with the client regarding road safety. Determine if this was the first incident of the behaviour and consult with RPAC.

**Near Miss Investigation Completed.**

**3.4 COR Audit – Review of COR 2016-2017 Action plan and progress.** The 2017 COR audit will be completed by a qualified external auditor in two regions, Calgary and Edmonton from August 28th – Sept 12th, 2017.

**3.5 Hazard Assessment and Control document (H.A.C.D.) review – The new 2017 HACD is being distributed to offices and residences. Staff are required to update the site specific hazards for their offices and residential programs.**

**3.6 – Policy Review – Discussion of Policy 3.5.5 Employee Work Related Injury, Illness, and Near Misses.** The committee reviewed Section A – Responsibilities.

**4.0 OTHER BUSINESS**

**ICE Article suggestions**

Influenza

COR Audit and action plan follow up

**NEXT MEETING – September 13, 2017 at 1:30 PM (Note – meeting date changed due to the COR Audit**

**ICE offices will be closed**  
**Monday, September 4th, 2017**  
**for the**  
**Labour Day Holiday**  
**Please direct all calls to the**  
**Employee Client**  
**Assistance Team for this day.**

### **HURT AT WORK?**

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all work-place injuries immediately to an ICE supervisor or manager.** In the event of an injury the employee will follow all agency policies and procedures

While not all injuries are reportable to WCB, all injuries and work related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow up may be completed for the safety of all parties

# STAFF APPRECIATION BBQ

August 15th, 2017

On August 15th, 2017 the ICE office held their annual Staff Appreciation BBQ. Staff and clients came to the office to enjoy the great weather, food and company.

ICE appreciates all the hard work that our staff demonstrate throughout the year. Thank you!

