

**EDMONTON /  
NORTH CENTRAL**

## ECAT

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

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

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### **TIME SHEET HAND-IN**

- **September 17th 2018**  
– For all shifts  
worked between  
September 1st &  
September 15th.
- **October 1st, 2018 –**  
For all shifts worked  
between September  
16th & September  
30th.

### **UPCOMING:**

- **HEALTH AND  
SAFETY MEETING**  
September 5th, 2018  
at 1:30 PM
- **RPAC MEETING**  
September 19th,  
2018 at  
1:30 - 3:30 PM

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

### **Alex**

Alex began accessing services from ICE in July 2016. Since then he has been active in many recreational and educational activities. He is involved with Track and Field through Special Olympics. He also volunteers at a bottle depot, the Edmonton Food Bank, and with the City of Edmonton Green Shack Program at a local playground. In the Green Shack Program Alex helps children with crafts, sports, drama and whatever seasonal events are happening.

A highlight and proud accomplishment for Alex this year was his grade 12 graduation in June from Strathcona High School. Alex is now reviewing his options and



**Alex's Grad Photo**

exploring post-secondary programs he may like to enroll in. While he is deciding his future education plans he is keeping busy. He enjoys bike riding, working out at the gym, basketball, track and field, swimming, movies and going to the library.

Alex recently decided he would like to be employed. With some help from Ken, the ICE Team Coordinator at his home, he began exploring community employment services that could assist him. These endeavors soon paid off. Alex has been accepted into a 30 week Employment Readiness Skills Training Program with Employabilities starting in September of this year.

Alex and Ken continue to work together to prepare Alex for success. They have researched and planned the bus route/schedule that Alex will travel once he starts his training to ensure that he will arrive and return from his program safely and on time.

Best wishes for the future, Alex!



Alex (left) with Ken (right).

### **Employee Spotlight - Ken Popowich**

Ken Popowich has been employed by ICE for more than 16 years. He is a quiet man who lets his actions of caring and dedication speak for him. By encouraging the individuals he supports to take the lead in setting and achieving their goals, Ken builds their confidence and independence.

Thank you for providing such a supportive environment!

## 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, September 3rd, 2018**  
for  
**LABOUR DAY**



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

**780-461-7236**

## POLICY REVIEW

### Excerpts from Policy 3.5.2 WORKER RIGHT TO REFUSE DANGEROUS WORK & ASSIGNMENT OF RESPONSIBILITIES

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

#### A. Worker Right to Refuse Dangerous Work

##### Worker's rights:

1. Right to know
2. Right to participate
3. Right to refuse dangerous work

The worker has the right to refuse work that  
could:

- Endanger the worker
- Endanger another worker
- Endanger another person

This right is based on the worker having **reasonable  
grounds** to believe that the work is dangerous or  
that there is a dangerous condition at the work site  
and the controls are inadequate.

Workers are required to protect themselves and others  
at or in the vicinity of the work site.

##### Refusal procedure:

- The worker should promptly report the refusal to  
the supervisor or employer.
- The employer is to remedy the issue immediately.  
If the supervisor is unable to remedy the situation  
the site will be inspected by a member of the  
Health and Safety Committee.

If no resolution can be reached the situation can be  
referred to an OHS office to resolve the matter.  
Another worker can be assigned to do the work if they  
are advised of the refusal, the reason for the refusal,  
the reason the employer believes it is not a danger,  
and advised of their right to refuse.

**Workers are protected from discriminatory  
action; this includes action or threat of:**

Termination, Suspension, Demotion, Transfer, Wage  
reduction, Change in hours.



## Health and Safety

### Smoking Rules & Safe Cigarette Disposal



In Edmonton, improper disposal of smoking materials is being blamed in 54 of the city's 350 structure fires investigated so far in 2018. In Calgary 17 of the 53 building fires in May and June were smoking related.

Numerous large condominium fires in Alberta cities have been caused by smokers attempting to put a cigarette out in a potted plant. Many of us have seen television coverage of these large and terrible events on our local news-casts. Such fires have put people's lives unnecessarily at risk, displaced hundreds from their homes and have caused millions in damages.

Each city has by-laws that designate smoking rules. Staff should be knowledgeable of the by-laws for their location.



**As an example, Edmonton by-laws state that smoking is not allowed in the following areas:**

- \* Inside a public building.
- \* Within 5 metres of a doorway, window or air vent.
- \* On a patio related to a business, restaurant, lounge or nightclub.
- \* In a bus, taxi, LRT, bus shelter or on an LRT platform
- \* In bars, bingo halls and casinos.
- \* Within 10 metres at or around playgrounds, spray parks, sports fields and courts and temporary, seasonal outdoor skating rinks.
- \* Smoking is limited to private homes or vehicles and designated smoking areas in the workplace.

Condo board or apartment owners are also allowed to create their own by-laws around smoking on their property, so ensure you are aware of their regulations, including smoking in designated areas while on the property.

#### Smoking Support Requirements

- Staff are expected to monitor clients at all times when clients are smoking and to ensure that clients properly dispose of cigarette butts. Staff should also ensure that if they smoke, they are using the receptacles provided and modelling best practices for their clients as per city by-laws.
- ICE programs, in buildings where smoking is permitted, with client or staff smokers are required to have a safe smoking receptacle.
- Receptacles should have safety sand in the metal pail at the bottom and the receptacles must be cleaned on a regular basis. It is best to assign this cleaning task as a regular household responsibility so that butts do not build up in the receptacle creating their own fire hazard.
- When cleaning out the receptacles, staff should ensure that there are no smouldering butts before emptying the receptacle and double bag and tie the bag off prior to disposing of it.
- Never flush cigarette butts down the sink or in the toilet as this causes damage to the environment and can cause damage to drainage pipes.



## TRAINING

### PET (Pre-Employment Training)

September 10th - 12th, 2018

September 17th—19th, 2018

September 24th - 26th, 2018

9 am -5 pm

*As described on the ICE website*



### PBI (Proactive Behaviour Intervention)

September 14th, 2018

September 21, 2018

September 28th, 2018

9 am - 5 pm

*As described on the ICE website*

## **Health & Safety Committee Meeting Minutes August 1, 2018 - Edmonton**

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

#### **Calgary – July 28, 2018 - Meeting Minutes**

##### **June 29, 2018**

When relief staff arrived at client's home, client became agitated. SHO left the house to try and encourage client to attend her day program. Relief staff tried redirecting client and encourage client to leave house and attend day program. Client then continued screaming and hit staff in the stomach. Client then continued to scream, raise voice and hit staff in the head. Space was given and once calmed staff and client proceeded with their day. Note relief staff had 4 days of shadowing with regular staff, SHO is also new to the client.

##### **Internal Investigation completed.**

**Recommendations:** PBI techniques to be reviewed with staff, review policy of not driving an escalated client and reporting incidents. SHO to be present during pick up and drop off as staff identified that client becomes anxious when SHO leaves. Positive approaches to be reviewed with staff. Consult with RPAC.

**Additional Recommendations:** New relief staff should not be left alone with an escalated client. The SHO/regular staff should remain until the client is calm, even if there had been several shadow days.

#### **South – June 13, 2018 - Meeting Minutes**

None to Report

#### **Grande Prairie – June 13, 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 – July 28, 2018 - Meeting Minutes**

##### **June 20, 2018**

Staff and client were having a picnic in the park at a nearby picnic table. Staff noticed the air quality changed and could smell smoke. Staff contacted ICE receptionist to inform of hazard and packed up their lunches and walked back to the vehicle to finish lunch at another location. While walking staff could hear sirens and a child near the park expressed that there was a vehicle or house on fire nearby.

##### **Near Miss completed.**

**Recommendations:** Staff to continue utilizing Non-Res HACD, staff to continue to notify office of hazards out in the community.

##### **June 29, 2018**

CSC was working at office desk, when pushing back chair from desk area CSC brushed ankle on corner of desk filing drawer causing a scratch on the ankle. CSC did not notice at first, but 15 minutes later felt slight sting and notice small scratch. CSC applied first aid to the area (alcohol wipe and

Band-Aid). During completion of near miss report, noticed that the filing drawer did not properly close and this was the reason for scratching ankle - Sharp corners of the desk were padded and taped with bright green tape while waiting for new desk.

##### **Near Miss completed.**

**Recommendations:** Discussion of desk hazards to be discussed at team meetings, when completing bi-monthly office inspections to look at functions/hazards with desks.

#### **South – June 13, 2018 - Meeting Minutes**

None to Report

#### **Grande Prairie – June 13, 2018 – Meeting (North West)**

No Near Misses to Report

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

#### **July 2, 2018**

Staff was driving with two clients, one in the back seat and one in the front. Road conditions were good. A vehicle pulled out of a parking lot on the driver's right side and struck the staff's front right fender. Due to the low speeds of both drivers there were no injuries and little damage.

##### **Recommendations:**

Staff was not at fault. It is recommended however to review defensive driving strategies and take Mission Possible driving awareness training when available.

##### **Incident Investigation completed.**

#### **July 25, 2018**

Reception staff at the Edmonton office was busy with multiple tasks. While checking the large coffee machine to see if they needed to refill it, they pulled the top of the large coffee filter towards them. It was full of both coffee grinds and hot coffee (in mid drip process). The hot mixture spilled over the edge of the coffee basket onto the staff's hand. First aid was administered.

**Recommendations:** Avoid rushing and completion of complex work tasks without full attention. Add this task to the Edmonton Office site specific Hazard Assessment and Control document. Develop a safe work procedure for making coffee on this machine. All employees who are required to make coffee in reception to be trained on the specific hazards and the safe work procedure.

##### **Incident Investigation completed.**

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

#### **July 21, 2018**

Staff driving a client were travelling through a green light at an intersection. Another vehicle coming from the opposite direction ran the red light. The staff slammed on the brakes and was able to stop in time to prevent a collision. Staff pulled over after the incident to ensure the client was not injured. The client was riding in the back passenger seat of the vehicle as per policy. There were no injuries.

##### **Recommendations:**



ICE Staff was not at fault. Review defensive driving strategies and use Public Transportation when possible.

#### **Incident Investigation completed.**

**July 26, 2018**

Staff was assisting a client to heat up a chicken burger in the microwave. Staff put the burger in the microwave and set the time for 5 minutes. After about 3 minutes smoke was coming from the microwave so the staff disconnected the power cord

from the wall and opened the door and window to clear the smoke.

**Recommendations:** The microwave should be inspected to ensure it is not malfunctioning. It may need to be replaced. Follow cooking guidelines according to the item being cooked. Staff to receive training on safe operation of microwave and other appliances. Never leave food cooking in the microwave or on a stove unmonitored. Close attention must be maintained. (See table below for section 3.4)

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

COR Action Plan	Actions:	Follow up / timelines:
<p>Element 1-1 Element 1-2 1-2 Identify a cross regional H&amp;S sub-committee to: Revise/develop Health and Safety Committee Terms of reference including both psychological injury and illness prevention as well as physical health and safety.</p> <p>Determine key H&amp;S legislation links for inclusion on the ICE website, Develop and distribute a set of instructions for sharing links to applicable legislation and resources in the ICE newsletter, PET, and other training sessions.</p>	<p>Subcommittee members Vesna, Carrie, Nishita, Pauline, Hilary, Greg, Jackie, and Corinne The subcommittee met May 18<sup>th</sup> for a second time to review ICE current H&amp;S committees and worker representation. Greg &amp; Jackie provided an update from the OHS presentation June 6<sup>th</sup> that OHS and ACDS are still in discussions over H&amp;S representation for supported residences. Links were included in the July Newsletter to enable staff access to key legislation. This will be included going forward.</p>	<p>Management is continuing the process to draft revisions to the Policy and H&amp;S Terms of reference. This may need to wait for a final decision by OHS regarding representation for supported residences.</p> <p>Addition of Links to PET and Website.</p>
<p>Element 2-3 Identify a short term committee involving representatives for Non Residential programs in each region.</p> <p>Establish formal Non-Residential hazard assessment and control procedures that involve front line staff directly.</p>	<p>A draft of the non-residential pilot will be shared with regions in July for implementation in August. Corinne will follow up with regional participants.</p>	<p>Pilot form/ process to be implemented July/ August.</p>
<p>Element 3 3-1 Addition of 5 information sections specifying Safe Work Practices to the index section of the ICE Master Hazard Assessment and Control document (HACD). 3-2 Development of Terms of Reference for regional ICE Health and Safety Committees including membership requirements including member designates representing front line staff from both residential and non-residential programs.</p>	<p>3-1 The selection of 5 new HACD Appendix topics has been completed and will be included in the 2018 Master HACD circulated in July. 3-2 There is still some discussion being held between ACDS and OHS regarding PDD programs and Health and Safety representation for shared client residences. Updates will be provided as soon as decisions are made by OHS.</p>	<p>Web- links will appear on- going in the ICE Pages. – Element 1-2</p> <p>Once information updates are provided from ACDS/ OHS ICE will move forward on this area.</p>

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

**Edmonton** – The committee added a task – Making Coffee (large office machine) to the Master Hazard Assessment and Control document and worked through developing a new page for the Edmonton Office HACD. This will be added to the 2018 Site Specific document.

### **3.6 Policy Review** – ICE Policy revisions were reviewed:

3.5.2 Worker Right to Refuse Dangerous Work and Assignment of Responsibilities, 3.5.3 Health and Safety Committee, 3.5.5 Employee Work Related Injury, Illness and Near Misses.

### **4.0 OTHER BUSINESS**

ICE PAGE – Suggested Articles Edmonton – Smoking and Safe Cigarette Disposal

**Next meeting – September 5<sup>th</sup>, 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 Winners



**Deng Ngor**



**Frewini Weldegrgsh**



**Kedar Bhandari**

## Looking for Answers?

**Here 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/resources.html>

## ICE THANK YOU CARD INCENTIVE WINNERS



Deng Deng was thanked by his Team Coordinator for responding quickly to a client's concern. This helped the client to successfully regulate and maintain their emotional control.

Deng won a Ninja Food & Drink Maker. Thank you for your efforts for client and staff safety!



Jean Maniraho received a Thank you card from his Team Coordinator for his efforts to ensure a client was able to attend his church services.

Jean won a Starfri Panini grill. Your caring contributions are greatly appreciated!



Prem Kochantavita received a Thank you card from his CR Manager for stepping up to cover Team Leader (T.L.) duties while the regular T.L. was on vacation. Prem won a Paper & Credit Card Shredder. Thank you for your dedication!



## **STAFF APPRECIATION BBQ**

**On Wednesday, August 15th, 2018 the ICE office held their annual Staff Appreciation Barbeque!! 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!***

