

# ICE PAGE

GRANDE PRAIRIE / NORTHWEST

2013

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**TIME SHEET HAND-IN:****April 15th, 2013**

For all shifts worked between April 1st and April 15th, 2013

**April 30, 2013**

For all shifts worked between April 16th and April 30th, 2013

**Health and Safety Meeting**

April 11th, 2013 @ 3:00 pm

**RPAC Meeting**

April 23rd, 2013 @ 1:30 pm



## ECAT

Employee & Client  
Assistance Team

780-512-3129

after office hours

## Employee Spotlight

### Jeff

Jeff has been an employee with ICE for over 2 years. His interests include history, reading, camping and movies. He was looking for a change in his previous career when a friend told him he might be good at working with people with developmental disabilities. That friend has proven to be right. Jeff is now supporting two different individuals with ICE in a non-residential program and a weekend respite position as well as helping with relief shifts.

Jeff excels at understanding the people he supports. He is able to discover their interests and help them plan activities around these to create meaningful programs. He says his favorite part of his job



is the interaction between himself and his clients. He also enjoys having new experiences and doing things he may not get to do in another type of employment. One example of this is supporting individuals to attend their Special Olympics activities.

One of Jeff's most appreciated skills is his ability to remain calm in stressful situations. ICE would like to recognize Jeff for his recent involvement with a crisis situation. Jeff came to the aid of an individual in a medical emergency swiftly and effectively. He was able to keep a level head and did exactly what he had been trained to do. Jeff is a valued employee.

## Client Success Story

### Charles

Charles has been with ICE since 2006 and during this time he has lived in the same ICE support home. ICE also supports Charles in the community during the week. Charles likes to keep his staff busy. They are out in the mornings for a visit to the Multiplex for a walk and then jump in the pool to cool off. In the evenings Charles and his staff enjoy catching a movie and spending more time at the Multiplex. Charles' staff has helped him to maintain a positive and busy schedule that has allowed him to overcome some personal challenges.

Charles ICE support home operator has assisted Charles in exploring his

native heritage. They take a yearly trip to the Lac St Anne Pilgrimage where Charles is immersed in the culture and traditions he enjoys.

Charles has found smudging to be very helpful to calm him when he is feeling overwhelmed. Charles is very proud of his background and he is interested in exploring it in further



depth. ICE staff is currently working on a plan to help Charles with this. In his time with ICE, Charles has had many successes. One of his goals was to retain paid employment. Charles has now been working independently four days a week at Swiss Chalet as a dishwasher. His supervisor says "He is an excellent employee because he is always on time and one of the nicest employees to work with". Charles takes pride in his job and it shows in his face when you ask him about work. This success is a huge accomplishment for Charles.

In his down time Charles loves listening to music, his favorite song is Da Da Da. He also loves to socialize. He has many friends who enjoy his funny and enthusiastic personality.

## Important Reminders:

### Employee Address/ Personal Information Changes

Employees are required to inform ICE whenever there are changes in their personal information affecting their employment such as their phone number and home address, Update forms are available at ICE reception for completion and submission.

**Why is this important to you as an ICE Employee?** Information changes impact ICE processing systems for pay (payroll), receipt of tax forms (T-4's) and Registered Retirement Savings Plans. For example as per Policy 3.4.5 Payroll Processing, #12 – "There will be a waiting period of up to 2 weeks to have a T4 reissued if the employee is responsible for the reissuing i.e. the T4 was lost or the employee failed to provide payroll with the current address."

### Employee Timesheet Signatures

Employee Time-sheets record work hours claimed for payment by employees and these legal documents must be signed. Recently there has been an increasing concern with time-sheets being submitted without employee signatures.

**Why is this important to you as an ICE Employee?** Failure to sign off on time-sheets slows the payroll process as valuable time is spent tracking down employees to collect missing signatures. Submission of incomplete time-sheets is a performance concern.

**Please submit employee information changes as soon as possible and ensure you sign your time-sheets.**

**Thank you for helping to keep our pay systems effective!**

## POLICY REVIEW

### 1.1.3 OUTCOME MEASURES

#### General information

The agency's philosophy (**policy 1.1.2**) establishes what components are measured and evaluated for continuous quality improvement to sustain excellence in service provision.

The agency's documentation system is the most essential tool to assist in the collection of outcome measures for employee performance and training, effective health and safety protocols and an overall consistent and excellent service delivery. The policy manual and various operations manuals clearly specify and provide details of the documentation required, who is responsible and follow-up required.

For the purpose of outcome measures the agency will formally document and review **agency, residential and nonresidential goals** for each region. What is encompassing under each of these areas will be addressed below. Prior to agency SWOT meetings, CET or other accreditation processes a summary of each will be provided from information collected during monthly telephone conferences with management. Refer to Master forms binder section A for the forms used for documenting outcome measures for each of these goal areas. Regional Managers/Managers or the appropriate designate in each region will be responsible for these summaries.

Outcome measures are documented in the above three areas on a regular basis, in accordance with agency policy and procedure, and then reviewed and evaluated through various team and managerial meetings. Recommendations are established and implemented to further facilitate improvements in service provision, health and safety and employee competencies.

#### Description of Goals

**Agency Goals :** This will include information on the following:

- Total hours of service billed per month per client and compared to total hours of approved funding available.
- Review of COR score (as applicable) and WCB stats as it pertains to employee safety.
- Review of agency SWOT goals and what was achieved.
- Review of CET as applicable.
- Review of employee mandatory training.
- Review of client behaviour plans and RPAC involvement.

**Residential Goals:** This will include information on the following:  
Progress on **client goals** to determine percentage achieved.

Client health and safety will be reviewed by documenting number of EQAs, random inspections and monthly safety inspection checklist (the latter also includes fire drills, emergency drills, water temperature charts for the home and for client bathing/showering and the inventory list for the emergency preparedness kit.

Review of client/guardian satisfaction with service as reviewed at annual planning meetings.

**Nonresidential Goals:** This will include information on the following:

Progress on **client goals** to determine percentage achieved. Client health and safety will be reviewed by documenting number of random inspections.

Review of client/guardian satisfaction with service as reviewed at annual planning meetings.

Review of staff communication.

Updated October 2012



#### 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!

# THANK YOU!

Natalie Jones was provided a thank you card from a coordinator for picking up shifts with multiple clients on short notice and providing these individuals excellent support. Natalie won a solar garden ornament and two garden gnomes.

Congratulations, Natalie!

**ICE offices will be closed  
Friday, March 29th, 2013 for**



**Good Friday**



and

**Monday, April 1st, 2013 for**

**Easter Monday**

**Please direct all calls to the  
Employee Client Assistance  
Team for these days.**



**TRAINING**

**Pre-Employment Training  
(PET)  
As needed**

**Proactive Behavior  
Intervention (PBI)  
As needed**

# Seasonal Allergies



Spring time is typically a difficult time for people who suffer from allergies because of the increased amount of dust and allergens in the air. As the snow melts, snow mould is uncovered and grows. Spring cleaning

and the start of the farming and gardening season also contribute to allergy symptoms.

Snow mould is a fungus that is found on top of grass after the snow has melted away. It is one of the biggest contributors to seasonal allergies. Once the snow begins melting, the spores from the mould are in the air and anyone with sensitivity will develop symptoms. People may experience symptoms from spring to late fall. Pollen from flowering plants and grass are other allergens. Pollens are carried by the wind or insects.

The symptoms of allergies include sneezing, itching, nasal discharge, congestion and dry and scaling skin. In severe cases, allergies can cause asthma, a chronic inflammatory disease of the airways.

Allergies cannot be cured, but the symptoms of allergies can be reduced by avoiding contact with allergens. Stay indoors during peak pollen hours (early to mid-morning). Clean your home frequently to avoid the build-up of dust and other allergy triggers. Keep the windows of your car and home closed. Wear a filter mask when mowing grass. In the fall, rake up and remove leaves to discourage the growth of snow mould over the winter. Change your sheets and pillowcases often. Avoid hanging your laundry outdoors as it may collect pollen. Avoid having too many household plants as mould thrives in wet dirt.

If you need to go out on days when it's windy, consider an air conditioned venue for your activities. Take medications to treat/ prevent allergic reactions as recommended by your doctor.



**ICE has a TD Group  
RSP plan!  
Refer to Policy 3.4.18 ICE  
FUTUREBUILDER RSP.**



**If you are eligible, ICE will match your contributions!**

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

## Health and Safety Minutes

### Grande Prairie Meeting - March 13, 2013

#### STANDING ITEMS

##### 3.1

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

Calgary: **No minutes available**

South: **No minutes available**

#### Edmonton: January 6, 2013

– Employee was going to a client visit and travelled through a red light and struck another vehicle.

**Incident investigation to be completed.**

#### **Recommendations:**

Review with the employee the requirement to increase due care and attention and to follow all traffic laws.

Have the employee complete the next session of Mission Possible driver safety training.

**January 23, 2013** – Employee shoveled front, side and back sidewalks of a residence without taking a break. Employee noted no ill effects until the next morning.

**Incident investigation completed.**

#### **Recommendations:**

Review and follow safe shoveling and back care ergonomic recommendations as per information available in Health and Safety binder (i.e. push snow rather than lift, use knees, move smaller amounts of snow at a time, take frequent breaks to rest, request assistance etc.)

Review equipment at site (i.e. is the shovel an appropriate weight and size? ergonomic model?) Replace equipment if necessary for safety.

#### **Additional Recommendations:**

Shovel more often to lessen the amount of work being done. Stretch before and after shoveling the snow.

**January 24, 2013** – Client has a large exercise ball at their residence

for their exercise requirements. The employee sat on the ball, lost their balance, fell off and struck their head on the floor receiving an injury.

**Incident investigation completed.**

#### **Recommendations:**

Client exercise equipment to be stored away immediately after client use.

Put a sign on the exercise ball “For X’s (client’s name) use only.”

Review expectations re avoiding use of client’s property /exercise equipment individually with staff member and review this ongoing at team meetings.

Grande Prairie: None

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

Calgary: No minutes available

South : **No minutes available**

Edmonton: **December 20<sup>th</sup>, 2012** – The fire alarm system was activated in an apartment building where 3 ICE residents live. Staff immediately assisted clients to evacuate the building. The fire department responded to put out a small fire in another unit of the building. Once the fire department declared the building safe, staff and clients reentered the suite.

**Recommendations:** None.

Staff and clients did an excellent job responding to the alarm as required to exit the building.

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

No current Injuries

#### 3.3 Evaluation of current Near Miss Incident Investigations: None

**3.4 Review of COR Audit and Action Items:** Reviewed pages 48-55. Discussed about getting

some staff in each house trained for Workplace Inspections not just the Team Leaders.

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

Other regions review & and recommendations and regional response to recommendations :

Calgary – No minutes available

Edmonton: – Slip Trip and fall resource information was reviewed for opportunities to enhance the ICE Hazard Assessment and Control Document. Page 24 – Housekeeping (re slips, trips and falls)

Recommendations to add:

Use “wet floor” signage to alert others to hazard.

Dry mop floor

Mop towards a dry exit to avoid having to walk over a wet floor.

Use mop heads that spread a minimum amount of water.

For small spills clean up promptly with paper towels.

Reduce clutter / obstructions on floor space.

South: No minutes available.

Grande Prairie: Reviewed pages 16 – 20, Use of stove/oven, staff use of household appliances, use of gas stove. No recommendations.

#### 3.6 Policy Review: 3.5.9 Hazard Assessment Control Document

#### 4.0 OTHER BUSINESS

**4.1** Reviewed ICE page article regarding PDD Safety Standards

**4.2** Discussed every house completing an Emergency Drill in March.

**4.3** ICE page articles – snow mould.

**NEXT MEETING** – April 11, 2013

