

ICE PAGE

NORTHWEST

2016

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Health and Safety Meeting

February 11th, 2016 @ 3:00 pm

RPAC Meeting

February 2nd, 2016 @ 1:30pm

ECAT

Employee & Client Assistance Team

780-512-3129

after office hours

(Phones do not accept text messages. Staff need to call ECAT.)

TIME SHEET HAND-IN:

February 15th, 2016

For all shifts worked between February 1st and February 15th, 2016

February 29th, 2016

For all shifts worked between February 16th and February 29th,



Making it Happen!

Supporting Social Inclusion



Gloria is a pleasant lady enjoying life in Grand Prairie. She likes being a home body but her team was looking for

ways to encourage additional social opportunities for her according to her interests and energy levels.

Gloria had expressed an interest in baking so her team started to do some baking at home with her. Gloria then shared an idea that she would like to bake with someone else and maybe share and exchange baked goods with them.

Gloria's Team Leader, Jean started to explore if there were other individuals within ICE interested in baking and who maybe did a little baking of their own. The idea was to find someone that may

be interested in baking with Gloria and who might want to exchange baked goods as well. After doing some research with other staff in Grande Prairie Jean found another ICE client who was a keen baker. This person was baking regularly and sometimes brought baked samples to the ICE office for staff and clients to test and enjoy.



Jean got in touch with this other person's Team Leader and since it was close to Christmas they thought that they would facilitate a get together for the two

bakers to make cookies. They set a date and Jean took Gloria over to the other person's home where the two of them baked cookies, talked and laughed. They had a great time and when they were done they exchanged cookies. Of course there was also cookie sampling and the two enjoyed the positive feedback received from the staff present about their delicious cookies.

Since this worked so well the group planned together to repeat the activity as a regular event. It was decided that the two would take turns going to each other's homes to bake and try out some different recipes. They are planning a date before Valentine's Day for their next bake off and this time the project proposed is cupcakes. Gloria loves to bake, now she has the opportunity to enjoy this activity with a friend with common interests.



Staff Spotlight - Jean Mark

Jean has been with ICE in Grande Prairie for 6 years this October. She started as a front line worker in October 2010 and moved into a Team Leader role at Gloria’s home in December of 2010.

Jean is dedicated, hard working and very well organized . She keeps things at Gloria’s home running smoothly. Over the years she and Gloria have developed a strong and positive relationship. Jean does a lot to ensure Gloria is happy at home, enjoys her community and is supported to reach her goals. Jean is also there for her team as needed.



TRAINING

Pre-Employment Training (PET)
February 16th- 17th, 2016
9:30 am - 5:00 pm

Proactive Behaviour Intervention
February 18th, 2016
9:30 am - 3:30 pm

Schizophrenia
February 12th, 2016
9:30 am - 2:30 pm

Courses as described on the ICE website

Important Message re Employee Emergency Contacts

ICE employees need to ensure that they update their emergency contact information with the company as this information changes.

Please contact the ICE office in your region to update or confirm your information as necessary.

February is time for

ICE ANNUAL BATH/ SHOWER ASSIST SHADOWS!!!

All Employees need to complete their Annual Bath/Shower Assist Shadow.

Please refer to:

Policy 2.3.14 Community Rehabilitation - Bath/Shower Assist and
Policy 3.3.4 Mandatory Employee/Support Home Operator Training



Client Success Story -

Patrick C

Patrick is a loving caring Metis man who lives with his support home operator, Jodi. He is very close to and has lots of family in Kelly Lake, A Metis settlement in the Beaverlodge/Hythe area.

At home Patrick enjoys helping out his support home operator, Jodi with her day program for children. He also likes to complete crafting projects at home and enjoys participating in crafting activities at the Friendship Center.

Patrick has a keen interest in police and firemen. Now through the **Dap** program he is working in a paid employment role a few hours a week at the RCMP station shredding papers. Patrick with the support of his staff has also been to visit the fire station.



Patrick is always busy. He regularly goes to the Learning Center and library with his staff to work on and improve on his reading skills. Patrick has attended a Driver's Ed course in a class at the Friendship Center and at the Grande Prairie College. He has learned how to swim and now enjoys going to the multiplex with his staff to swim and relax in the hot tub and on the lazy river. Staff supports him on outings to Muskesepi park to go fishing.

One of Patrick's recent goals was to increase his social circle of friends. Now with support by ICE staff he attends **Joy Chapel** gatherings on Thursday nights where he gets to hang out with friends. This past December he even got a part as a wise man in this year's Christmas pageant. Patrick is always excited to learn and he already

has set his sights on some new goals. He would like to take a First Aid Course and join Special Olympics Bowling and Golf leagues.

Incentive Award Winner!

January 2016 Thank-you Card Draw Winner

Amy Hawthorne

Amy received a Thank you card from her Community Support Coordinator for her excellent client support efforts. She won a Starbucks French Press and Starbucks Coffee Mug.



ICE offices will be closed

Monday, February 15th, 2016 for

Family Day

Please direct all calls to the

Employee Client Assistance Team for

this day.



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

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.

Health Corner - Heart and Stroke Month



February is Heart and Stroke Awareness month in Canada. It is important to know the signs and symptoms of heart attacks, strokes and prevention steps. It is an excellent time for all of us to assess our lifestyles to see if we need to make adjustments to maintain a healthy heart.

Heart Failure Symptoms

- **Shortness of breath** - breathlessness during activity or while at rest or even while sleeping (causing waking). Blood “backs up” in the pulmonary veins like those in the lungs because the heart can’t keep up with the supply. This causes fluid to leak into the lungs.
- **Persistent coughing or wheezing.** Coughing may produce white or pink tinged mucus. The reason is as above re shortness of breath.
- **Build up of excess fluid in body tissues (edema).** Swelling in the feet, ankles, legs or abdomen or weight gain. You may find your shoes fit tight. As blood flow out of the heart slows, blood returning to the heart through the veins slows and backs up in the tissues.
- **Feelings of tiredness and fatigue** all the time and difficulty with everyday activities such as shopping, climbing stairs, carrying groceries or walking. The heart can’t pump enough blood to meet the needs of the body.
- **Lack of appetite and nausea.** A feeling of fullness or of being sick to your stomach. The digestive system receives less blood causing problems with digestion.
- **Confusion or impaired thinking.** Memory loss and feelings of disorientation. A caregiver or family member may notice this

first. Changing blood chemistry of substances such as sodium can cause confusion.

- **Increased Heart Rate.** Heart palpitations which feel like your heart is racing or throbbing. The heart beats faster in order to meet the body’s needs.

Heart failure symptoms should be taken very seriously. You or the person affected need to be evaluated right away. Call your physician or 9-1-1 right away.

Signs of a Stroke

A stroke is a medical emergency and requires a **FAST** response.

- | | |
|-------------------|---------------------------------------|
| F - ace | Is the face drooping? |
| A - arms | Can both arms be raised? |
| S - Speech | Is it slurred or jumbled? |
| T - Time | Time to call 9-1-1 right away. |

If you or someone with you experiences any of these signs, call 9-1-1 or your local emergency number immediately. Acting quickly can improve survival and recovery chances.

Do not drive yourself or the person having a stroke to the hospital – an ambulance will get the best stroke care.

Provide detailed medical history and information about past medical conditions if possible. Knowing the exact time that the stroke signs began would also be helpful.

Prevention of heart disease and stroke is important.

A great way to prevent heart disease and stroke is to learn to identify and control your risk factors.

Some factors such as age, family history, gender or ethnicity may not be controlled but there are many other risk factors that can be addressed to enjoy a longer healthier life. Obesity, diabetes, smoking, excessive alcohol consumption, high blood pressure and elevated blood cholesterol can be addressed through healthy eating, regular physical exercise and adopting other healthy lifestyle habits. Consult with your doctor as a starting point.

Source: Heart and Stroke Foundation.

Health and Safety Minutes Northwest - Meeting - January 14th, 2016

3.0 STANDING ITEMS

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents

Calgary: (Dec 16, 2015 meeting minutes)
Nov 6, 2015

While staff was walking to vehicle in the parking lot, staff tripped on uneven surface and fell to the ground. (Please note staff was wearing proper footwear). When staff stood up, the left foot and ankle was immediately sore. Staff attempted to complete shift but the foot and ankle were throbbing staff then removed shoe and the ankle was swollen. Staff left early from shift to see her family doctor and was determined staff fractured foot.

Incident Investigation Completed

Recommendations: Staff to be more observant of tripping hazards while out in the community.

Nov 18, 2015

While staff was walking to the residence, staff slipped on ice that had accumulated on the step. Staff did not have any injuries at the time, but the next morning stated she had bruising and was sore. Staff then sought medical attention and went to visit her doctor.

Incident Investigation Completed

Recommendations: Staff to be more observant and check surface to see if sand/salt has been applied, ensure staff is wearing proper footwear (i.e. with proper grips), ensure staff hold onto the handrails when using the step, staff should not rush when walking on icy steps, staff to contact property manager to ask to salt steps.

Edmonton- (Dec 2, 2015 meeting minutes)
November 23, 2015 – Staff's vehicle was struck from behind by another vehicle and they were injured. It was poor winter driving conditions. Staff driving was not at fault.

Recommendations: Avoid unnecessary driving in bad weather. Staff was on an errand to pick up coffee for the clients at the residence when the incident occurred. Staff may benefit from attending a Mission Possible driving awareness course.

Incident Investigation to be completed.

November 25, 2015 – Staff was travelling in the community and was stopped at a red light. A car struck their vehicle from

behind, causing an injury. Staff was not at fault.

Incident Investigation has been completed.

Recommendations: Staff may choose to take the Mission Possible driving awareness course.

South- (Dec 1, 2015 meeting minutes)
November 16th, 2015 – Staff was driving with a client; staff had stopped at a red light when the vehicle was struck from behind. This accident was the fault of the other driver, there is nothing ICE staff could have done to prevent it.

Recommendations: Take public transit whenever possible.

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

Calgary: (Dec 16, 2015 meeting minutes)
Nov 2, 2015

Staff was carrying boxes out to a car to be put in storage. Staff slipped on the snow covered ramp, and caught himself from falling. Staff was wearing indoor shoes to carry out boxes.

Near Miss Investigation to be completed.

Recommendations: Staff to wear proper outdoor footwear, staff should shovel and salt the ramp prior to moving boxes. Staff should avoid moving boxes during snowy conditions.

Additional Recommendation- use dolly or cart to move boxes

Nov 18, 2015

Staff was in a residential home when she heard a noise in the hallway. Staff immediately saw the thermostat was on fire and smoking. All smoke alarms were activated including the carbon monoxide detector. Staff and client evacuated the building safely while a maintenance man who was on site contained the small fire.

Near Miss Investigation to be completed.

Recommendations: No additional recommendations, staff client exited the building safely.

Nov 26, 2015

Staff had accompanied client to an open house. While at this open house a client from a different agency approached the staff and pushed her causing staff to lose her balance and landed on a sofa. Staff was not injured from the push and continued on to the open house.

Near Miss Investigation to be completed.

Recommendations: Staff to be more aware of surroundings, client escalations and people approaching the staff.

Additional Recommendation- PBI refresher should be offered

South: (Dec 1, 2015 meeting minutes)
No Near Miss Incidents to Report.

Edmonton: (Dec 2, 2015 meeting minutes)
November 23, 2015 - A client was agitated regarding a disappointment they had experienced earlier in the evening. Just before shift change the client exited their room and saw the staff completing documentation reporting. The client asked what the staff was writing about them, and became angry and physically aggressive. The client aggressed towards the staff who gave space by stepping out of the apartment and contacting ECAT. The client spoke with a family member and calmed down and went to bed. Staff was not hurt. A Lifeline alert system has since been added for staff safety at this program.

Near Miss Investigation to be completed.

Recommendations: Consult with RPAC regarding additional behavioural supports/staff training. Writing general or critical incident reports in front of (or in a location open to) an agitated client is not a good idea. Staff may need to leave the area before writing such reports and contacting ECAT for assistance.

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

November 17, 2015 – Staff in a residential program was peeling potatoes to make dinner. Client was agitated due to dinner being late. Staff was rushing and the peeler slipped and cut staff's palm. Cut was cleaned and dressed by other staff on shift.

Recommendations: A new peeler was purchased for the program. It was recommended to have snacks prepared and readily available for clients in case meals are delayed unexpectedly.

Incident Investigation Completed.

3.3 Evaluation of current Near Miss Incident Investigations:

January 7, 2016 – Staff in a residential program was cooking breakfast when she noticed sparks coming from the element. Staff immediately turned the element off and called the landlord. Landlord arrived to investigate and found some loosing wiring on the element and repaired it.

Northwest Health and Safety

Minutes cont.

Recommendations: Stove inspection and cleaning is to be added to the weekly chore list.

Near Miss Investigation Completed.

3.4 Review of COR Audit and Action Items:

The COR Audit for 2015 has been completed but the report has to be reviewed by the Continuing Care Safety Association before the final score is announced and the report will be released. It is expected to be available later this month.

3.5 Review of Master Hazard Assessment and Control Document

Grande Prairie:

Reviewed the Office Specific HACD Inspecting / first to arrive to a new worksite – no additions
Termination / Hiring – no additions

Reviewed the General HACD Working with People – no additions
Working Alone – no additions
Meetings / Communication – no additions

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

Calgary: (Dec 16, 2015 meeting minutes)
Discussed recommendations from Edmonton to add Non-Residential HACD. Reviewed General Section of HACD to see what sections would be appropriate for Non-residential programs.
Discussed adding Transit into the HACD and discussed the hazards and controls.

South: (Dec 1, 2015 meeting minutes)
Medication Administration (oral, spray, ointment) – no changes
Blood glucose testing – recommend adding to the control that safe container for strips

and sharps to be locked up in residential homes.
Use of epi-pen – no changes
G or J tube feed / medications – no changes

Edmonton: (Dec 2, 2015 meeting minutes)
Entering or leaving the worksite after dark Page 66 was discussed. Ideas were shared around parking lot safety during darker winter months and when working after hours.
The committee will begin development of a separate section of the HACD for Non-Residential programs starting in January.

3.6 Policy Review:

3.5.6 Mandatory First Aid Kits (noted that it is recommended that additional bandaids be made available in the Medication Cupboard for client use, the medication cupboard is to remain locked...Suggested the additional bandaids be available in an unlocked location for client use.) and 3.5.7 Visitors/Contractors

Policy Review

3.4.16 LEAVE OF ABSENCE

Leave of absences are granted on an individual basis in consultation with the appropriate manager and with final approval from the President. The employee must complete all of the appropriate leave of absence documentation. Requests are reviewed based on individual circumstances such as, the purpose of the leave, job performance, length of employment with the agency, the frequency of such requests and the impact of the employee's absence on the agency's operation. In addition the employer will review the employees available vacation time to determine if this should be accessed. All leaves granted would be without pay. A leave of absence would be considered time off without pay for 5 consecutive working shifts (1-24 hour shift counts as 1 shift) or more.

Leave of Absence for Personal Reasons

The length of a leave of absence will be as follows:

- During the 3 month probationary period no leaves will be granted.
- Employees who have worked for a minimum of 3 months but less than 1 year will be entitled to 1 week .
- Employees who have worked longer than 1 year but less than 2 years will be entitled to 4 weeks.
- Employees who have worked 2 years or more will be entitled to 3 months.

For those employees on personal leave I.C.E. will only be able to provide the opportunity for employment upon return. Return to the same position is not a guarantee.

Leave of Absence for Medical Reasons

For employees requesting a medical leave, the employee must provide the agency with supporting medical documentation. Medical follow up and reports may be required during the leave of absence as well.

The length of a leave of absence will be as follows:

- During the 3 month probationary period no leaves will be granted.
- Employees who have worked for a minimum of 3 months but less than 1 year will be entitled to a maximum of 3 months.
- Employees who have worked longer than 1 year will be entitled to a maximum of 6 months.

Leave of Absence for Compassionate Care Reasons

- I.C.E. will follow all applicable Alberta Employment Standards Code Legislation in regards to employees requesting a Compassionate Care Leave.
- Employees returning to work from a Compassionate Care Leave will be required to comply with the timelines for their return to work as documented in the Legislation.

For employees in receipt of benefits (Wawanesa, Blue Cross, Futurebuilders), refer to **Policy 3.4.5 Payroll Processing, Policy 3.4.18 Futurebuilders RSP, Policy 3.4.19 Benefits – Blue Cross, Policy 3.4.20 Benefits – Wawanesa.**

If the leave of absence is not granted the employee has the option to re-apply with Independent Counselling Enterprises when they are able to do so.

Updated October 2015

