

# ICE PAGE

NORTHWEST

2016

**Contents:**

- POLICY REVIEW - 3.8.2 MAINTAINING CLIENT CONFIDENTIALITY, 3.8.3 RELEASE OF CLIENT INFORMATION - Pg 4
- Gastroenteritis - Pg 5
- Employee Awards - Pg 6

**Health and Safety Meeting**

January 14th , 2016 @ 3:00 pm

**RPAC Meeting**

January 5th, 2016 @ 1:30 pm

## ECAT

Employee & Client Assistance Team

**780-512-3129**

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

**TIME SHEET HAND-IN:**

**January 15th, 2016**

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

**January 31st, 2016**

For all shifts worked between January 16th and January 31st, 2016



### *Making it Happen!*

*Supporting Social Inclusion*

Sean W. is an expressive and energetic person who likes people. He loves to be active and can become bored and restless when life is too quiet. His residential support team was looking for new ways to build on Sean's interests to get him more involved in his community.

At home after watching movies on TV Sean would often improvise dramatic scenes and he really enjoyed singing and dancing. For Halloween in 2014 Sean wore a Thor costume to a party, and after that he would sometimes put the Thor costume on at home and act out his favourite movie bits. Recognizing that Sean enjoyed role play and was a natural actor, his support team decided to explore if he might enjoy a community acting class.

Sean's ICE staff researched local community drama classes on the internet seeking a class that he could participate in. Their first efforts were met with disappointment as some of the sessions

located were not able to accommodate Sean's needs. The team didn't give up and kept looking until they found an opportunity for Sean through the Edmonton Down Syndrome Society's Centre Stage



Musical Theatre program. This program teaches musical theatre techniques to individuals with, but not limited to, Down syndrome, ages 8 to adult. Centre Stage was flexible and even welcomed Sean without the usual required audition. He joined their "Jersey Boy's" group for men ages 16 and up and jumped right in.

The Centre Stage Musical program offers individuals opportunities to learn singing, dancing, and stage performance with the assistance of two experienced instructors. There is a group performance planned for early May 2016.

Sean's acting class is held on Saturdays and it is quite a distance across the city from his home. This is not something Sean is currently able to manage by bus. Luckily, Jocelyn, the Team Coordinator and Betty, a regular weekend staff at Sean's home were willing to cooperate in a plan to provide support and transportation to get Sean to class each week. They were excited to see him get the chance to do something he really loves.

The first Saturday Sean arrived at the class he joined right in without any shyness at all. He has been attending once a week since mid September and still loves it. Not usually a morning person, Sean is always willing and eager to get up and ready for his class on Saturdays. *(continued on page 2)*

As with most growth experiences there have been a few bumps along the road. Sean continues to work on moderating his language when he is excited and on sharing the lime light with other actors, a common challenge for many thespians! Sean's speech has improved from the many songs and verbal exercises completed during drama sessions. He is developing friendships with others in the group and enjoying each session as it comes. Asked if he likes his acting class, Sean gives a huge smile and a resounding, "Yes!"

### Staff Spotlight

Jocelyn Agard has been an employee of ICE for two and a half years. She is a caring lady who can be counted on to give her best for ICE clients. One day Jocelyn can be observed assisting ICE individuals to attend necessary medical appointments and the next she will be organizing a fun birthday or Christmas celebration. Jocelyn makes sure that the ICE individuals she supports have the opportunity to participate in community activities and enjoy life as they pursue their goals.

Thank you Jocelyn for your excellent commitment to client support!



Jocelyn (left) with Sean at the December 10th, ICE Christmas Open House.

**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**

### Important Message from ICE Payroll

ICE employees need to confirm that that the address on their pay-stubs is correct in order to ensure 2015 T-4's will be received.

**If your address is not current /correct please contact the ICE office in your region as soon as possible.**

## Monthly Incentive Award Winner

**Dion Manirimbere**

Dion received a Thank you card from a co-worker at his program for his positive efforts as a new residential team member. He won a 2016 daily planner and a pen set.

## TRAINING

**Pre Employment Training**  
January 19th and 20th, 2016  
9:30 am - 5:00 pm

**Pro Active Behaviour Intervention**  
January 21st, 2016  
9:30 am - 3:30 pm

**Crisis Prevention Intervention**  
January 7th, 2016  
9:00 am - 4:00 pm

**Schizophrenia**  
January 8th, 2016  
9:30 am - 4:00 pm

**ICE offices will be closed Friday, January 1st, 2016 for New Year's Day**



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

## Health and Safety Minutes South Health and Safety Meeting - December 10th, 2015

### 3.0 STANDING ITEMS

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

Calgary- Nov 18, 2015 meeting minutes  
**Oct 27, 2015**

Staff was on route to a meeting and had to take a detour route. Staff glanced down at GPS to make sure the correct turn was made, and staff rear ended the vehicle in front. Only staff's vehicle had damage to the front passenger side, no personal injury to either driver. Staff was applying breaks and estimated speed was around 5km/hr.  
**Incident Investigation Completed**  
**Recommendations:** Staff to take Mission Possible Distracted Driving, allow more travel time for appointments and plan route prior to leaving.

Edmonton- Nov 4, 2015 meeting minutes  
October 23, 2015 – A client was in poor humor after grocery shopping with family. Staff was putting away groceries and the client grabbed for the house keys and the staff's car keys. He scratched staff and when staff held onto the keys he bit the staff's arm. The client was redirected to release the keys to have a meeting with staff to talk about his concerns. Later he apologized to staff.

**Recommendations:** Keys must be secured out of sight while supporting this client as per his planned procedure. Maintain a safety stance when the client is agitated and leave tasks such as grocery put away until the client is calm. Review the incident with RPAC.

**Internal Incident Investigation to be completed.**

**October 28, 2015** – Two staff persons were moving a sofa for storage into the garage at a residence. After the task was complete one of the staff took actions to close the garage door manually. As the door closed four fingers on one hand were pinched in between the closing sections of the garage door. The other staff assisted the injured staff to reopen the door and first aid measures were taken for the injured hand.

**Recommendations:** If available use a remote control device for closing the garage door. If the garage door can only be closed manually then staff using the garage door must have training on how to operate it safely. Add this hazard to the site specific HACD. It is also suggested that

signage be posted on the door reminding staff of safety precautions for hand placement during door operation.

**Internal Incident Investigation to be completed.**

South- Nov 3, 2015 meeting minutes  
No Internal incidents to report

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

Calgary: (Nov 18, 2015 meeting minutes)  
**Oct 23, 2015**

Staff was out in the community exiting a bathroom stall. While exiting, staff's toe of her shoe caught the edge of a tile surrounding a drain causing staff to trip. Staff caught self before falling and hitting the sink vanity. Staff was wearing proper footwear.

**Near Miss Investigation to be completed.**

**Recommendations:** Staff to be more aware of surroundings, manager of building was contacted and informed of the hazard.

South- Nov 3, 2015 meeting minutes  
No Near Miss Incidents to Report.

Edmonton- Nov 4, 2015 meeting minutes  
**September 22, 2015** - Staff and a client were at the mall. The client went into a store with outdoor equipment and asked to purchase a knife they saw on display there. Staff suggested to the client that such a purchase would not be a good idea. Staff spoke with the sales associate and the client became verbally aggressive and threatened to punch the staff. The associate did not sell the client the knife and staff gave the client space and time to calm. Additional follow up has been planned with the client's medical/professional support team and RPAC.

**Recommendations:** Ensure current client support requirements and recent incidents are communicated in advance to all staff. Add to the site specific hazard assessment and control document. Staff is to monitor the client's behaviour carefully; it may become necessary to implement a search protocol for sharps at some point.  
**Near Miss Incident Investigation to be completed.**

**September 30, 2015** – Staff was at work in a brand new residential program with an elevator. The elevator was not functioning properly and became stuck between floors of the building. The staff tried pressing the elevator emergency button without result

and began to experience symptoms of a panic attack. Staff called the office on their cell phone and was directed to call 911. The staff called 911 and rescue services came to assist. Another ICE staff on site contacted the apartment building office. The elevator was opened and the staff was checked by ambulance staff. Staff was alright.

**Recommendations:** Use of elevators should be added as a task and evaluated within the Hazard Assessment and Control Document master. Use of the elevator and what to do in emergencies should be part of the site specific orientation process for employees working in residential programs where there is an elevator. Follow up with the building manager to ensure that elevator repair including the elevator emergency button has been addressed.  
**Near Miss incident investigation to be completed.**

**October 7, 2015** - After the ICE office had closed and the receptionist had locked the front door and left, a manager entered the reception area to find two unknown persons inside the building. The manager requested that these persons leave and return during regular hours. They did this without incident. It was determined that after the receptionist had secured the building another ICE staff person had exited by the front door and left it unlocked.

**Follow up:** An email was circulated to all office staff regarding the Near Miss incident and security requirements for the office after hours. CR Managers were requested to review office security requirements with TC's and TL's. The receptionist is now making late day announcements regarding the requirement for TC's/ TL's and visitors to exit the building by 5:00 pm. **Recommendations:** No additions.

**Near Miss Incident Investigation completed.**

**3.2 Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:**  
No current Internal Incidents to report.

**3.3 Evaluation of current Near Miss Incident Investigations:**  
No current Near Miss Incidents.

**3.4 Review of COR Audit and Action Items:**  
The 2015 COR Audit report will be submitted to CCSA by mid November and hopefully results should be available by mid December.

*Health and Safety minutes continued.*

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

Grande Prairie:

Reviewed the Office Specific HACD

Filing - no additions

Opening, sorting, routing mail - no additions

Ascending/Descending stairs – no additions

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

Calgary - Nov 18, 2015 meeting minutes

Review the Office Specific HACD

Driving – no recommendations

Office Cleaning – no recommendations

South - Nov 3, 2015 meeting minutes

Pages 43 – 46 Reviewed.

Seasonal Yard Work: no additions or changes recommended

Seasonal Events: recommend adding to safe work practices that residences use a timer on tree lights to ensure they are not left on at night or while away from the home for extended periods.

Snow Shovelling: no additions or changes recommended

Edmonton - Nov 4, 2015 meeting minutes

– General Section, Pages 68-69 Travel on wet or slippery surfaces was discussed. One suggested addition to physical hazards is to add “possible concussion” to the document. No other changes were recommended.

3.6 Policy Review:

Policy Review – 3.5.5 Employee Work Related Injury, Illness and Near Miss

4.0 OTHER BUSINESS - N/A

NEXT MEETING January 14, 2016. 3:00 pm

## Policy Review

**\* Effective immediately all private client and employee information transmitted electronically by ICE personnel is required to be password protected for confidentiality. Stay tuned for related ICE policy revisions coming soon.**

**3.8.2 MAINTAINING CLIENT CONFIDENTIALITY**

Any information pertaining to Independent Counselling Enterprises clients or their families will be held in strict confidence. No information will be released without written consent from the client and/or guardian and the funding source (as appropriate) and in accordance with the Freedom of Information and Protection of Privacy Act and the Health Information Act (see Policy 2.2.2 Client Confidentiality).

Independent Counselling Enterprises employees must sign a Standards of Confidentiality when hired. Violating this Standard will warrant disciplinary action.

Updated October 2015

1. No information about Independent Counselling Enterprises’ clients will be released without the express permission of:
  - The President;
  - The client and/or guardian;
  - The funding source
 and in accordance with the Freedom of Information and Protection of Privacy Act and the Health Information Act.
2. Employees releasing client information in violation of this policy will be terminated for cause.

Updated October 2015

**\* ICE staff are reminded of the requirement to read and review the full 2015 ICE Policy Manual by January 31, 2016.**

**\$100 Employee 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!**



## Provincial ICE Health and Safety Draw Winner



South Regional Manager, Sharon Brown (above left) with happy winner, Temi Olayinkaya.

ICE employees provide excellent service and mitigate daily health and safety risks throughout the year. In some circumstances employees go “above and beyond” in their duties and are recognized by supervisors, co-workers, clients, guardians and managers filling out and submitting a special “Thank you” card available at ICE offices. Completed Thank You cards are entered in monthly regional draws for great prizes. Each year in December, ICE employees who have received a minimum of three health and safety related Thank You cards (from different sources) have their names entered into a special province wide draw for a \$1000 cash prize.

**This year the lucky Health and Safety winner was Temi Olayinkaya of Lethbridge.**

**Congratulations, Temi!**

## Health Corner

### What is Gastroenteritis?

Gastroenteritis is an upset stomach. It causes nausea and vomiting. You may also have diarrhea or a fever. People often call it “stomach flu” but it is not the flu which is an illness affecting the respiratory system. Gastroenteritis often only lasts 1 or 2 days, but can last a week.

### What causes it?

Gastroenteritis is caused by germs like viruses and bacteria. It may be passed person to person or contracted from food poisoning. Food poisoning occurs when people eat foods that contain harmful germs. Germs can get into food while the food is growing, during processing, or when it is prepared.

### What should you do if you believe you have Gastroenteritis?

- Drink plenty of fluids so that you do not become dehydrated. Dehydration occurs when your body loses too much fluid. This can happen when you vomit a lot or have diarrhea. Consume fluids slowly, in frequent small amounts. Drinking too much too fast can cause vomiting. Choose water and other caffeine-free clear liquids until you feel better. If you have other health factors such as kidney, heart or liver disease consult your doctor.
- Electrolytes should also be replaced, especially if vomiting or diarrhea lasts longer than 24 hours. Electrolytes are minerals in your blood that keep many systems in your body working as required. Sports drinks are available that may help to replace electrolytes.
- When you feel like eating, start with mild light foods such as dry toast, applesauce, bananas and rice. Avoid

spicy, hot or high fat foods. Do not drink milk or eat ice cream or other dairy foods until fully recovered.

Gastroenteritis can usually be treated at home but seek medical help if:

- You have symptoms of mild dehydration, these include: dry mouth, dark urine, less urine.
- There is severe diarrhea or vomiting for more than a day,
- You have a fever that lasts more than 1-2 days,
- You are not feeling better after a week of home treatment.



Seek immediate medical attention if there are symptoms of severe dehydration (sunken eyes, a dry mouth and tongue, fast breathing and heartbeat, feeling very dizzy or light headed; not feeling or acting alert); you have sudden, severe belly pain; you experience other severe symptoms such as blurred vision, bloody stools, trouble swallowing etc.

### How to prevent gastroenteritis?

- The best thing you can do is wash your hands thoroughly and often. This is especially important after you use the bathroom, before and after providing personal care and before you eat or prepare food.
- If others around you have symptoms of gastroenteritis, carefully follow standard precautions, increase diligence with household sanitizing / disinfection routines and implement social distancing precautions.
- Keep your hands away from your nose, eyes and mouth.
- Carefully follow all food safety rules (separate cutting boards, defrosting meats in the fridge, cooking meat till well done, monitoring the temperature of the fridge).
- Do not eat meats, dressings, salads or other foods that have been kept at room temperature for more than 2 hours.

## 2015 President's Message



On Thursday, December 10th, 2015 Independent Counselling Enterprises hosted its annual Christmas Open House and Employee Award Celebration in Edmonton. Attending this celebration were individuals receiving supports, families, community partners, and ICE staff.

ICE President, Michael Rutherford addressed those present and thanked ICE employees across the province for their excellent work over the past year. Mr Rutherford specifically commended employees for their efforts to complete the many residential moves necessary in the past 12 months as ICE moved forward on client safety initiatives.

Mr Rutherford also congratulated ICE staff on their strong performance in the 2015 internal Certificate of Recognition (C.O.R.) Health and Safety audit which achieved a score of 98% for the second consecutive year.



### NORTHWEST REGION ICE EMPLOYEE AWARDS 2015



#### HEALTH AND SAFETY AWARD

(Left to right) Regional Manager- Christina Hunter, Winner - George Sukkau



#### COMMUNITY CAPACITY BUILDING AWARD

(Left to right) Regional Manager - Christina Hunter. Winner - Darrell Stolz