

# ICE PAGE

NORTHWEST

2014

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**TIME SHEET HAND-IN:****July 15th, 2014**

For all shifts worked between July 1st and July 15th, 2014

**July 31st, 2014**

For all shifts worked between July 16th and July 31st, 2014

**RPAC Meeting**

July 8th, 2014 @ 1:30 pm

**Health and Safety Meeting**

July 10th, 2014 @ 3:00 pm

**Happy Canada Day!****Employee Spotlight****Nisha**

Nisha came to work for ICE over ten years ago when her sister joined the company and encouraged Nisha to also apply. These days if you ask an ICE manager to describe Nisha you will hear descriptors like, "hard working, knowledgeable, unusual initiative." Ask a client or guardian to describe her and you will hear other adjectives like, "caring, and supportive."

Initially, Nisha started her employment at ICE providing In Home Supports, three years later she transferred into residential supports. In 2008 she completed the Team Coordinator (T.C.) training course for supervisors. Nisha has been supporting clients in her current ICE residence in the role of T.C. for six years now.

It was because of a family member that Nisha first developed an interest in and

empathy for supporting individuals in this field. She says that she really enjoys working for ICE and that she has learned a great deal during her time with the company through the training courses she has attended and by



studying ICE policies. Nisha notes that when she first started she had no idea of all the success that persons with developmental disabilities could achieve with support and patience.

Nisha says working in this field requires heart and soul. It is not just about a paycheck. She likes making a difference in the lives of the persons she supports through advocacy, supports for medical follow up, role modeling and by providing the best care she can give. She notes she enjoys and strives to communicate effectively with client guardians and family support networks as these relationships are so important to her clients.

One of the most rewarding parts of her job as a front line supervisor as reported by Nisha, is sharing her knowledge with and training other ICE employees. She says she enjoys teaching staff how important it is to really listen to clients and to help them with their needs, wants and goals.

When she is not at work, Nisha is a movie buff who likes dinners out and spending time with her nieces and nephews. Thank you, Nisha, for your excellent service to our clients and our company.

**ECAT**

**Employee & Client Assistance Team**

**780-512-3129**

after office hours

## TRAINING

Pre- Employment Training  
as necessary

Described on the ICE website



**ICE offices will be closed**

**Tuesday, July 1st, 2014 for  
Canada Day**

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



**HAVE YOU MOVED?  
HAS YOUR PHONE  
NUMBER CHANGED?**

It is important to advise the ICE office of any address or contact changes.



## Client Success Story

### Dustin

Dustin is an active young man currently residing in an ICE Support Home. He enjoys swimming, playing basketball, soccer, riding his bike, going to the lake, jogging with his Support Home Operator and listening to many types of music.

Dustin loves spending time with his family and enjoys playing video games on his Xbox 360. Dustin and his family are always experiencing new activities, whether it is going on a day trip to Banff or enjoying lunch at the Saskatoon Farm.

Dustin started working at Shoppers Drug Mart during his last year of high school through a work experience program. Through his successful efforts he remains employed there. Dustin now mentors other students in the work experience



program. Dustin's responsibilities include stocking shelves and recycling boxes. His Support Home Operator has encouraged him to have a strong work ethic, to be punctual and to learn new skills at work. Earlier this year Dustin received an award for the "Employee of the Month", an accomplishment he is very proud of.

Dustin loves being employed and he feels he has learned many new and valuable skills. He is committed to his job and is well liked by his co-workers. Dustin also participates in extra activities through his employer such as the "Shoppers Drug Mart Run for Women Breast Cancer Run" which he completed last summer.

Dustin and his Support Home Operator vacation together every year. This year they will be going to El Salvador for a month where they participate in many activities associated with the local culture and countryside. El Salvador is the home country of Dustin's SHO family, and he is eager to learn more about this culture.

**Thank you to all ICE clients, families, associates and staff who participated in the recent Creating Excellence Together survey at ICE.**



**Your contributions to this important process were very much appreciated. Results of the survey will be shared once the report is received from the Alberta Council of Disability Services.**

## Routine Household Health Practices



Bacteria and viruses can live on a variety of surfaces for hours or months and possibly even years. Routine practices are activities that we use everyday to help reduce our exposure to infection in our environment. By following these practices we help to protect ourselves and the clients we support from diseases that can be spread from person to person. It is important that these practices are used correctly and consistently.

### What are these practices?

#### Hand-washing:

- after sneezing or coughing;
- at the beginning of your shift;
- at the end of your shift;
- before and after contact with individual clients or equipment;
- before and after handling food;
- after removing gloves;
- after changing tasks;
- after coughing; sneezing or blowing your nose;
- after touching any contaminated surface, including money;
- after touching your face or hair;

Keep nails short, avoid nail polish, artificial nails and wearing jewelry as these items collect germs and bacteria.

Establish routine hand hygiene protocols with clients receiving support. Model and follow these protocols consistently.

#### Cleaning and Disinfecting:

**High Touch Surfaces** - Regular cleaning of equipment and high-touch environmental surfaces potentially contaminated by coughing, sneezing and / or touching. This must be completed a minimum of once per day and more often as necessary. Use of disinfecting wipes such as Lysol or Clorox may simplify this process.

Items that need to be cleaned and disinfected include: bed rails, door handles/ knobs, light

controls, toilet seats and handles, television controls, sink controls, phone surfaces, bedside tables, doors and surfaces of: doorjambs, closets, bathrooms, hallways and kitchens etc. Cleaning charts required to be completed at set intervals are a good way to ensure effective cleaning of these high touch areas is regularly completed.

**Bath Tubs** - Bath tubs/ shower stalls are to be disinfected after each client uses them and the entire bathroom at least once daily. Shared bathrooms may need increased cleaning.

#### Environmental Controls including Laundry Handling:

**Personal Items** - Each client is to have their own personal hygiene items and keep these separate for only their use i.e. hand towels, combs, shavers, hair brushes, etc. These items should never be shared. Equipment to be used by multiple persons must be disinfected prior to use by each user i.e. gym equipment.

**Staff hand drying** - Staff are to use disposable (one time use) hand/paper towels to dry their hands in washrooms and kitchens in ICE residential programs.

**Laundry** - Laundry should be handled with minimum agitation and shaking

- Wash each client's clothing separate from other individuals and household laundry (i.e. curtains) separate from client laundry.
- Wear gloves if hands are likely to touch blood or body fluids on clothing or linens.
- Body fluids on linens or clothing should be disposed of in the toilet prior to laundering
- Clothing may be washed using ordinary laundry detergent
- A regular wash and dry cycle will kill bad bugs
- Wash in smaller loads. Do not overload machines.
- Heavy soiled items may require pre-soaking and re-washing a second time.
- Use face protection like goggles when there is a potential for being splashed with blood, body fluids or chemical substances.



## Policy Review

*The following is a section of Policy 2.3.2. Refer to the policy manual for the complete policy.*

### 2.3.2 PLANNING CLIENT SERVICES

Reviewing funding, monitoring the amount and quality of services provided, providing opportunities for employment and volunteering as appropriate, the establishment and reviewing of personal goals in the format of an Individual Support Plan (ISP) and annual planning meetings are all components of service delivery. All these parameters are considered when planning client services.

#### Individual Support Plan (I.S.P.)

Using a person centered planning process an individual support plan will be developed with the client, his/her family or guardians and other significant individuals in the client's life (**Refer to Policy 2.7.4 Annual Planning Meetings**).

The plan may be provided at the onset of service delivery or if not available must be in place no later than three months after support services commence. The format must be according to I.C.E.'s policies and procedures. Refer to monitoring manuals for a review of this documentation....

The plan will stipulate the goals that the individual would like to achieve or are important for him/her. Emotional well-being, physical well-being, material well-being, personal development, self determination, interpersonal relations, social inclusion and rights will be focus domains for goal development as per P.D.D. requirements. The domains are defined by P.D.D. as follows:

**Emotional well-being** – Happiness and safety and how the individual feels about their life.

Physical well-being – Energy levels, access to medical and other health care professionals and a healthy lifestyle.

**Material well-being** – Personal possessions that are important to the individual. How much the person can use or have access to money for things they want or need.

**Personal development** - The things that individuals are interested in learning about. Things that they enjoy and are important to them.

**Self-determination** – The choices and decisions individuals make about areas that matter to them in their life.

Interpersonal relations – Type of support and help individuals get, relationships with family and friends and the type of activities the person does with people in their life.

**Social inclusion** – The activities and things the individual participates in, accesses and/or would like to do in the community. The people who participate in these events with the individual and the places they go to in the community.

Rights – An Individual's right to privacy, how individuals are treated by people and how much the individual is listened to.

All goals will be approved and consented to by the client, as well as parents or guardians as required prior to implementation.

Timelines are established for the completion of each goal and when progress is reviewed. The review is to be documented on the plan and will follow the formal documentation of each goal. It will be noted if modifications are required, if the goal was achieved or if it is to be discontinued.

Independent Counselling Enterprises employees are expected to be familiar with and act upon the individual support plan. Changes in client's status that affect the health or safety of the client or service delivery are to be reported immediately to the appropriate supervisor. This will facilitate plan updates.

Employees who are providing support to the client have access to the individual support plan.

#### Social Inclusion

Social inclusion is fundamental when assisting clients to access resources in and to participate in their community. For the purpose of this policy social inclusion is defined in point # 3 above.

#### Adaptive Equipment and Devices

To enhance and promote greater independence and inclusion in the community, Independent Counselling Enterprises promotes the use of adaptive equipment and devices that promote an individual's independence and ability to participate to their full potential. The individuals identified will participate in the development of guidelines that will ensure the intent and use of AT/EI is of maximum benefit and does not negatively impact their welfare. Use will be assessed/authorized/monitored on an ongoing basis with the client, parent, guardian, and appropriate qualified professionals (eg O.T., P.T.). Should there be the potential for assistive devices/interventions to limit the client's independence the client will be assessed by the appropriate qualified professional (eg O.T., P.T.). Should the recommended AT/EI restrict the individual's rights or impact their welfare, ICE will follow the guidelines required for use of restrictive procedures. The qualified professional will authorize the development of a procedure that outlines the intent and the use of any recommended assistive devices/interventions. (see Policies 2.2.1 Client Rights and Responsibilities, 2.3.1 Orientation of Clients and Support Networks, 2.4.1 Guidelines for Planning Activities, 2.5.1 Behaviour Management, 2.7.4 Annual Planning Meetings, and 2.4.9 Community Participation, also refer to the Functional Assessment Health and Wellness, and the Planned Procedure/Review re Health and Wellness)

Updated June 2014

## Spring Fling 2014

The Northwest Region of PDD hosted their annual Spring Fling event on May 30th, 2014. Many ICE clients and support staff gathered with other members of the community to see awards presented, socialize and to enjoy a great meal.

Gary Jantz (center) won an award for Individual Leadership. His ICE coordinator, Christina Hunter (far right) had nominated Gary for this award. ICE Regional Manager Corrina Anderson was also present for the presentation (left in photo).



### 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**

### Incentive Winner

**Trish Romanciwicz**

received a thank you card from her supervisor for extra support she has provided her client.

Trish won a picnic assortment with dishes and a blanket.



**Health and Safety Minutes  
Northwest - Health and Safety Meeting -  
June 12th, 2014**

**3.0 STANDING ITEMS**

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

**Calgary:** Minutes from May 21, 2014 (Incidents, Recommendations, Additional Recommendations):

**April 14, 2014-** Staff was attempting to pull out the refrigerator at a residence to clean underneath it. This resulted in pain in her upper back.

**Recommendations:** staff only to complete jobs that are within their physical capabilities. If moving something heavy two or more people must be utilized.

**Incident Investigation Completed**

**Further Recommendations:** Putting slider's on the heavy furniture to help it move easier.

**South:** Minutes from May 6, 2014

No injury investigations

**Edmonton:** Meeting Minutes from May 7, 2014

No injury investigations.

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

**Calgary:** Minutes from May 21, 2014

**March 6, 2014** - In one of the residences a shelf fell from the wall (No one was near the shelf, the screws simply came loose). No one was injured.

**Recommendations:** Take care not to over load shelves. Use stronger screws and proper wall anchors when installing shelving.

**A Near Miss Incident Report was completed. No Further Recommendations**

**March 17, 2014** - Staff was cleaning client's room when they bumped the dresser and a lamp fell on the floor. After the incident the lamp was relocated to a safer place (less likely to be bumped) in the room.

**Recommendations:** Relocation of the lamp was a good solution. Also assist and support clients (when possible) to consider

safety for household purchases i.e. lamps with a broad and stable base.

**A Near Miss Incident Report was completed.**

**No Further Recommendations**

**South:** Minutes from May 6, 2014  
No near miss investigations.

**Edmonton:**

No current Near Miss Incidents  
Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:

**May 19, 2014** - Staff was assisting a client cook and staff went to pull food our of oven to check it and the baking sheet slipped from staff's hand and the hot juices poured on staff's foot and burnt the foot. (Staff was wearing runners at the time)

**Recommendations:** replace cookware when it is warped/damaged. Use deeper cooking pans when cooking something that will produce fluids.

**Incident Investigation started.**

**3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):** No current Incidents.

**3.4 Review of COR Audit and Action**

**Items** (record section and pages reviewed, discussion, recommendations): Reviewed pages 58-65 Qualifications, Orientation and training.

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

**Grande Prairie:**

Reviewed pages 23-24  
Use of BBQ – no additions  
Shopping – Safe Work Practices: add carry an epi pen and or anti histamine for allergic reactions.

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

**Calgary:**

Reviewed page 24-30 General section  
Shopping – no additions  
Storing and Using Household Cleaners-safe work practices: add store chemicals that if mixed are combustible separately  
Changing Light bulbs- no additions  
Use of Ladder – no additions  
Use of floor mats- Safe work practices: add regular inspection of mats for wear and tear and replacement when necessary

**South:**

General HACD Pages 48, 49 and 50  
Client support for seizures: Biological Hazards – suggest increasing frequency to 2. Contact with bodily fluids likely happens at least once per month when working with some clients. All other items remain unchanged.

Contact with Visitors or Contractors: no suggested changes.

Entering or leaving the worksite after dark: Biological Hazards – suggest changing the frequency to a 1, and potential consequences to a 2. The total would then be a 5.

**Edmonton:**

Review of Master Hazard Assessment and Control document. Pages 22 - 23 Review of general sections-use of BBQ's

**Under Safe Practices** - consider the following additions

Ensure that BBQ instructions are easily available for the reference of staff. (Staff must have been provided a proper equipment orientation and have read and understand the instructions of proper BBQ usage before using the equipment.)

Note that BBQ's in use are never to be left unattended.

Make sure that BBQ's are far away from the house and in an open area.

Add safe preparations and practices to control small grease fires.

**3.6 Policy Review:** 3.3.4- Dress, Hygiene and Grooming

**4.0 OTHER BUSINESS**

Reviewed ICE Page articles summer is BBQ time.

ICE page article suggestions: Pool safety/ drowning, Flash floods, Pine beetles and rats

**NEXT MEETING July 10, 2014 @ 3 pm**

