

ICE PAGE

NORTHWEST

2015

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Health and Safety Meeting

June 11th, 2014 @ 3:00 pm

RPAC Meetings

June 2nd, 2014 @ 1:30 pm

ECAT

Employee & Client
Assistance Team

780-512-3129

TIME SHEET HAND-IN:

June 15th, 2015

For all shifts worked between June 1st and June 15th, 2015

June 30th, 2015

For all shifts worked between June 16th and June 30th, 2015



Support Home Operator Spotlight

Kim & Murray

Kim and Murray Olson have been Support Home Operators (SHO's) in the Grande Prairie area for over twenty years. Before that they assisted for years at the Joy Chapel in Grande Prairie where individuals from many agencies gather each week to socialize.

The Olsons are excellent role models in their consistent daily actions of kindness and caring towards others. In their role as SHO's they support a gentleman who has limited communication skills yet through years of taking the time to truly listen to him, they do so effortlessly.

Kim and Murray also take health and safety very seriously. They have been



very cooperative with implementing the new standards and responsibilities required to ensure client safety within ICE support homes.

The Olsons go the extra mile for their family and the individual who lives with them has become part of their

family. They take him to medical appointments, and set up family visits and support him during his hospital stays, visiting him night and day... even if he's there for 4 months. Kim and Murray have shared their home with this individual for 20 years. The client has watched their children grow up and start families of their own. Sharing this family experience has provided a remarkably rich life for this individual.

When Kim and Murray do get the chance to take a rare vacation on their own, they make sure the client they support also has something special lined up so he doesn't feel left out. The family also goes away together for camping vacations.

ICE values the Olsons as part of our team. Thank you, Kim and Murray, for all that you do.

Monthly Incentive Award Winner



Therese Neba

Therese Neba received a thank you card from her Community Support Coordinator for extra efforts provided at her program.

She won a selection of bath and body products.



Client Success Story

Nancy is an easy going person with a great sense of humor. Nancy grew up in Castlegar, BC with three siblings. She moved to Lethbridge 9 years ago.

Nancy started with ICE in June of 2014 and has made a lot of progress towards her personal goals since then. With the support of ICE staff, Nancy has organized her apartment. Initially she found this an overwhelming task but she has achieved excellent success by starting in one area and working out from there. In the last year Nancy also increased her levels of physical activity and she now regularly attends Aquafit and lane swim. She also enjoys going for walks. Nancy's



exercise program is resulting in many benefits for her health and wellness.

Nancy says her favorite thing about ICE is the support she receives from her staff. She likes having people around her as invested in making a change as she is.

In her free time, Nancy likes to spend time with her sister and friends. She attends a book club monthly and loves to scrapbook. Nancy also loves country music and enjoys attending concerts with friends and family. During the holiday season, Nancy and her sister bake for friends and family. They are busy all of December because of such high demands for their delicious treats. Nancy also enjoys attending cooking classes at the Lethbridge Community Kitchen.

Nancy is a pleasure to be around and always is making people laugh. Keep up the good work Nancy. Your dedication is inspiring!

Effective Voice Mail Messages

While I.C.E. office personnel are committed to responding in a timely manner to calls from field staff, the operation of our very busy agency often involves office personnel in meetings and community follow up. This is the purpose of having voice mail messaging. Voice mail allows callers to leave messages that office personnel may later respond to.

Staff may use voice mail most effectively by:

- **Listening carefully to the voice mail message of the person you are calling.** Office personnel often change their voice mail messages to identify times and days when they will not be in the office.
- **Identifying yourself clearly at the start of the message. Include your full name, and your ICE identification number.** It is also a good idea to mention the name of the residence your call relates to.
 Example: *"This is John Smith, Employee # 6034, of 222 Residence calling."*
 The more specific the information you leave the more easily the person called can get back to you.
- **Stating briefly and clearly, the purpose of the call and type of response you are seeking.** By stating the specific purpose of the call you enable the person receiving your message to follow up immediately on your concern and then get back to you, perhaps resolving the matter with one return call.



Example, following identification of the caller:
"I am calling to resolve a concern regarding a 4 hour relief shift worked by myself at house # 223 on June the 18th from 2 pm to 6 pm. According to my pay stub there is an error. Please contact me on my cell phone number ###-###-#### regarding this matter.

- **Leaving short, planned, effective messages, not expansive conversations.** If the matter requires extensive clarification, it would be better to speak directly with the person involved.
- **Ensuring that you are calling from a clear connection.** Poor connections and fuzzy cell phone calls are difficult to understand and reply to.
- **Ensuring you leave an appropriate number at which you can be reached.** It is each employee's responsibility to update their contact information (addresses and phone numbers) with the ICE office. If you leave a phone number without a message service or fail to provide an active contact number your call can not be returned.

Important notation*** Remember that shift cancellations or changes can not be made via voice mail messages. **Any arrangements that could affect the safety and/or support of ICE clients must be confirmed through direct contact with a supervisor or ECAT.**

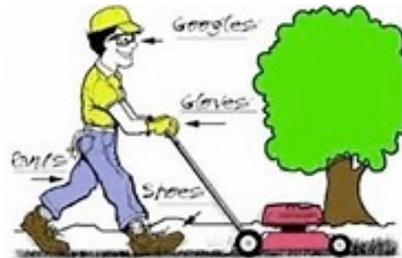
Important Seasonal Reminders

1. Planning to spend time outside means planning to protect yourself. Don't forget to:

- **Apply insect repellent** - repellents don't kill insects, but they can reduce bites from mosquitos, ticks, fleas and other bothersome bugs.
- **Stay hydrated** - drinking adequate amounts in hot weather can help reduce the risk of heat-related illness. Keep water or sports drinks (with electrolytes) on hand to maintain hydration, and try to stay in a shady or air conditioned location during the hottest parts of the afternoon.
- **Apply a water resistant sunscreen of at least SPF 30** - Regardless of age and skin type (whether or not you burn easily) a water-resistant sunscreen that protects against both UVA and UVB rays is recommended all year round. Yes, even in winter and on cloudy days. Apply it 15 to 30 minutes before going outside. If you're using both sunscreen and insect repellent, apply sunscreen first and then repellent.



2. **Lawn Mower Safety** – provide staff (and where applicable, clients) who will operate this equipment with (documented) orientation training or refresher training for safe use and storage of lawn mowers, fuel, and maintenance equipment. Ensure there are gloves and safety glasses on site ready for



use. Ensure staff know where to find and review Material Safety Data Sheets (MSDS) for hazardous materials such as gasoline. Also review the Lawn Mower Safety resource information available in the ICE Health and Safety Binder.

3. **Barbeque Safety** –Read and carefully follow the manufacturer's instructions to inspect /assemble BBQ equipment before use. Ensure all staff/clients who will operate the BBQ have been provided a documented orientation for safe equipment use. Review the BBQ resource information available in the ICE Health and Safety Binder.

4. **Emergency Response requirements for Severe Weather** – Whether it is a thunderstorm, a tornado, a flood or extreme heat, everyone needs to maintain their awareness of weather hazards, and know the signs and required actions in the event of severe summer weather. Required emergency responses should be reviewed regularly with clients and staff. See resource information in the Health and Safety Binder.



**MORE
EXCITING CHANGES
TO I.C.E. EMPLOYEE
BENEFITS!**

Effective June 1st, 2015 ICE will implement changes to company sick time benefits. These changes will extend / enhance sick time benefits to many current ICE employees. Employees who have questions about their personal eligibility for these benefits should contact the ICE Payroll Department.

Policy revisions will be released soon with the specifics of these changes.

TRAINING

Pre Employment Training (PET)

June 9th and 10th, 2015

&

June 24th and 25th, 2015

9:30 am - 5:00 pm

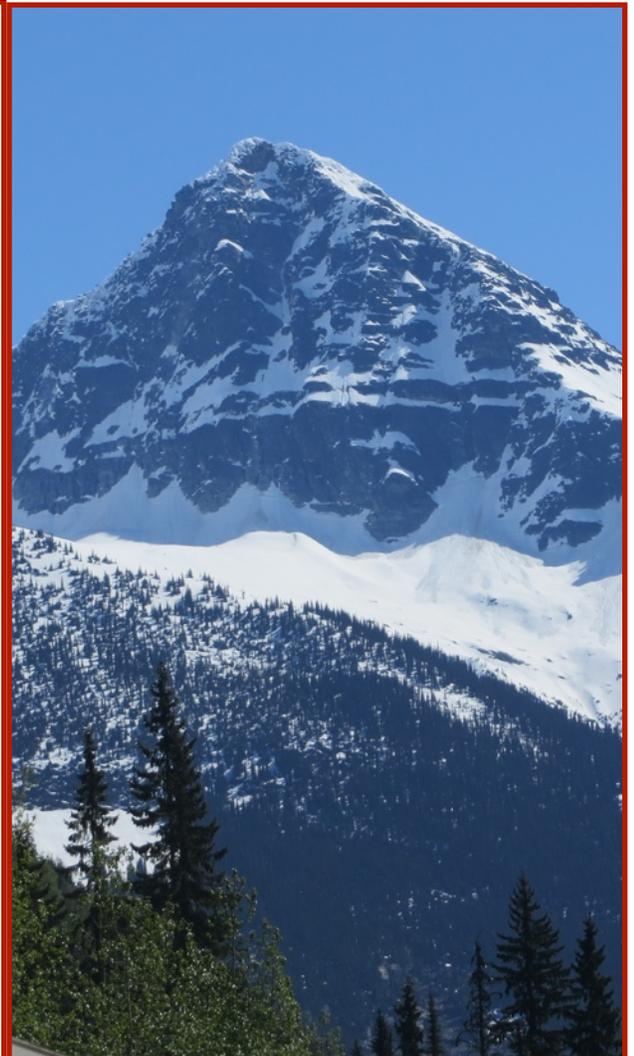
As described on the ICE website



ICE offices will be closed

**Wednesday, July 1st, 2015 for
Canada Day**

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



Health and Safety Minutes Northwest Health and Safety Meeting - May 7th, 2015

3.0 STANDING ITEMS

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

Calgary: No meeting minutes

South: Minutes from April 14, 2015
No Internal Incidents

Edmonton: Minutes from April 1, 2015
March 5th, 2015

Staff arrived on shift after an overnight heavy snowfall. Staff worked from 8 am – 10 am to clear heavy snow and ice from residential walkways. The next day the staff experienced back pain and medical follow up was completed.

Recommendations: Staff are encouraged to recognize their personal capacity and to work within it. Follow guidelines for safe shoveling (see Health and Safety binder resource section). Warm up muscles before shoveling to avoid muscle strains; use ice melt; shovel small amounts (1-2) inches at a time; use an ergonomic shovel /body mechanics/ergonomics for safe shoveling ; take frequent breaks to avoid over exertion, seek help from other staff / clients or hire a snow-clearing service. Incident Investigation has been completed. No further recommendations

March 20, 2015

Staff was assisting one client to eat their meal. Another client was behind staff observing the person eating their dinner. The client watching staff became verbally aggressive and then kicked staff in the back.

Recommendations: Consult with RPAC regarding behavioral supports (positive approaches) for this client. Have staff organize the environment during meal times to implement PBI techniques so neither the staff (nor the client eating) are vulnerable with their back to the other clients. Offer both clients food at the same time to avoid potential conflicts. Incident Investigation to be completed. No further recommendations

March 24, 2015

Staff was seated on the sofa at a residential program completing paperwork when a client (with sensory challenges and a previous behavioral pattern of biting) came and sat beside them. The client and staff were interacting positively but after

awhile the client grabbed the staff's hand and bit it.

Recommendations: Review behavioral supports for this client with RPAC. While client social interactions are to be encouraged, staff must maintain appropriate boundaries and space (PBI) for their safety. Due to the history of previous aggressive behavior (biting) and the fact that staff are not able to effectively predict when this may occur, appropriate space parameters are necessary. Incident Investigation to be completed. No further recommendations

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

Calgary: No meeting minutes

South: Minutes from April 14, 2015

Staff was with a client when backing up out of a spot in a busy parking lot. Their vehicle's bumper tapped the bumper of another vehicle directly behind them. No damage was done to either vehicle.

Recommendations: Staff to use more caution especially when in a busy parking lot and when backing up. Staff to be offered AMA mission possible driving course. If possible schedule appointments at less busy times to avoid congestion. Use public transit whenever possible. Near Miss Investigation in progress. No further recommendations

Edmonton: Meeting minutes April 1, 2015
No near miss investigations

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

No internal incidents

3.3 Evaluation of current Near Miss Incident Investigations:

March 21, 2015

Staff was walking down the stairs holding onto the railing when the stair nosing broke. Staff was wearing appropriate footwear.

Recommendations: Staff to use more caution when walking down the stairs. During monthly safety inspection look for cracks in the stair nosing pieces.

3.4 Review of COR Audit and Action

Items: Reviewed section 7 Incident Investigation

3.5 Review of Master Hazard Assessment and Control Document

Grande Prairie: General HACD Pages 36-39

Storing and using household cleaners – no additions
Changing Light bulbs – no additions
Use of ladder – no additions
Use of floor mats – no additions
Seasonal Yard work: Recommendations
Add ear protection to it. Separate lawn mowing/snow blowing into a separate category from the rest of yard work.

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

Calgary:

No meeting minutes

South:

Review of pages 16 – 20.
Food storage – no additions
Exposure to raw meats – recommend adding using a meat thermometer and having hand sanitizer at each residence to the Safe Work Practices section.
Use of electric stove – no additions
Staff use of household appliances – recommend moving using the microwave into its own category as there are many more hazards and risks associated with using a microwave as opposed to coffee maker or toaster. For example, ensuring food or liquid is stirred to eliminate possible burning hazard.

Edmonton:

Pages 26 & 27 – Dishwashing.

Recommendations – additions were recommended for information to the control section regarding sanitizing requirements for the hand washing of dishes. Control information to be added include: use of Quaternary Ammonium Chloride or diluted bleach for sanitizing hand washed dishes. Air drying of hand washed dishes. Secure storage and information (MSDS) regarding use of sanitizing agents. Instruction sheets for staff on the use of sanitizing agents for hand washing dishes.

3.6 Policy Review: 3.1.2 Professional Development,
3.3.1 Personal Information and Document Requirements
2.3.6 Risk Assessments
3.5.4 Working alone

4.0 OTHER BUSINESS

Reviewed ICE Page article on Timely reporting of work related injuries and health concerns.

NEXT MEETING June 11, 2015 @ 3 pm

Policy Review

3.1.2 PERSONAL INFORMATION AND DOCUMENTATION REQUIREMENTS

The following information must be collected or completed on all candidates for employment prior to hiring:

- Application form including pre-employment screening questions
- Personal resume
- Verification of qualifications (i.e. diplomas, degrees, certificates)
- Copy of current license/membership of professional designation
- Two satisfactory employment references (verbal not written documentation)
- Clear Police Information Check (no older than 6 months)
- Revenue Canada TD-1 federal and provincial tax credit form
- Valid driver's license, if applicable
- Documentation of third-party auto liability insurance (minimum \$1 million), if applicable
- Immunization record (if required)
- A negative TB skin test (chest x-ray if skin test is positive) if required
- Employee benefit information (if required)
- Standards of Confidentiality
- Work permit, if applicable

The company cannot retain information on an employee file that is not related to employment. This information will be shredded.

Support Home operators are not employees of the agency. The following information must be collected or completed for individuals entering contractual agreements for support home operators:

- Application form including screening questions
- Personal resume
- Verification of qualifications (i.e. diplomas, degrees, certificates)
- Copy of current license/membership of professional designation
- Two satisfactory employment references (verbal not written documentation)
- Clear Police Information Check (no older than 6 months)
- Documentation of third-party auto liability insurance (minimum \$1million), if applicable
- Documentation of household insurance
- Standards of Confidentiality

Receipt of this information, together with evidence of attendance at the Pre-Employment Training Program, will be documented in individual employee personnel files. Note that should a person be hired for a position within the C.R. Unit their **terms of employment** must

be completed prior to their first shift worked as a regular staff member for that program.

All employees will be notified, prior to being hired, of all possible disclosures of their personal employment information to third parties during the course of their employment.

The employee/support home operator is obligated to disclose to the employer, **in writing**, if the status of their clear Police Information Check changes during their employment with Independent Counselling Enterprises. Failure to do so will result in disciplinary action up to and including dismissal.

I.C.E. picture identification is completed for all employees and a copy of the photo is retained in the employee's personnel file.

An electronic file is generated for all I.C.E. employees and support home operators within the framework of C-Views. Hard copy files are organized according to a standard format.

An employee must sign a training participation form every time the employee attends an in-service or receives training provided by I.C.E. (see also Policy 3.3.1 Professional Development). Support home operators and their respite will sign a training participation form for all training provided by I.C.E.

There is a cost associated with obtaining a police information check. An employee will be reimbursed for the cost of the information check once they have completed their probationary period and submit an original receipt. The expense will not be reimbursed if the potential employee obtained the check prior to employment with I.C.E. If this information is required again during the course of employment the cost will be reimbursed. Reimbursement is not applicable for support home operators or the respite they may hire.

All household members (with the exception of clients) of the support home must provide proof of clear police information checks to I.C.E.

Updated April 2015



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