

ICE PAGE

GRANDE PRAIRIE / NORTHWEST

2013

Contents:

CLIENT SUCCESS STORY... PG 2
 PDD SAFETY STANDARDS..... PG 4
 POLICY REVIEW.....PG 5

TIME SHEET HAND-IN:

March 15th, 2013

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

April 2nd, 2013

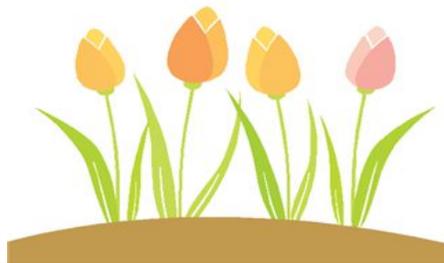
For all shifts worked between March 16th and March 31st, 2013

Health and Safety Meeting

March 14th, 2013 @ 3:00 pm

RPAC Meeting

March 26th, 2013 @ 1:30 pm



ECAT

Employee & Client
 Assistance Team

780-512-3129

after office hours

Employee Spotlight

Wanda

Wanda was born in Tahlequah, a small city in the Northeast corner of Oklahoma. She moved to Alberta as a young woman. Before settling in Edmonton, she lived on a little farm near Westlock and also spent 14 years in Yellowknife. Wanda's father was a veterinarian and as a little girl, she was always helping her father care for injured animals. It was no surprise that she grew up to become a Licensed Practical Nurse (LPN). Wanda reports that putting herself through school (with top grades) to become an LPN while raising five children represents her biggest accomplishment in life. Today,

Wanda is a mother to five adult children, a grandmother to fifteen and a great-grand mother to one.

Wanda came to work for ICE fifteen years ago after responding to an ad in the newspaper. She has been a dedicated and valuable member of the Home Care team ever since then. Wanda was awarded with a Fifteen-Year Service Award at the 2012 ICE open house in Edmonton. Over the last fifteen years, she has provided exceptional care to clients with various medical challenges all over the city. Throughout her work with ICE, she has received numerous compliments from her clients and Alberta Health Services (AHS) Case Managers for her top-notch work. Recently, ICE received acknowledgements from two AHS Case

Managers who credited Wanda's excellent skills for the healing of clients' wounds. ICE and the agency's clients are lucky to continue to benefit from Wanda's expertise. Thank you Wanda, for your dedication and hard work!



Client Success Story

Elvira

Elvira is a friendly outgoing individual who will turn 69 this year. She was born in the Philippines and lived there until she was 48 when she moved to a new home in Canada. While living in the Philippines, Elvira assisted with caring for her nieces and nephews which was a big help to her family. She spent many years creating beautiful circle rugs with a sewing machine using recycled cloth and materials to sell. She also cleaned houses for people in her community which was something she enjoyed.

Family is very important to Elvira and she currently lives with her sister in Calgary. A sister-in-law also lives just a short walk away which allows Elvira to visit often. Elvira has additional family in the Philippines, Canada, and the United States and she visits these family members when she can.

Elvira enjoys contributing to her community in Canada by volunteering. Although her first language is Tagalog and she speaks minimal English, with the support of her ICE staff she has enjoyed great success at her volunteer sites. Elvira's ICE staff also speaks Tagalog and provides Elvira communication support and acts as a translator as needed. Over the years, Elvira has volunteered at the two different Beverly Center's where she assisted with the hydration program and also folded towels. Currently, she volunteers at the

Rehabilitation society where she packs doggie waste bags that are sold to raise funds for the society.

Elvira likes to have fun with leisure activities such as sewing, bowling, and dancing. Last year she enrolled in a Line Dancing program, which she says was something she really enjoyed. More of Elvira's favorite things include Chinese food, her dog, "Pickle", going for walks, and attending church on Sundays. Elvira and her support staff also enjoy spending time at the Devonian Gardens and at the Core Shopping Centre.

Elvira hopes to find more volunteer positions and to try new activities over the next year. Elvira is very happy with her Community Access program with ICE as she and her support staff are a great match!



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!

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 as per policy!

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

THANK YOU!

Dan Shea received a Thank you card from his Coordinator for driving his clients to Edmonton for a medical appointment on short notice.

EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100 RECIPIENTS!

Bonny Beaulieu

TRAINING

Pre-Employment Training (PET)

As needed

Proactive Behavior Intervention (PBI)

As needed



PDD Safety Standards

The Alberta Government has introduced Safety Standards to ensure that adults who are supported by the Persons with Developmental Disabilities (PDD) program are living in safe homes, and that staff for these homes are following safe practices.

The PDD Safety Standards Regulation came into force on December 10, 2012 and applies to PDD funded residences where regularly scheduled overnight staff are providing support to:

- Two or more unrelated adults
- One adult living on his/her own that has been identified by the PDD Community Board as having a complex service need.

Licensing Inspectors from the Standards Compliance and Licensing Branch of Alberta Health will be completing inspections related to 8 safety standards identified as part of the regulation. These inspectors will look at service provider documentation (policies, procedures, invoices, training materials etc.), talk to individuals and/or staff, and tour each home (as per the above criteria) to make sure that they appear well maintained and safe.

The 8 safety standards include:

1. Safety requirements
2. Maintenance requirements
3. Environmental requirements
4. Medication assistance or medication reminders
5. Water temperature
6. Concerns and complaints
7. Safety and security of adults with developmental disabilities
8. Compliance with various codes and bylaws.

After the inspection, if a residence meets all 8 of the Safety Standards, the service provider will receive a certificate to indicate that it is in full compliance with the PDD Safety Standards. If the service provider has not met all of the standards, a certificate with conditions will be issued and the service provider will indicate a specified period of time to address the issues.

Starting in April of 2014, PDD contracts will be updated to include the ongoing compliance requirements under the Safety Standards. Failure to meet these requirements will prevent a PDD Community Board from contracting services with that service provider for supports provided in that residence. The purpose of the regulation is to verify that PDD service providers are meeting minimum standards to ensure the safety of the individuals served and to provide public assurance of the safety of PDD funded residences.



**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.**

POLICY REVIEW

3.6.2 EMPLOYEE CONFIDENTIALITY

1. Independent Counselling Enterprises will hold all personal information regarding individual employees in confidence.
2. Each employee will have a personnel file that will be kept in a secure place. Access to this information is limited to authorized management personnel only. Files must remain in the office at all times and returned to storage when not being reviewed by management. No files, parts of files or contents will be photocopied or reproduced without prior approval of the Personnel Coordinator.
3. Employee files will not be removed from the office.
4. Employment-related information such as wages, personnel evaluations and critical reporting incidents will be shared only with supervisory personnel.
5. Independent Counselling Enterprises will not release any employee information to outside sources other than as outlined in the notice provided to all employees: "Collection, Use and Disclosure of Your Employee Information".
6. Independent Counselling Enterprises will not provide an employment reference on any employee without first receiving written permission from the employee. Management staff is responsible for providing verbal references. I.C.E does not provide written letters of reference. Once a verbal reference has been provided the person providing the reference is to document the content of the information given into the employee C-View notes.

7. An Employee may receive a copy or be granted access to their personal employee information in accordance with the Personal Information Protection Act. All requests must be in writing to the Chief Operating Officer. All reasonable requests will be granted within 45 days. A fee will apply to a request for personal information of someone who is not a current employee.

8. Requests for amendment to the content of the file may be made in writing to the supervisor. An employee may request copies of any item in the file but will not be permitted to remove the file or any document in the file.

9. Employee files are the property of Independent Counselling Enterprises. As such when employees are no longer employed by the agency their personnel file is pulled to storage and retained for no less than 7 years.

Health and Safety Reminder:

Under ICE Policy (3.5.1 and 3.5.5) and as legislated under the Occupational Health and Safety Act, Code and Regulations, ICE employees are required to report all work site related injuries and health related concerns to their supervisor immediately when they happen.

If you experience an injury or work related health concern while you are at work, you must contact your supervisor or ECAT.



Health and Safety Minutes

Grande Prairie - February 14th, 2013

3.0 STANDING ITEMS

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

December 19, 2013, Injury Investigation

Staff and police were pulled over onto the left shoulder. Police were completing necessary paperwork in police vehicle when a semi truck struck the police vehicle which then struck the staff vehicle.

Injury Investigation completed

Recommendations:

If you are required to pull over, pull over safely on the right shoulder

Mission Possible driver training

Take an alternative route

No additional recommendations

December 27, 2013 Injury Investigation

Staff was parked across the street from a residence for a meeting, while stepping onto curb staff did not realize that the surface was uneven and that there was a build up of ice. Staff slipped and fell striking knee, shoulder, elbow, cheek and head on pavement which resulted in bruising and soreness.

Injury Investigation completed

Recommendations:

Park as close to location community/meeting locations as possible, preferably on the same side of street

Take time walking to and from meetings especially in poor conditions.

Be aware of surroundings

Additional Recommendation:

Use of ice grips.

January 18, 2013 Injury Investigation

Staff slipped and fell on black ice on the sidewalk that they did not notice. Staff was wearing proper footwear.

Recommendations:

Clear sidewalks of ice and snow and use ice melter if necessary

Be aware of surroundings while walking

Avoid icy sidewalks by walking through the snow

No additional Recommendations

South:

No current Injuries

Edmonton: December 7, 2012 MVA –

Staff was driving during very slippery weather and could not stop their vehicle and collided with the vehicle of another driver.

Incident investigation to be completed.

Recommendations:

Take care to drive at a speed safe for the road conditions. Staff may benefit from Mission Possible Driver's

Training as scheduled for January and February.

No additional recommendations.

December 11th, 2012 –

Staff working in the community was walking on a road. There was a lot of snow on the sidewalk and the staff slipped and fell, twisting their knee as they went down.

Incident investigation to be completed.

Recommendations:

Wear appropriate footwear for the weather (i.e. use of ice grips), travel at a safe speed and take care where stepping.

No additional recommendations

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

Calgary -

No Near Miss Investigations

South - January 19, 2013

Client and staff were crossing the street at a crosswalk where the walk light was flashing. Clients were almost hit by a vehicle that paused and continued through the intersection. No injuries. Driver's license was reported and police were contacted. Road conditions were icy.

Recommendations:

Awareness in surroundings, proper footwear, report to police & supervisor

Additional recommendations:

Use street safety skills i.e. look both ways before crossing, ensure the vehicle is stopped before crossing street and try to have eye contact with driver of vehicle.

Edmonton -December 3, 2012

Staff was completing an errand in the community during icy winter conditions. Stepping down out of their truck they stepped on ice and slipped and fell to a seated position. Near Miss Investigation has been completed – The residential program has purchased ice grips for the use of the staff as needed. Salt and sand also purchased for use as required.

Recommendations:

Look carefully where you are stepping when exiting your vehicle to avoid hazards.

Apply sand (carried in vehicle) to ice as necessary before stepping out. Grasp the vehicle door frame while exiting the vehicle as a means to stabilize your balance (especially in slippery conditions).

No additional recommendations.

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

None to report.

January 19 –

Staff was arriving late for work and parked across the street. They went to cross the street and were hit by a vehicle. Staff broke her wrist. Incident investigation completed.

Recommendations:

Beware of surroundings. Park on the same side of the road as the residence if possible, allow adequate time to get to work without rushing. ICE to add and share with employees that

parking is available behind this residence to verbal orientations when booking a shift.

January 31 –

Staff at a team meeting was required to move their vehicle due to planned Municipal Street cleaning. Staff backing into the parking area hit another car causing damage.

Incident investigation completed.

Recommendations:

Not to rush when driving, use mirrors when backing up. Post dates for Municipal street cleaning in residence offices for staff reference.

3.3 - Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations): None

3.4 - Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations):

Reviewed pages 38 – 47

No recommendations.

3.5 Review of Master Hazard Assessment and Control Document

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

Calgary - Reviewed:

Use of BBQ

Safe work practices- add be aware of weather conditions, such as wind which may pose potential fire hazard

Shopping- no further additions

Housekeeping

Safe work practices- add place vacuum below you rather than above you on stairs

Put all equipment away right after use

Edmonton:

Review of Office Section Page 1

Meetings / Communication – Add Conflict Resolution Training.

Review of Office section pages 16 & 17

Error in document (Policy from Inspecting / first to arrive section 3.8.6 appears in Termination / Hiring)

Termination / Hiring – agree with

recommendation to add “Have two staff present” under Safe Work

Practices Sub- heading.

South:

Reviewed pages 9-11 for “Working with High Behaviors” section, Suicidal Behaviors

No changes or recommendations

Grande Prairie:

Reviewed pages 14 – 15, Food storage,

Exposure to raw meats, no further additions.

3.6 - Policy Review:

Review of policy 3.5.10 Emergency Procedures (all services) & Emergency Preparedness Plans (Residential Programs Operated by ICE)

4.0 - OTHER BUSINESS

4.1 - Reviewed ICE page article regarding Healthy Living

4.2 - Resources handed out from H&S binder:

“Safety When Commuting” and “Drive Safety”.

5.0 - NEXT MEETING – March 14, 2013