

ICE PAGE

NORTHWEST

Contents:

POLICY REVIEW..... PG 3

COR Action Plan Update -PG 4

HEALTH CORNER - Spring Allergy Season.....PG 6

TIME SHEET HAND-IN:

March 17th, 2014

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

March 31st, 2014

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

RPAC Meeting

March 4th, 2014 @ 1:30 pm

Health and Safety Meeting

March 13th, 2014 @ 3:00 pm



ECAT

Employee & Client Assistance Team

780-512-3129

after office hours

Employee Spotlight

Ken



Ken is a quiet kind man who provides an excellent role model for the clients he supports and the staff he leads. Ken started working with the company 13 years ago in a residential main staff

position. Since completing the required training in 2009, he has filled the role of Team Coordinator. In addition to his other duties within the company, Ken is a valued member of the ICE Health and Safety Committee.

Ken has been very successful in assisting ICE clients to gain skills and confidence for independence. He notes that at first the gentlemen he supports were reluctant to seek employment but he helped them write resumes and encouraged them to try. Eventually all three men gained employment. Ken provides ongoing support to help his clients prepare for shifts, debriefs and coaches them daily at home on the successes and challenges they face at work and when necessary helps them to find new job positions. Ken notes that the reluctance his clients showed towards employment initially quickly disappeared after they experienced the positive effects of working including pride in their accomplishments, enhanced social networks and of course the benefit of a pay cheque!

Recently one of the three gentleman from the ICE residence where Ken works moved out into his own apartment. To maintain this gentleman's success in his new apartment, Ken is providing Supported Independent Living (SIL) supports assisting this client with budgeting, bill payments, and grocery shopping.

The part of the job that Ken reports most rewarding is the contact with the clients and their families. Ken says that he strives to build relationships of trust and honesty, like those in a family, and that this cooperation in turn builds success. He says he likes working for ICE as he learns everyday and he has a lot of fun along the way.

Off the job, Ken enjoys checking out garage sales and tinkering with small engine projects. He and his wife are also devoted grandparents to a growing number of grandchildren.

Thank you for your dedication, Ken. Your contributions are highly valued by ICE!

TRAINING

P.E.T as needed

ASIST Suicide Intervention
March 19th and 20th

PBI March 28th

CHANGE YOUR CLOCKS



Sunday, March 9, 2014 at 2:00 AM clocks are turned forward 1 hour

**Monthly Incentive
 Award Winner**



Rachael Olaoye

Rachael received a Thank You card for completing new chore lists and making sure all tasks were completed while the Team Leader in a residence was away. She won a Vintage popcorn maker with bowls and popcorn seasoning.



Client Success Story

Phillip

Phillip has been with ICE since June of 2013. He resides in an ICE support home, works at Mount Royal University and also receives community supports from ICE. Phillip is extremely busy. He works 2 days per week at the Mount Royal University and really values his job there; he is very proud of his independence gained through employment. With support from his ICE support worker, Phillip also enjoys many community recreational activities. He is a very good swimmer and enjoys the water slide at the leisure centre. He also loves to work out at the gym. Phillip goes bowling and to all the Calgary Hitmen hockey games. He is an extreme fan of the Hitmen and in appreciation they even gave him a one of a kind Hitmen bowling ball that he cherishes.

At his home Phillip has an extensive hat collection that his support home operator has helped him put on display. His room has a distinctive décor that shows his personality and individual style. Phillip loves to share his collections with everyone who visits, proudly showing off his accomplishments in bowling and other activities.

In his free time, Phillip loves to watch wrestling and old TV shows. He will often rent Pay-Per-View Wrestling and has a large collection of old shows. Phillip loves to play games,

watch movies and to tell a good joke. He has a wonderful sense of humour, a kind heart and a great smile. You know when Phillip is teasing you due to his cheeky grin.

Phillip is always ready for a new adventure. He is an excellent guide throughout the city of Calgary and can show anyone how to get around by car. He also has extensive knowledge of the city bus routes. Phillip likes to travel to the West area of the city where he grew up and members of the community know him and always offer a warm welcome.

The ICE staff, support home operator, and community is grateful, Phillip. We look forward to your future endeavours.



2.7.4 ANNUAL PLANNING MEETINGS

The Meeting: Each client's progress and support services will be reviewed on an annual basis. It is expected that all agencies providing paid support to the individual will be represented at the meeting. Policies will refer to this meeting as the annual planning meeting.

Responsibility for Scheduling and Chairing:

I.C.E. will schedule all meetings that the agency will chair or attend those coordinated by other agencies. I.C.E. is responsible to document and establish goals that are relevant to this agency's service provision but will provide input during goal development in other environments/situations. It is expected that the I.C.E. employee will coordinate with outside agencies as to an appropriate time, place and appointment of chairperson for the meeting. Whenever possible these responsibilities will be shared with all agencies providing service. Should other agencies choose not to be involved it is the expectation that all clients will have an annual planning meeting and scheduling and execution of the meeting will then be the sole responsibility of I.C.E.

Scheduling: Annual planning meetings are scheduled and coordinated (as per the guidelines in the monitoring manual) by the appropriate coordinator in conjunction with the client, their family/parent/legal guardian, other agencies providing service and P.D.D.

Agenda: There is a standard agenda that has been developed by I.C.E. (**refer to the Master Forms Binder-Residential, Non-Residential, and Support Home Operator**). This agenda is to be followed for all meetings that are chaired by an I.C.E. employee. When I.C.E. is not chairing the meeting the employee must request to be on the agenda to review the client individual support plan and obtain necessary information.

Purpose and Information Obtained: Current individual support plans will be reviewed at the meeting. Information documented will reflect: positive outcomes, client outcomes that didn't achieve intended outcomes, negative outcomes, and unanticipated outcomes (positive/negative). The results are used to assess client progress and to determine future goals/support services. In addition the I.C.E. employee representative at the meeting will review and sign any necessary consents, document agreed upon goals that are reflective of I.C.E.'s support services and obtain consent for implementation of the same, review and obtain signatures for an Individual Service Agreement with the guardian/client, review personal budgets if appropriate, provide housing and roommate information as appropriate, provide any agency updates that are relevant including risk

management and obtain and respond to feedback regarding service delivery.

Documentation Required:

Prior to the meeting the coordinator/team leader / manager will update the personal profile and review the client file. Certain information from the file may be reviewed at the meeting such as medical appointments, behaviour protocols, risk assessments etc. Complete the individual support plan page one face sheet, and compile all the necessary consents and an individual service agreement that will be signed at the meeting. Preparation for the meeting is to include this documentation package that will be reviewed by a Manager.

During the meeting obtain all signatures for consents and for the individual service agreement. Document future goals on the established goals section of the individual support plan document and obtain consent for their implementation. If chairing the meeting take notes to complete meeting minutes and follow the standard I.C.E. agenda.

After the meeting is complete the documentation on how each goal will be achieved, what resources will be used, who will be involved, what documentation or data is to be collected, how to review the goal and what is the measure of success will be completed. This is the plan for the goal. Refer to the monitoring manual for this documentation - the individual support plan page #3. Each client goal will be documented on a separate sheet. Reviews of each goal will be formally documented on page four of the individual support plan document in accordance with the timelines established.

All consents will be filed in the client file and copies provided as per agency policies. (Refer to the appropriate monitoring manual).

If I.C.E. chaired the meeting then meeting minutes will be formally documented, distributed and filed according to agency policy.

Whenever I.C. E. chairs the annual meeting the following information will be forwarded to P.D.D. :

- The individual support plan face sheet (an I.C.E. form)
- The individual support plan goal sheet(s) (an I.C.E. form)
- Meeting minutes

Any documentation provided from external agencies attending the meetings in regards to client goals.

Should there be any situation requiring a revised action plan prior to the next planning meeting, a meeting will be arranged to ensure the client's supports are appropriate.

Revised January 2014

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

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!

2013-2014 Certificate of Recognition (COR) Action Plan Update

Each year following the COR audit ICE implements continuous improvement actions to address recommendations and suggestions for improvement as per the current audit. In addition all other COR Health and Safety standards must be maintained throughout the year. Actions related to the 2013 COR Audit recommendations are well underway and will continue until the fall of this year when our 2014 external COR audit occurs.

What do these recommended actions include?

- Emergency Response plan information for informal Non-Residential work sites is being enhanced. This involves work by the Health and Safety committees and then the proposed information will be reviewed with management.
- First Aid Record procedures have been enhanced in all regions. ICE will continue efforts to increase employee knowledge of the requirement to complete and submit these forms in all circumstances where employee injuries occur and first aid supplies are used by employees. Employees across the province are encouraged to inform themselves of the process requirements as per policy and Occupational Health and Safety legislation.
- C-Views electronic tracking systems have been enhanced and data entered to allow ICE management to ensure employee driver's licenses and insurance information is consistently updated on employee files.
- Additional monitoring measures and efforts are being implemented to ensure that supervisors are effectively updating Site Specific Hazard Assessment documents at residential programs. The Risk Management and Quality Assurance Consultant /Regional Managers completing

biannual Environmental Quality Audits (EQAs) are formally and carefully reviewing these documents to ensure they are accurate and contain current information. Results are part of EQA documentation and follow up. Management and supervisory personnel visiting programs for random inspections will also be checking that these and other site documentation records i.e. MSDS sheets and revised forms and policies are in place and being used as required.

- Senior management are regularly touring ICE programs. Regional managers in South and Grande Prairie perform EQAs at residential programs twice annually and the Chief Operating Officer (COO), Geneve Fausak and the Calgary Regional Manager tour residential programs ongoing as part of the Health and Safety inspection process. The COO has already visited over 20 Edmonton residential programs in 2014.

Further specifics of the 2013 COR audit report may be found in the copy of the report available to all ICE employees in Health and Safety Binders located at all ICE offices and residential programs. ICE staff are encouraged to inform themselves of expectations of this important program.



**Health and Safety Minutes
Edmonton Health and Safety Meeting -
February 5th, 2014**

3.0 STANDING ITEMS

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

Calgary- December 18th, 2013 - Minutes from January 22, 2014:

December 9, 2013- staff and client were driving in icy conditions, visibility was also low. A driver passed staff's vehicle on the right and attempted to change lanes and struck staff's vehicle. Staff complained of back pain and a sore right arm and was advised to seek medical attention

Recommendations: staff to attend AMA mission possible. Drive with lights on to increase visibility to other drivers. Use alternate forms of transportation or make alternate plans for days when road conditions are poor.

No further recommendations

South: No meeting minutes for February 2014.

No current injury investigations.

Edmonton: Minutes from January 8, 2014 December 14, 2013 slip and fall Staff were returning on a DATS bus from a trip with a client. Staff slipped and fell striking the step of the bus and injuring their wrist, upper arm and shoulder.

Recommendations: the committee requested additional information on the nature of the fall. Determine if the fall occurred "on" the floor of the bus, if so, safety follow up/reporting should be completed with DATS. Use bus handrails when entering or leaving buses wherever possible for safety. Wear safe footwear and proceed with caution during wet or dark conditions.

Incident Investigation to be completed.

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

Calgary: Minutes from January 22, 2014 December 12, 2013- staff and client were in staff vehicle stopped at a red light, the driver in the vehicle behind staff bumped into the staff's vehicle. There was no damage or injury.

Recommendations: staff to attend AMA Mission Possible. Be aware of other drivers on the road.

No further recommendations.

South: No meeting minutes for February 2014.

Edmonton: December 6, 2013 -Client had left the residence and gone missing in the community as they wanted to meet up with social contacts met on-line. Police assistance was requested to recover the client. When the client was returned to the residence the client was angry and attempted to strike staff. PBI - safe distance was used to avoid injury.

Recommendations: Explore positive approaches to meet the client's social needs in a safe manner. Seek support from RPAC as necessary. Ongoing PBI reviews with staff to ensure skill maintenance. Near Miss Investigation completed.

Further recommendations: Review online safety with client if not already completed.

December 12, 2013 – In poor winter weather (snowy, slippery) a staff person was traveling in their vehicle to a work related event. On the roadway the staff went to change lanes, at the same time, a car in front of the staff initiated an unsafe lane change (without signaling and without checking for traffic). Staff's vehicle was struck on the side.

Recommendations: Turn your lights on during poor winter driving conditions to increase the visibility of your vehicle. Signal well in advance of intended lane changes/turns to ensure drivers around you have an opportunity to see the signal. Allow adequate travel time during poor driving conditions so that you can take your time and allow a safe distance between you and other vehicles on the roadway.

Near Miss Investigation to be completed. No further recommendations

December 31, 2013 Staff was drying a dinner plate when the plate broke in half. No injuries.

Recommendations: Check dishes regularly for chips and cracks and dispose of/replace any damaged dishware. Near Miss Investigation completed. No further recommendations

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

No injury investigations

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

3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations): Reviewed conclusion on page 9 - 10.

3.5 Review of Master Hazard Assessment and Control Document

Grande Prairie: Use of household appliances and use of gas stove. No changes/

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

Calgary: Continued expansion of the Housekeeping section:

Making bed
Cleaning appliances
Garbage Disposal

Committee has now completed the expanded review of the housekeeping section and will submit recommendations to Corinne

In response to South's meeting minutes and question regarding ostomy care, Calgary does have a residential program with ostomy care

South: Pages 37-40

Completing First Aid & CPR-no changes
Use/Maintenance of oxygen tanks-no changes
Personal Care –Bathing/Showering Client-no changes

Edmonton:

2013 Hazard Assessment and Control Document – Housekeeping section Pg 25 – Expanded review of Mopping / Cleaning Floor hazards and controls. This information will be combined with that of other regions to be added to the 2014 HACD.

3.6 Policy Review: Reviewed policy 2.3.16- Community Rehabilitation- Water Temperature Monitoring and Safe Practices

4.0 OTHER BUSINESS

- Reviewed ICE page article on Heart Disease
- CPI refresher completed January 20/14. More Qualitative fit testing to be completed.
- Water temperature Shadows for all ICE employees must be completed by the end of February 2014.

NEXT MEETING March 13, 2014

Spring is Allergy Season



Spring officially arrives this month and with it comes the start of allergy season. Common outdoor allergens include pollen, ragweed, grass, trees and mould. With the snow melt, many moulds grow under field grasses and release spores into the air. In early spring trees blossoming send pollen into the air followed by grass allergens in late spring and early summer. Ragweed is a big problem from mid-August until the first frost. When allergens get into the nose of someone who is allergic, they send the immune system into overdrive.

The immune system, mistakenly seeing the pollen as foreign invaders, releases antibodies and these attack the allergens, which leads to the release of chemicals called histamines into the blood. Histamines trigger many of the symptoms of spring allergies including:

- Runny nose
- watery eyes
- sneezing
- coughing
- itchy eyes and nose
- dark circles under the eyes

Airborne allergens can also trigger asthma, a condition in which the airways narrow, making breathing difficult and leading to coughing, wheezing and shortness of breath.

There is no cure for allergies but there are a number of ways to combat the symptoms including medication and personal habits.

- Check the pollen count - The higher the pollen count the greater the allergy misery. You can find out the

daily pollen count in your area by visiting theweathernetwork.com to find your local pollen index.

- Spend your mornings indoors - pollen counts are higher before noon.
- Avoid snow mould - by avoiding spending too much time on the grass where mould is present including playing sports.
- Do not cut the grass yourself if allergies are an issue.



- Leave pollen outside - take coats and shoes off before coming indoors to avoid bringing allergens in on your clothes. Wash your hands thoroughly.
- Keep windows closed on windy days.
- Allergies make asthma worse - remember not to stop your asthma medications in spring and summer. If you or a client you support have not been diagnosed with allergies but notice symptoms of concern, see a doctor.

