

ICE PAGE

NORTHWEST

2016

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Health and Safety Meeting

May 12th, 2016 @ 3:00 pm

RPAC Meeting

May 5th, 2016 @ 1:30 pm



ECAT

Employee & Client
Assistance Team

780-512-3129

after office hours

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

TIME SHEET HAND-IN:

May 16th, 2016

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

May 31st, 2016

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

An Important Announcement:

Effective April 1, 2016: Chief Operating Officer, Geneve Fausak has become the controlling shareholder of ICE. Geneve has now assumed the roles of both President and Chief Operating Officer.

Through twenty years with ICE, Geneve has been instrumental in the development and ongoing success of the company. Her experience, depth of knowledge, integrity and commitment will ensure complete continuity and strong leadership.

Over the next two years, Michael Rutherford will remain with the company in an advisory role as Vice President of Business Operations. ICE will continue to provide quality services to individuals, families, guardians and funders.

Staff at ICE would like to thank Michael and Wendy Rutherford for their vision and years of dedication and hard work in development of ICE. We also congratulate our new President and COO, Geneve Fausak and offer her our support and best wishes for continued success! This year ICE will celebrate 30 years of operation in Alberta.



Making it Happen!

Supporting Social Inclusion

“I did it to honour my Mom” these are the words of Amanda, a 33 year old who joined the ICE team four years ago. Amanda is a quiet individual and very smart, she has a natural smile on her face and a friendly attitude towards people she does not know. She lives with her father and loves going out in the community. Sadly Amanda suffered the loss of her mother last spring due to cancer. After her mother’s passing Amanda got the idea of donating her long lovely hair for a good cause.

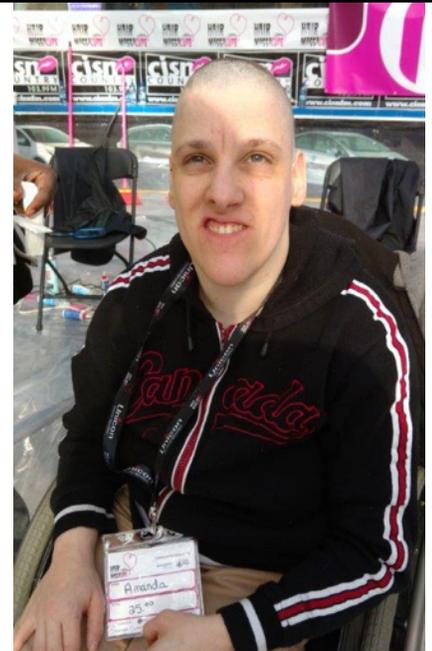
Amanda’s I.C.E. support worker, Fifi heard about Amanda’s goal and together they started to search out an opportunity. Fifi helped Amanda make calls and contact beauty salons inquiring for a connection for Amanda to donate her hair but all their leads ended up nowhere. Still Amanda did not give up.

Walking in the mall one day, Amanda and Fifi met a previous acquaintance of Amanda’s named Jen. During their conversation, Amanda let Jen know

she wanted to donate her hair for a good cause and she asked Jen if she knew of a place where she could do that. As it turned out Jen was an active volunteer for just such an organization. At that point Jen told Fifi and Amanda about a fund raising event supporting Cancer awareness and the search for a cure to be held in February at West Edmonton Mall entitled “Hair Massacure.” Jen said that there would be a booth on site for people willing to donate their hair to make wigs. These wigs would be provided to boost the morale of cancer patients experiencing hair loss due to their chemotherapy treatments. Amanda had found her opportunity!

Amanda was very happy to be able to help and give something to a cause that is very close and dear to her heart. On the day of the “Hair Massacure” she ended up, not only cutting her hair, but she decided to fully commit herself to the cause, and asked for a total shaving of her head. She was all smiles after the event, and she was able to inspire people and show that no matter what size, colour or standing you are in, everyone can make a difference.

Since the event in February Amanda



has continued to look for ways to help support a cure for cancer. She is currently working on some fund raising ideas and keeps in touch with Jen for new events and volunteer opportunities. Her friendly outgoing manner and shaved head have opened up many community conversations about the topic. Amanda uses these chances to lead others to an increased awareness. She shows what one committed person can do when they have passion for a cause. Amanda says she thinks her mom would be proud of her, we think so too!



Amanda left with Fifi right at the Hair Massacure event

Staff Spotlight: Fifi Heshima

Since her first day with Amanda, Fifi has offered great encouragement. She has patiently taken the time to learn about what is important to Amanda and diligently looked for places and events where Amanda could volunteer and/or support Cancer awareness and fund raising. Her background of nursing in Rwanda helped Fifi demonstrate her commitment and excellence in client support. Fifi gives 100% of her ability and commitment to her role and her work ethic is praise worthy. Thank you for your excellent work and dedication, Fifi, we appreciate you.

Health and Safety Minutes Northwest - Meeting - April 14, 2016

3.0 STANDING ITEMS

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

Calgary: March 15, 2016 meeting minutes
February 11, 2016

Staff and client were leaving the volunteer placement. Staff was rushing to get to the bus stop on time and while crossing the road tripped, fell and scraped her knee (staff was wearing proper footwear). Staff was able to stand on her own, and applied a band aid to the knee. Staff caught the bus.

Recommendations: Staff advised to leave the volunteer placement early enough to catch the bus on time to get home. Staff not to rush.

Incident Investigation Completed.

Edmonton- March 2, 2016 meeting
February 12, 2016

Near noon hour staff was travelling within a busy parking lot to pick up groceries and food for a client celebration. The roads were icy. Staff and another driver collided when unable to stop their vehicles. The staff reported being stressed at the time of the incident.

Internal Incident Investigation Completed.

Recommendations: Seek assistance from other staff and consider alternative options to travel during poor weather conditions this will reduce stress and the chance of a driving collision.

February 14, 2016

Staff arrived 15 minutes early for shift and the client was agitated. The staff went to use his phone but the client grabbed it. The client bit and scratched staff. The staff left the residence to give space. ECAT and the manager were called and recommended calling police as necessary. The client went into his bedroom and the staff returned to the program. The manager attended at the scene.

Internal Incident Investigation required

Recommendations: Ensure regular refresher training for team members on the client's Planned Procedure and use of PBI techniques. Inform staff of client agitation in advance of shift arrival if possible.

Avoid use of phones and completion of documentation in front of agitated clients. Arrive on time for shift but not excessively early. Plan for and complete shift changes

carefully as transition times create anxiety for many individuals.

February 20, 2016

Staff was returning to the residence with a client from a community outing. It was snowing and during the walk from the car the client slipped and was falling. Staff tried to stop the client from falling and fell themselves striking their head and injuring their hand and wrist.

Internal Incident Investigation to be completed.

Recommendations: Prepare for weather conditions by listening to weather forecasts and then ensuring clients and staff wear appropriate apparel (boots, ice grips etc.) for the anticipated conditions. Hazards of snowy, icy walks at residences must be cleared, salted and sanded ongoing as conditions require. Steadying a client for safety is appropriate but staff should avoid trying to prevent a fall in full motion as often this will result in injuries for both persons, both client and staff.

South- March 1, 2016 meeting minutes
No current Internal Incidents to review.

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

Calgary: March 15, 2016 meeting minutes
Nov 18, 2015

Client came into the house with a cigarette and threw it into the kitchen garbage; client claimed the cigarette was out. Staff inspected the garbage and no fire present. Client informed staff that the smoking receptacle was not used due to it balcony being icy and cold. Staff ensured salt was put down on the ice.

Near Miss Investigation completed.

Recommendations: Staff remind client to use the smoking receptacle when going out for a cigarette and to monitor when client comes into house.

Dec 14, 2015

Staff noticed client heading to balcony with a container of water. Staff asked what he was doing, and he replied putting out the fire in the smoking receptacle. Staff ensured fire was out in the smoking receptacle.

Near Miss Investigation completed.

Recommendations: Staff to ensure the smoking receptacle is checked and emptied daily to prevent too many butts from piling up in the can.

Feb 23, 2016

When staff was turning off standing lamp in the living room they noticed the lampshade was melting as it was touching the light bulb. Staff removed lampshades from the lamp and purchased new lamps with the proper shades to not touch the light bulb.

Near Miss Investigation completed.

South: March 1, 2016 meeting minutes
No Near Miss Incidents to Report.

Edmonton: March 2, 2016 meeting minutes

February 5th, 2016

Staff and a client were leaving the residence for an outing. Outside the door the staff noticed a very strong gas odor. The staff and client left the area and called the ATCO Emergency Line. ATCO took the address and promised a response. Staff continued with the client's community outing. After 30 minutes staff was called by ATCO that there had been a gas leak outside the home where a connection pipe had come loose and that ATCO had repaired it.

Recommendations: Good response by staff. It is best to immediately remove yourself and clients at least one block of distance from the location of a possible gas leak for safety.

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

No current Internal Incidents to review

3.3 Evaluation of current Near Miss Incident Investigations:

No current Near Misses to review.

3.4 Review of COR Audit and Action Items: Reviewed 1.1 – 1.5d

3.5 Review of Master Hazard Assessment and Control Document Reviewed the General HACD Pages 32 - 42

Other regions review & recommendations and regional response to recommendations:

Calgary: March 15, 2016 meeting minutes
Committee reviewed and recorded master HACD general section pages 48-62 for items that should be in the section specific to non-residential work.

South: March 1, 2016 meeting minutes.
Reviewed Pages 1 through 8.
Working with People – Suggest adding cultural awareness to the training section

H&S meeting minutes cont.

(if applicable) in a program.
 Driving – suggestion made to expand recommendations for inspecting vehicle prior to use.
 Suggestion made to use a checklist to ensure staff’s vehicles are in good repair.

Edmonton: March 2, 2016 meeting minutes

Continued development of a separate HACD section for Non-Residential supports.
 Completing First Aid and CPR - Applicable
 Bathing and Showering Not applicable- unless related to recreation/ pool use.
 Applicable hazards for Lifts and Transfers, wheelchair use, mobility, seizures, leaving the worksite after dark, stairs.
 Add Elevators and escalator hazards to hazard list. Natural Disaster hazards apply but with a different focus.

3.6 Policy Review – 3.5.10 Emergency Procedures (All Services) & Emergency Preparedness Plans (Residential Programs/Support Homes)

4.0 OTHER BUSINESS - N/A

NEXT MEETING May 12th, 2016. 3:00 pm

TRAINING

Pre-Employment Training (PET)
 May 24th & 25th, 2016
 9:30 am - 5:00 pm

Proactive Behaviour Intervention
 May 26th, 2016
 9:30 am - 3:00 pm



Incentive Award Winner!

April 2016 Thank-you Card Draw Winner



Stephen Otegbola

Received a thank you card from the Personnel and Training Coordinator for his willingness to take extra shifts and putting the clients first. Stephen won a T-shirt and two books.

\$100 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,

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



Policy Review

(A portion of policy 3.4.5 is reproduced here, please refer to the Policy manual for the complete policy)

3.4.5 PAYROLL PROCESSING: PAY PERIODS/TIMESHEETS AND DOCUMENTATION/WAGES PAYABLE/ EMPLOYMENT & WAGE VERIFICATION/30 DAY EMPLOYEE FILE CLOSED/PROCESSING OF BENEFITS

Pay Periods

1. Pay Periods are semi-monthly with wages payable available to employees on the 15th (or if on a weekend day then the previous business day) and the last business day of each month.
2. A list of yearly submission dates for timesheets and the associated documentation is provided to the employee and a copy is posted in the main office. Pay periods are from the first to the fifteenth and the sixteenth to the last day of each month. Any alteration of pay periods will be clearly indicated on the list of submission dates. A list of submission dates is completed yearly by the Manager of Accounts in consultation with the Comptroller.

Employee Timesheets and Documentation

1. The employee is to document hours worked on an agency timesheet. There are two types of timesheets. Regular program staff and office personnel use the calendar time sheet and casual employees will use the casual timesheet.
2. The employee is to claim all hours worked until midnight on the stipulated day of hand-in (the 15th and the last day of every month). If the

shift extends onto the next day this must be claimed the next time by the employee.

3. Time sheets, verification forms and contact notes must be handed into the office on specified dates. These forms are required from the employees to complete our billing and subsequent payroll. Failure to comply with this procedure will result in the following:

- First time failure to hand in documentation on hand-in day will result in the employee being provided with a verbal warning to comply immediately. Compliance will result in normal processing of the employee's timesheet for the purpose of payroll.
- Second delinquency will result in the immediate revoking of direct depositing pay cheques. Should payroll be completed timesheets will not be processed until the next payroll and the process of corrective action will commence (see **policy 3.7.1 Process of Corrective Action**). A review of reinstating direct deposit will take place 2 months (4 pay periods) after the delinquency. It is the employee's responsibility to contact payroll personnel after this time period and request reinstating of direct deposit option and to provide all the necessary information to do so.
- Subsequent delinquencies will follow the above and continue to be a performance issue. Should the delinquency be an ongoing issue reinstating direct deposit of pay will not be an option.
- The employer may choose to limit the action taken for the delinquency based on individual circumstances.

Please refer to the ICE policy manual for the balance of this policy.

