

# NORTHWEST

## ECAT

Employee & Client Assistance Team  
780-512-3129

After office hours  
Phones do not accept text messages- staff need to call ECAT.

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### TIME SHEET HAND-IN

#### November 15th, 2017 -

For all shifts worked between November 1st and November 15th

#### November 30th, 2017-

For all shifts worked between November 16th and November 30th

### UPCOMING:

- **HEALTH AND SAFETY MEETING**  
-November 9th , 2017 at 3:00PM
- **RPAC MEETING-** ,  
November 7th, 2017 at 1:30PM

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

Adam is a young man in the middle of a very exciting time in his life. ICE supports have been working with Adam on establishing healthy eating, sleep and exercise routines to assist him with his goal to lose weight in order to optimize his health.

Adam knew that improving his health was going to be a hard adjustment. Despite the best efforts of his support staff, Adam often chose to watch movies at home and eat snacks until the wee hours of the morning. He would then sleep during the day to wake up in the afternoon. It took a few months to change this routine. Adam experimented with many different types of exercise with help from ICE supports including swimming, walking and recreational activities. When Adam didn't see the physical results he desired from these activities he grew bored and started choosing not to participate anymore. Approximately five months ago Adam reconsidered his decision.

A new ICE employee, Joseph, encouraged Adam to try something new, weightlifting. Adam was informed of the benefits that weightlifting offers when combined with cardio activities and he decided to give it go. With a background in fitness training, Joseph was able to ensure that Adam was completing the weightlifting exercises safely and correctly. Joseph was able to help Adam meet new people and feel more comfortable at the gym.

In the past five months there have been changes in Adam's physique as well as

in his routines at home. He is vibrant and full of life when he shares news about the new machines and exercises he is trying. He is also very pleased to be losing weight. Adam is getting to know other people at the gym and watching the exercises they do to get new workout ideas.

Adam knows he has a ways to go to meet his health goals and that with winter coming it may be more difficult to find the motivation to get out of the house and exercise however, Adam remains very upbeat and positive in wanting to maintain this new healthier life style. Sometimes that is all we need, a positive outlook and some words of encouragement and support. Well done, Adam! We wish you continued success with your health and personal goals.



Adam (Left) Joseph (Right)

### Employee Spotlight

Joseph Ebong is a young man that enjoys working out. Joseph is a recent addition to the ICE team. Adam was hesitant to meet Joseph at first as previously Adam was more comfortable being supported by female staff. Adam gave Joseph a chance and we are so glad he did. Joseph and Adam make a wonderful team and Joseph is playing a very big part in Adam's success in reaching his goals. Thank you Joseph!!!!

## Chest Infections and Respiratory Distress

It is essential that ICE employees are able to recognize the signs and symptoms of chest conditions that need immediate medical attention. With the approaching flu season, this early detection of lung or airway complications is even more critical. Staff supporting clients with a known history of chest complications, tube feeds or swallowing difficulties, compromised systems, chronic immobilization or other stressors need to be particularly alert.

Respiratory distress symptoms include:

- Shortness of breath,
- Rapid breathing (over 20 breaths per minute) or apnea (stopping breathing for 15 seconds or longer)
- Cyanosis (turning blue – including finger nails, tips of toes, lips),
- Repeated coughing (does not stop during eating, drinking or sleeping).
- Chest pain or complaints of tightness or heaviness,
- Noises such as wheezing or whooping,
- Fever (oral temperature over 38.5 C. For individuals over 50 years of age fever should be determined by the annual basal body temperature evaluation.)



**Any of these signs indicate that the client should have a medical assessment. If the symptoms are severe or if breathing is interrupted, call 911.**

## Winter Preparations

Winter weather is on its way, it is time to prepare:



- Get your flu shot. Immunization is the best way to prevent coming down with the flu. When we are immunized we are also protecting the health of vulnerable individuals in our midst.
- Cough or sneeze into arm.
- Wash your hands or use hand sanitizer often. You never know what germs are lurking on high touch areas in grocery stores, on community buses, and public washrooms etc.
- At home, sanitize high touch areas frequently.
- Take care of yourself. Get adequate rest. Take the time to feed yourself nourishing meals. You need vitamins and minerals from fruit and vegetables year round to maintain a healthy immune system.
- Listen to weather reports and make sure you and ICE clients dress for the weather including hats, scarves, gloves, a warm winter coat and boots with good gripping soles. Ice grips are a good investment for icy conditions. As winter darkness affects the capacity for motorists to see pedestrians, consider wearing clothing choices in lighter colours or with reflective features when walking in the dark in community.
- Prepare your vehicle for winter and regularly check road conditions. Get a tune up, change to winter tires, and ensure your vehicle has adequate antifreeze and windshield washer fluid. Make sure you are prepared to look after residential walkways. Purchase equipment and supplies in advance such as shovels, salt, ice-chippers.



**DAYLIGHT SAVINGS TIME**  
**SUNDAY November 5th, 2017 at 2:00AM clocks are**  
**turned BACKWARDS 1 hour**

**POLICY UPDATE!**

**3.4.11 Employee Vacation**

***\*\*Changes come into affect January 1st, 2018, All changes are bolded and italicized- Note important changes in point #2\*\****

1. An employee will accrue vacation pay at a rate of 4 %, after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta. ***The agency will provide vacation accrual*** at a rate of 8% for employees who have worked for more than 10 years.
  2. ***All casual employees may request a pay out of vacation pay twice per year. Payouts will only occur on May 31<sup>st</sup> and/or Nov 15<sup>th</sup>. No request will be considered within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will be processed through payroll by submitting a request form two weeks prior to the date requested. Supervisors will not approve a request unless the documentation is submitted within these time lines.***
  3. **All Casual Employees who have signed terms of employment and work a fixed schedule** may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. The employee must complete the vacation request form.
  4. **All full time employees** must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.**
- Vacation will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.**
5. The employer has the final approval of the time when the annual vacation is to be taken. No vacation will be approved over Christmas or Easter for those employees providing direct client care.

Updated January 2018

## **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:

**Independent Counselling Enterprises at: 780-453-9664**



# ICE Northwest Incentives

## \$100.00 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!

Claudette Njeinuge was thanked by her coordinator for always ensuring that the water temperature logs are taken during her shift.

Claudette won a Bluetooth Speaker.



## HURT AT WORK?

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately to an ICE supervisor or manager.** In the event of an injury the employee will follow all agency policies and procedures

**While not all injuries are reportable to WCB, all injuries and work related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow up may be completed for the safety of all parties**

ICE offices will be closed November 13, 2017 for Remembrance Day  
Please direct all calls to the Employee Client Assistance Team



## Training

### PET (Pre-Employment Training)

November 23nd– November 24th, 2017  
9:30AM-5:00PM

As described on the ICE website

### PBI (Proactive Behaviour Intervention)

TO BE ANNOUNCED  
9:30AM-4:00PM

As described on the ICE website

**INDEPENDENT COUNSELLING ENTERPRISES**  
**Health and Safety Committee Meeting Minutes**  
**Northwest– October 12, 2017**

**STANDING ITEMS**

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

**Calgary: (September 13, 2017 meeting minutes)**  
No Internal Incidents to Report

**Edmonton- (meeting minutes)**  
Meeting Minutes Not Available

**South: (September 13, 2017 meeting minutes)**  
No Internal Incidents to Report

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

**Calgary: (August 10, 2017 meeting minutes)**  
**August 22nd, 2017**

The fire alarm in a residential apartment building went off at 5:58 pm. Staff and clients evacuated the building. Fire Department, police and EMS arrived on scene. There was a kitchen fire in another suite. They were given the all clear to return to their apartment after 37 minutes.

**Recommendations:** Policy and protocol were followed. Fire drill report to be completed and sent in. No further recommendations.

**Near Miss Investigation Completed**  
**Committee has no further recommendations.**

**South: (September 13, 2017 meeting minutes)**  
No Near Miss Incidents to Report

**Edmonton: (meeting minutes)**  
Meeting Minutes Not Available

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

No Internal Incidents to Report

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

**3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations):**  
Reviewed 7.1 – 7.11

- 7.1 Is there a written procedure that requires the reporting of occupational incidents and illness? 10/10  
7.2 Are employees aware of their responsibilities to report work-related incidents and illness? 10/10  
7.3 Is there a written procedure for investigating occupational incidents and illness? 15/15  
7.4 Is there an investigation report form? 5/5  
7.5 Have the persons conducting investigations been trained in investigation techniques? 15/15  
7.6 Are workers involved in the investigation process? 10/10  
7.7a Do investigations focus on identifying root causes? 8/10  
7.7b Do investigations focus on recommending corrective action? 10/10  
7.8 Are supervisors held responsible and accountable for the investigation process? 9/10  
7.9 Are investigation reports reviewed and signed off by management? 5/5  
7.10 Are completed investigation reports / results shared with employees? 10/10  
7.11 Are corrective actions taken to prevent recurrence? 15/15

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

Reviewed General Section  
Seasonal Yardwork  
Seasonal Events  
Snow Shoveling  
Medication Administration  
Performance of Medical Delegations  
Completing First Aid and CPR

**Policy Review:**

3.5.10 Emergency Procedures (All Services) & Emergency Preparedness Plans (Residential Programs Operated by I.C.E.)

**4.0 OTHER BUSINESS**

**NEXT MEETING:** November 9, 2017 at 3:00 pm





## **CREATING EXCELLENCE TOGETHER (CET) LEVEL 2 ACCREDITATION**

Our ICE 2017 Level II Accreditation CET survey wrapped up on June 16, 2017.

ICE has received the results of the survey and we are proud to announce that ICE achieved 100% for Level 2 accreditation including Complex Support Needs review and Respite services. The same results were achieved for all PDD regions including Edmonton, Northcentral, Calgary, Northwest, and South regions.

In addition, the services we provide to people from Nunavut and Northwest Territories were included in the accreditation process.

The agency would like to thank all those who participated in the survey. The hard work, dedication, and the excellent quality of service provided everyday is recognized and appreciated.

*Congratulations to all on a job well done!!!!!!!!!!!!!!*