ICE PAGE

SOUTH 2016

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TIME SHEET HAND-IN:

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

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

Health and Safety Meeting
August 9th, 2016 @ 9:00 am

RPAC Meeting
August 3rd, 2016 @ 1:30 pm

Management Meeting
August 12th, 2016 @ 9:00 am

ECAT

Employee & Client Assistance Team

403-634-8805

after office hours

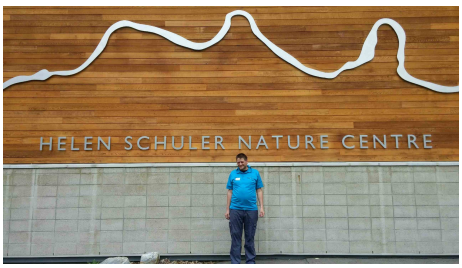
Phones do not accept text messages. Staff need to call ECAT.

Making it Happen!

Supporting Social Inclusion

Chris has been with ICE for over 10 years. He is outgoing and friendly and seems to know everyone in Lethbridge. He recently celebrated his first year wedding anniversary with his lovely wife Charity.

Chris has been employed at Home Depot for several years. One of his duties is to greet customers when they arrive at the store. Chris is very good at his job and he enjoys contact with the public. About two years ago Chris decided he'd also like to volunteer in the community. When he was looking at different volunteer options he came across an opportunity at the Helen Schuler Nature Centre that seemed to perfectly fit his interests and skill set.



This position also involves interacting with the public. Chris greets people when they arrive at the centre and he answers any questions they might have. With a bit of support from his ICE staff he also helps prepare materials for school children who will visit the centre. Another responsibility is trail roving where Chris takes walks along the trails to check for damage and garbage and counts the animals and birds he sees. Many different animals live in the area including, deer, coyotes, porcupines, beavers and even rattle snakes. There are a variety of birds as well; eagles, hawks, and pelicans are all seen regularly.

Chris now excels in his position at the Nature Centre where he is part of a team with approximately eight employees and three regular volunteers on each shift. When Chris first began he *(cont. on Pg 2)*

was a bit nervous because he felt he didn't know enough to answer people's questions. He would often look to his support staff to assist him. Personnel at the Nature Centre and his ICE staff, Nathan have helped Chris to gain knowledge and grow his confidence. He is now one of the centre's most valued volunteers.

Chris says he has learned that he can use his abilities to help others. He is grateful that staff helped him see that his naturally social personality could be such a benefit to his community.

Employee Spotlight

Nathan Schoen

Nathan has been working at ICE for almost a year. He supports Chris at the Nature Centre every Friday and Nathan loves it just as much as Chris. In fact, Nathan sometimes volunteers at the Centre on his own. Nathan is a wonderful mentor for Chris and other ICE clients. He says he admires the dedication and drive he sees from them when they are working and volunteering. They are wonderful employees and volunteers and a great asset to the Lethbridge community.

Photo

Chris (left) and Nathan in front of the Helen Schuler Nature Centre in Lethbridge.

View from the Helen Schuler Nature Centre in Lethbridge

ICE offices will be closed Monday, August 1st, 2016 for the Alberta Heritage Day Holiday

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

What to Do for Severe Summer Weather

Recently Alberta has been experiencing some severe summer weather from hail and heat waves to thunderstorms and tornadoes.

It is important to know how protect ourselves and our property from these weather hazards. There are some clear steps to this process:

Pay attention to daily weather forecasts and Environment Canada's Public Weather Alerts. Listening to these daily weather reports will allow staff to adjust daily routines for clients as necessary.

WATCHES vs WARNINGS - KNOW THE DIFFERENCE

Watches - There is the potential for severe weather to develop. Stay alert and plan for client/staff safety. Monitor the public alert system and follow recommendations for safety as provided. Watches have the potential to quickly progress to become Warnings.

Warnings - A Warning is an urgent message that severe weather is either occurring or will occur. It is time to take immediate action to protect persons and property.

Storm Safety - ICE programs have supplies and readiness plans in place. Staff are expected to know the best shelter locations in their daily environments.

SEVERE WEATHER WARNING SIGNS

- Large hail
- Strong winds
- Debris clouds and tree damage
- Torrential rain
- Severe thunder/lightning
- Dark, often greenish clouds
- Funnel clouds

High Winds or Tornados - Strong winds and especially gusty winds can cause property damage or turn any loose item into a dangerous projectile, and create unsafe traveling conditions. When there is a threat of high winds in combination with a storm as in the case of a severe thunderstorm or tornado, your first priority is to take shelter. Close all windows and doors and secure loose outdoor objects or move them inside. Go to the basement or to a small interior room in the centre of the house such as a closet, bathroom or hallway on the lowest floor of the building. If this is not an option, take cover under a stairway or sturdy table and use a cushion or mattress to protect your head. Stay away form all windows, doors and exterior walls, in particular those facing the storm and avoid buildings with large, unsupported roofs such as arenas supermarkets and barns.

Do not travel. If you are in your car, open the windows slightly and park off the the road with your brakes set, away from all tall objects and power lines. Do not leave your car if there are downed power lines nearby. In the event of the tornado, leave your vehicle and move at a right angle to the storm's path. If this is not possible, find a low lying area such as ditch, and lie flat. Hang onto a small tree or shrub if you can.

Lightening Safety

Lightening is an electrical discharge caused by a build up of static electricity between thunderclouds, or between thunderclouds and the ground. Thunder is the noise created when air suddenly expands from the heat of a lightening discharge. Lightening can deliver as much as 100 million volts of electricity and strike a target up to 16 kilometres away. Each year lightening kills about 10 Canadians and injures approximately 100 - 150 others.

To keep safe it is important to remember that if you can hear thunder, you are within striking distance of lightening. Take shelter immediately. Stay inside for 30 minutes after the last rumble of thunder. Once indoors stay away from electrical appliances and equipment, doors, windows, balconies, fireplaces and anything else that will conduct electricity such as sinks, tubs and showers. Avoid using a phone connected to a landline.

If you are caught outside, don't stand near tall objects such as trees or near anything made of metal. Avoid open water. Take shelter in a low lying area.

Floods

During heavy rains, avoid roadway underpasses, drainage ditches, low lying areas and water collection points. They can unexpectedly flood or overflow. DO NOT ATTEMPT TO DRIVE OR WALK ACROSS A FLOODED ROAD. Stay away from power lines and electrical wires during floods. Monitor the provincial government flood forecasts and follow warnings.

TRAINING

Pre-Employment Training (PET)
August 2nd, 3rd, 4th, and 5th
9:00 am - 4:00 pm

Fetal Alcohol Affects Disorder Training
August 11th, 2016
9:30 am - 12 noon

Diabetes Training
August 11th, 2016
1:00 pm - 4:00 pm

Team Leader Training
August 17th, 2016
9:30 am - 3:00 pm

Incident Investigation
August 18th, 2016
9:00 am - 12 noon

Client Rights
August 18th, 2016
1:00 pm - 3:00 pm

Incentive Award Winner!

July 2016 Thank-you Card Draw Winner

Christine Robertson

Christine was provided a Thank You card by her supervisor for maintaining excellent communication with the office. Christine won an ice bucket.

$100 Employee Referral Incentive

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! To sign up, please contact

Linna Roem at 780-453-9664

Policy Review

NEW!

3.5.13 FIRE EVACUATION ASSESSMENTS

Independent Counselling Enterprises contracted Educational Program Innovations Center (EPIC) a professional educator to provide a Train the Trainer course to agency Management from all I.C.E regions titled Care Occupancy Fire Safety Assessment in November 2015.

The training provided by EPIC enables agency personnel to determine the evacuation capability for residents of a given program living alone or as a part of a group who are provided with 24 hour staff assistance.

Existing clients living in residential programs were assessed in all regions on/by April 30, 2016 to determine their level of capability to evacuate.

The three levels of Evacuation Capability scores are Prompt, Slow, and Impractical. If it is determined that a residential program receives an evacuation capability score of "Impractical" an action plan / intervention is to be developed ASAP i.e. Fire Department must be made aware of the clients residing at the specific address and the clients will move to a sprinklered apartment.

Going forward:

- During the Intake process potential clients will be asked about safety considerations regarding evacuation. Responses will be documented and used to identify appropriate peer matches.
- Within 2 weeks of a program move-in clients living in the home must be assessed.
- Programs must be re-assessed if there is a change of roommates or if there are structural changes made to their living environment.

Completed Evacuation Assessment combined packages will be stored in the General House file at the office under Section 4 - Housing and Risk Management.

Developed May 2016

- Go on a hike,
- Have a water balloon fight,
- Go Fishing,
- Go to a lake,
- Spend an evening stargazing,
- Go on a picnic,
- Have a BBQ,
- Go to a Rodeo,
- Go on a boat ride,
- Write a letter or card to someone and mail it,
- Learn a new skill,
- Take photographs,
- Watch fireworks,
- Take a walk in the rain,
- Make banana splits,
- Go to a sporting event (football, baseball, soccer),
- Do an act of random kindness,
- Visit a museum,
- Invite friends and have a movie marathon,
- Feed the ducks at the park,
- Plant something,
- Paint or draw something,
- Try a new recipe,
- Attend a street festival or parade,
- Make s'mores.

Health and Safety Minutes
South - Health and Safety Meeting - July 12th, 2016

3.0 STANDING ITEMS

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

Calgary: June 14, 2016 meeting minutes
May 25, 2016
Staff was trying to fix client's picture that was crooked on the medication clipboard. Clip caught finger while closing and cut finger slightly
Recommendations: Watch finger placement when using a clipboard. Do not rush and pay attention.
Incident Investigation completed.

May 30, 2016
Staff prompted client that it was time to clean dentures. Client thought she had earlier. Staff said she had not. Client jumped towards staff and hit her shoulder. Client apologized within few minutes. Staff did not see signs of agitation prior, and was not aware that client no longer cleans her dentures.
Recommendations: Orientation manual to be updated with current routines. Improve staff communication. Do not get into power struggles, give space. Staff to take a PBI/CPI refresher.
Incident Investigation completed.

Edmonton- June 1, 2016 meeting minutes
May 13th, 2016- 10:00 am
Staff was helping Team Coordinator move furniture in a program. A client became agitated and bit one of the staff.
Recommendations: Ensure all staff have been fully trained regarding risks associated with client supports. Review PBI procedures. Enhance advance planning to avoid client agitation, i.e. book another staff to take the client out/ provide support to the client during completion of such tasks.
Additional Recommendations: If possible hire an outside party to move furniture and take client out of the home when this is being done.

May 23rd, 2016- 4:45PM.
While a relief staff was on shift the client became agitated and the client told the relief staff to, "Get out". The client then started to act aggressively towards their roommate, when the staff intervened the client scratched the staff.
Recommendations: Staff to review training (PBI) and always maintain a safe distance to avoid injury. Review and follow the client's Positive Approaches.
Additional Recommendations: None

Grande Prairie - June 9, 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: June 14, 2016 meeting minutes
No Near Miss Incidents to Report.

South: June 7, 2016 meeting minutes
No Near Miss Incidents to Report.

Edmonton: June 1, 2016 meeting minutes
May 2016
Client was being transported in the vehicle in the back seat. They became agitated and took off their seat belt; as soon as the staff noticed this they pulled the car over. Staff was able to redirect client and the trip continued once the client was calm.
Recommendations: Plan ahead to have and use some safe and interesting redirection items in the car; i.e. music or radio, sensory items etc. Look into using external transportation systems such as DATS rather than transporting client.
Additional Recommendations: None

May 25th, 2016- 12:15PM
A client came to the reception desk at the ICE office and requested that he speak with his manager. His manager at the time was unavailable in a meeting so the client was asked to wait. The waiting period became extended and the client became angry, shouting and damaging the courtesy phone. The incident happened while the regular receptionist was away and cover-off staff were at reception.
Recommendations: Enhance office emergency procedures and training for all individuals who complete reception cover-off. Ensure reception staff know how and when to take steps to proactively problem solve before events escalate.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:
June 17th, 2016 – Staff was driving with a client when a pedestrian wandered out into traffic in front of the vehicle. Staff stopped to avoid hitting the pedestrian and another vehicle struck them from behind.
Recommendations: None – staff was not at fault in this incident.
Incident Investigation Complete

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

3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations):
Reviewed Section 1 - Management, Leadership and Organizational Commitment

3.5 Review of Master Hazard Assessment and Control Document
A) Reviewed Pages 25 - 29
Use of BBQ – new policy around BBQ use in condo and apartment buildings to be added to the controls.
Shopping – No Recommendations.
Manual Dishwashing - No Recommendations

Other regions review & and recommendations and regional response to the recommendations
Calgary: June 14, 2016 meeting minutes
Committee reviewed HACD Working with High Behaviours section pages 1-2, for items that should be in the section specific to non-residential work.

The committee agreed that Safe House location should be redefined in the Non-Residential HACD.
In addition, Safe Work Practices such as: all meds locked, all sharps locked, all cleaners locked would not be applicable.

Edmonton: June 1, 2016 meeting minutes
Continued development of a separate HACD section for Non-Residential supports. Reviewed pages 10 – Outdoor Activities and Pages 11& 12 Accessing Community.

Northwest - June 9th, 2016 meeting minutes
Reviewed the HACD Working with High Behaviours. Pages 18-20. Reviewed the HACD Office Related Work. Pages 1-3.
Suicidal Behaviours
Meetings/Communication

3.6 Policy Review – Reviewed Policy 3.5.6 Mandatory First Aid Kits

4.0 OTHER BUSINESS
Ice Page Article Suggestion: Fall clean up. Getting your home and yard ready for fall and winter

NEXT MEETING – August 9th at 9am