

ICE PAGE

SOUTH

2015

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TIME SHEET HAND-IN:

February 17th, 2015

For all shifts worked between Feb. 1st and Feb. 15th, 2015

March 2nd, 2015

For all shifts worked between Feb. 16th and Feb 28th, 2015

Health and Safety Meeting

February 10th, 2015 @ 9:00 am

Management Meeting

February 13th, 2015 @ 9:00 am

RPAC Meeting

February 4th, 2015 @ 1:00 pm



Happy Valentine's Day

ECAT Lethbridge

403-634-8805

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

Employee Spotlight

Blake

In 1986 Blake moved to Grande Prairie to take care of his grandmother who was in poor health. He started his career in this field in January of 2005 and in September of 2005 he became part of our team at ICE.

Blake attended Disability and Community support courses at Grande Prairie Regional College in 2008. These courses provided him additional knowledge and skills in this area.

Blake's first role with ICE was as residential support staff. Blake's calm and professional manner was noted by the agency and in February 2011 he was requested to transfer



programs. Blake became a part of the team at a residential program with challenging client behavior. Blake has been very successful in this current position as he has a very soothing demeanor that is a perfect fit for the client's needs. With his help and ability to adapt, one of our complex homes has become a more stable and enjoyable place for its residents.

When Blake has time to relax he enjoys spending it watching movies, going to the gym and reading. Blake is interested in genealogy and hopes to one day explore this area with further education. Blake has made many life style changes in the past three years and keeps himself busy staying active and eating healthy.

Blake is a valuable asset to our ICE team. Thank you, Blake, for always putting our clients first and supporting them to achieve the goals they set for themselves.

Client Success Story

Shelley

Shelley is a lady with a lot of energy. She has received services from ICE since 2006 and currently lives in an ICE support home. Shelley also receives supports during the week to assist her in the community.

Physical activity is important to Shelley and one of her goals. Her preferred physical activity lately has been swimming. This winter she decided to take on a very interesting challenge.

Shelley is currently participating in a challenge of swimming the equivalent distance of the entire

Old Man River. That's over 14,000 laps in the pool!

Shelley goes swimming at a local pool three times a week with her support worker and logs her

progress each time. She has gradually increased her pool laps to



more than 60 per visit.

She has already completed 1600 laps and is one of the leaders in the challenge.

Other people participating in the challenge with Shelley say that

her consistency and dedication are going to make it tough for them to keep up.

One of the most amazing things about this story is that Shelley used to hate to exercise. When her doctor told her that she needed to start an exercise program several years ago she was not happy about it. She scheduled exercise into her time with staff, but needed quite a lot of encouragement to complete it. Gradually she began to need less and less encouragement and says she even began to enjoy it, in her words, "A little bit". Now her smile lights up the room when she talks about her success.

Shelley is an inspiration to all of us – especially at this time of year when we are all making (and breaking) our New Year's resolutions for fitness. Way to go, Shelley!

**ICE offices will be closed
Monday, February 16th, 2015
for Family Day.**



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

ICE has a TD Group RSP plan!

**Refer to Policy 3.4.18
ICE FUTURE BUILDER RSP.**



**If you are eligible,
ICE will match
your contributions!**

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

Health and Safety Minutes Meeting -Northwest, Jan. 9th 2015

AGENDA TOPIC STANDING ITEMS Review of Regional Health and Safety Meeting Minutes

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

Calgary- Minutes from December 17,
2014

November 26, 2014- staff and client were on exit ramp on the highway when a truck pulled out in front of them, staff braked and the vehicle behind them rear ended the staff's car resulting in injury to staff.

Recommendations: Mission possible training to increase defensive driving skills. Drive with headlights on to make yourself more visible to other drivers. Injury Investigation Completed
No further recommendations

South: Minutes from December 9, 2014
No Internal Incidents

Edmonton: Minutes from Dec 9, 2014

November 18, 2014 – Client was listening to music then wanted to tickle staff. Staff was attempting to maintain appropriate personal boundaries and redirected the client. The client got agitated and injured the staff's finger, making it bleed. Client then later complained about the staff refusing to "play" with them.

Recommendations: Manager suggested that staff review the PRP that is in place for this client. Consult with RPAC. All staff need to be consistent with regard to personal space and maintaining appropriate boundaries.

Additional Recommendations: Discuss at the next team meeting to ensure all support personnel follow personal space boundaries consistently.
No further recommendations.

B) Review of Regional Health and Safety Meeting Minutes - Section 3.3

Calgary: Minutes from December 17,
2014

November 7, 2014- Client requested staff take them outside for a cigarette at 11:30 pm, staff explained to the client that it was very late to go outside for a cigarette and suggested the client wait until the morning as per the smoking protocol. Client became agitated and threw her cigarette package at the staff. Staff reassured the client that they could smoke in the morning and the client went to bed.

Recommendations: Positive approaches were reviewed with staff and will be reviewed with all staff at the residence. CSC held a discussion with the client about why the smoking protocol is for her and her staff's safety. Client has been referred to a behavioral support team. Near Miss Investigation Completed
No further recommendations

November 25, 2014- Staff and client were driving and staff changed lanes and hit the vehicle ahead of her.

Recommendations: Mission Possible Training. Utilize transit when possible. Near Miss Investigation Completed
No further recommendations

South: Minutes from December 9, 2014

December 5th, 2014 – When office staff were all away from the office a fire extinguisher which was mounted on the wall fell. The fire extinguisher landed on a power bar cord resulting in the cord being completely severed. The fridge and coffee maker were plugged into the cord at the time of the incident.

Recommendations: Check mounting hardware and re-mount fire extinguisher properly. Move everything from underneath fire extinguisher especially anything electrical. Ensure fire extinguisher mounting hardware checked during office inspections. Near Miss Investigation Completed
No further recommendations

Edmonton: Meeting minutes November 19, 2014

November 1, 2014 – Staff reported that they saw a bug on the wall. The insect specimen was collected to determine what it was. Staff contacted the apartment landlord. An exterminator was hired by the landlord to come in to spray.

Recommendations: Follow pest control and food safety protocols i.e. don't leave food or dirty dishes out, store food items in bins.

No further recommendations

October 23, 2014 – Staff and client were cleaning the client's room. Staff moved items stored in the client's closet which upset the client. The client started hitting the staff with a pillow. Staff tried to maintain safe distance but the client pursued. Staff left the house for safety. The other staff supported the client.

Recommendations: Let the client know what is planned well in advance of cleaning their room. Store the client's spare seasonal clothes in bins in an alternate location. The team will talk

about the incident and positive strategies for client support at the next team meeting.

Incident Investigation to be completed
No further recommendations

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

No current injury investigations.

3.3 Evaluation of current Near Miss Incident Investigations:

No current incidents.

3.4 Review of COR Audit and Action Items: Reviewed section 3 Hazard Control.

3.5 Review of Master Hazard Assessment and Control Document Grande Prairie: General HACD Pages 12,13,14,15, 16

Use of Sharps, Cooking/Food Preparation, Food Storage, Exposure to raw meats – all no changes

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

Calgary:

General Section Pages 59-62
Exposure to insects and/or pests, Mice infestations, Bed Bug infestations, Clean-up of animal excrement- no additions

South:

General HACD Pages 72, 73, 74 and 75
Use of Furniture: Suggest adding wear proper footwear under safe work practices.

Lifting and moving, Changing water for water cooler, Use of telephone, Paperwork: all no additional recommendations.

Edmonton:

Page 40 Snow Shoveling
add a section preceding called "Seasonal Activities" to address hazards that are of a seasonal/holiday nature (i.e. Holiday Decorating). Discussed hazards that could occur and possible preventative measures.

- Biological Hazards – Dust
- Food Poisoning – refer to Safe Food Handling Practices Rating to be determined
- Physical Hazards – Falling, Tripping, Electrical Shock, Choking, Cuts, Poisoning, Fire, Controls

- Proper use of ladders when putting up and taking down decorations (spotter present)
- Keep decorations up away from heat sources
- Use decorations that are non-toxic
- Inspect electrical cords for wear & tear. Replace if necessary
- Ensure cords are out of the way to prevent tripping
- Do not overload a circuit with too many wires/outlets.

- Do not leave food out that should be refrigerated
- Use plastic decorations instead of glass

NEXT MEETING February 12, 2015 @ 3:00 pm

3.6 Policy Review: 3.5.5 Employee work related injury, illness and near misses

4.0 OTHER BUSINESS
Reviewed ICE Page article about Diabetes.

TRAINING

Pre Employment Training (PET)

Feb 11th and Feb 12th, 2015

9:30 am - 4:30 pm

As described on the ICE website

Autism Training

February 4th, 2015

10:00 am - noon

Schizophrenia Training

February 26th, 2015

10:00 am - noon

Monthly Incentive

Draw Winner!

Claudia Van Toor

received a Thank You card for advocating for her client and maintaining excellent communication with the program coordinator.



Claudia won a weather station.

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!



Current Job Opportunities February 2015



Lethbridge

- Part-time days
- Supported Home

Please note: Status of programs does change, so please check with your coordinator, if you or someone you know may be interested.

2.3.15 COMMUNITY REHABILITATION- WATER TEMPERATURE MONITORING AND SAFE PRACTICES

Failure by the employee to perform water temperature monitoring and documentation as per the policies outlined below will warrant disciplinary action up to and including dismissal. No verbal warnings will be provided.

Each residential home operated by I.C.E. will have two thermometers and an extra set of batteries. Support home operators are responsible for purchasing their own thermometer to monitor water temperatures.

Plumbing

Household plumbing **will be modified** to include plumbing hardware (e.g. pressure balance valve, thermostatic valve) in homes **where clients require a bath/shower assist**. The plumbing modification will include the hot water tank to control overall facility hot water and at all potential bath/shower sites. The overall facility acceptable water temperature (at the hot water tank) is not to exceed **49** degrees Celsius and the hot water temperature at the bath/shower site is not to exceed **40** degrees Celsius. Where I.C.E. does not have access to the hot water tank (apartment complexes) kitchen taps may be modified and this will be evaluated on a case by case basis. In shared living arrangement, plumbing modifications will be required if any of the roommates require a bath/shower assist.

In homes operated by I.C.E. (residential, support homes and respite homes) **where all clients do not require a bath/shower assist** the overall facility water temperature will still be monitored and hot water tanks are to be turned down to an acceptable level so the temperature will not exceed **49** degrees Celsius. Monitoring at bath/shower faucets will occur (Monthly safety inspections, random audits and EQAs) . Where no plumbing hardware has been installed the temperature will be the same as the overall facility temperature. Installation of plumbing hardware in this case is not mandatory.

If providing nonresidential services the employee is not able to monitor or control the overall facility water temperature but must follow **Policy 2.3.14** for approved bath/shower assists.

Monitoring Water Temperature – Overall Home
Run the kitchen hot water faucet for 30-60 seconds.

Measure the temperature of the water. To do this place the supplied digital thermometer into the flowing water from the faucet.
Temperature must not exceed 49 degrees Celsius.

Record temperature in logs located on the inside of a kitchen cabinet

If temperature exceeds 49 degrees Celsius turn down the hot water tank. Turn on the kitchen sink hot water tap and run it for a few minute to deplete current hot water supply. Retake the temperature in 2 hours and record.

If you are having difficulty reaching this temperature level, contact your immediate supervisor.

Monitoring Water Temperature – Bath/shower sites
Run the bath/shower hot water faucet for 30 – 60 seconds.

Measure the temperature of the water. To do this place the supplied digital thermometer into the flowing water from the faucet. For a shower put the thermometer into a container and then place this into the water spray of the shower. Measure the water temperature maintaining the placement of the container under the water spray of the shower.

Temperature must not exceed 40 degrees Celsius.

Record temperature in logs located at the bath / shower site.

If temperature exceeds 40 degrees Celsius turn down the hot water tank. Turn on the hot water tap and run it for a few minutes to deplete current hot water supply. Retake the temperature in 2 hours and record.

If you are having difficulty reaching this temperature level, contact your immediate supervisor.

Residential programs operated by I.C.E.

Residential support staff will monitor the overall hot water temperature of their home **daily**. This is done by taking the temperature of flowing water from the kitchen plumbing fixture. Temperatures are documented on logs. Completed water temperature logs will be filed in the Daily Planner each month and a copy will be sent to the main office attached to the monthly safety inspection checklist.

During monthly safety inspections, random audits and EQAs extensive water temperature monitoring will be completed as part of the agency's preventative strategies for risk management. Water temperatures will be taken and documented at various sites in the home. Sites to be monitored will be the kitchen plumbing fixture, potential bath/shower sites that the client is able to access and at any additional plumbing fixture that has a regulator. A list of sites that are to be monitored will be located in the orientation manual of each home.

Support Home Operators

The support home operator will monitor the overall hot water temperature of their home **and** at potential bath/shower sites **weekly** and document their findings on logs. I.C.E. will provide the operator with the water temperature logs that will

be required. These logs will be attached to the monthly support home operator checklist. In addition, the I.C.E. employee monitoring service will take and document the water temperature of the home and at all potential bath/shower sites on their monthly visit and document their finding on the monthly support home operator checklist. At the onset of service and annually thereafter the water temperature of the home and at bath/shower sites will also be recorded on the initial/annual support home operator checklist. Any random audit performed will include temperature monitoring and documenting of the results by the I.C.E. employee.

Support home Operator Respite

Respite operators will monitor **daily** water temperatures of the facility **and** at potential bath/shower sites while the client is in respite service.

Corrective Action

If the recorded temperature exceeds the standards cited above then follow the procedure listed below to lower the reading.

Turn down the hot water tank if accessible, re-take the reading and report to your supervisor. Your supervisor will instruct you as to whether a plumber needs to be contacted or household routines altered. When temperatures exceed the acceptable values by 5 degrees or more a GI will need to be completed and policies followed for this process.

Updated July 2013



**February is time for ICE
Annual Bath/Shower Assist Shadows !!!**

**All Employees need to complete their Annual Bath/Shower Assist Shadow.
(Please refer to Policy-2.3.14 Community Rehabilitation Bath/Shower Assist and
Policy - 3.3.4 Mandatory Employee Training)**

FEBRUARY IS HEART MONTH



Heart Disease

Your heart is a muscle that is maintained by blood carrying oxygen and nutrients. Heart disease is a group of conditions affecting the structure and functions of the heart and has many root causes.

The best way of preventing heart disease is to control the risk factors that could lead to coronary artery disease such as high blood pressure, high cholesterol, diabetes, smoking, stress, excessive alcohol consumption, physical inactivity and being overweight.

Once a person has been diagnosed with a heart condition, there are ways to manage the illness. Healthy steps for managing heart disease include:

- be physically active
- know and control your blood pressure.

- eat a healthy diet that is lower in fat, especially saturated and trans fat.
- if diabetic, manage your blood sugars carefully.
- limit alcohol use.
- be smoke free.
- reach and maintain a healthy weight.
- reduce stress.
- visit your doctor regularly and follow your doctor's advice.

Heart Attack Warning Signs

- Chest discomfort (uncomfortable chest pressure, squeezing, fullness or pain, burning or heaviness.
- Discomfort in other areas of the upper body (jaw, neck, shoulder, arms, back)
- Shortness of breath
- Sweating
- Nausea
- Lightheadedness

If you or another person are experiencing any of these signs you should:

- CALL 911
- Stop all activity and sit or lie down, in whatever position is most comfortable.
- If you take nitroglycerin, take your normal dosage.
- Rest comfortably and wait for an ambulance with emergency personnel to arrive.