

# ICE PAGE

SOUTH

2014

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**TIME SHEET HAND-IN:****July 15th, 2014**

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

**July 31st, 2014**

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

**Management Meeting**

July 3rd, 2014 @ 10:30 am

**RPAC Meeting**

July 3rd, 2014 @ 11:30 am

**Health and Safety Meeting**

July 3rd 2014 @ 1:00 pm



**Happy Canada Day!**

# ECAT

## Lethbridge

403-634-8805

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

## Employee Spotlight

### Nisha

Nisha came to work for ICE over ten years ago when her sister joined the company and encouraged Nisha to also apply. These days if you ask an ICE manager to describe Nisha you will hear descriptors like, "hard working, knowledgeable, unusual initiative." Ask a client or guardian to describe her and you will hear other adjectives like, "caring, and supportive."

Initially, Nisha started her employment at ICE providing In Home Supports, three years later she transferred into residential supports. In 2008 she completed the Team Coordinator (T.C.) training course for supervisors. Nisha has been supporting clients in her current ICE residence in the role of T.C. for six years now.

It was because of a family member that Nisha first developed an interest in and empathy for supporting individuals in this field. She says that she really enjoys working for ICE and that she has learned a great deal



during her time with the company through the training courses she has attended and by studying ICE policies. Nisha notes that when she first started she had no idea of all the success that persons with developmental disabilities could achieve with support and patience.

Nisha says working in this field requires heart and soul. It is not just about a paycheck. She likes making a difference in the lives of the persons she supports through advocacy, supports for medical follow up, role modeling and by providing the best care she can give. She notes she enjoys and strives to communicate effectively with client guardians and family support networks as these relationships are so important to her clients.

One of the most rewarding parts of her job as a front line supervisor as reported by Nisha, is sharing her knowledge with and training other ICE employees. She says she enjoys teaching staff how important it is to really listen to clients and to help them with their needs, wants and goals.

When she is not at work, Nisha is a movie buff who likes dinners out and spending time with her nieces and nephews. Thank you, Nisha, for your excellent service to our clients and our company.



**ICE offices will be closed**  
**Tuesday, July 1st, 2014 for**  
**Canada Day**

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



**HAVE YOU MOVED ?**  
**HAS YOUR PHONE**  
**NUMBER CHANGED?**

It is important to advise the ICE office of any address or contact changes.

**Client Success Story**

*Dustin*

Dustin is an active young man currently residing in an ICE Support Home. He enjoys swimming, playing basketball, soccer, riding his bike, going to the lake, jogging with his Support Home Operator and listening to many types of music.

Dustin loves spending time with his family and enjoys playing video games on his Xbox 360. Dustin and his family are always experiencing new activities, whether it is going on a day trip to Banff or enjoying lunch at the Saskatoon Farm.

Dustin starting working at Shoppers Drug Mart during his last year of high school through a work experience program through his successful efforts he remains employed there. Dustin now mentors other students in the work experience



program. Dustin’s responsibilities include stocking shelves and recycling boxes. His Support Home Operator has encouraged him to have a strong work ethic, to be punctual and to learn new skills at work. Earlier this year Dustin received an award for the “Employee of the Month”, an accomplishment he is very proud of.

Dustin loves being employed and he feels he has learned many new and valuable skills. He is committed to his job and is well liked by his co-workers. Dustin also participates in extra activities through his employer such as the “Shoppers Drug Mart Run for Women Breast Cancer Run” which he completed last summer.

Dustin and his Support Home Operator vacation together every year. This year they will be going to El Salvador for a month where they participate in many activities associated with the local culture and countryside. El Salvador is the home country of Dustin’s SHO family, and he is eager to learn more about this culture.

## Current Job Opportunities

July 2014

### Lethbridge

- Full-time days
- Part time days
- Supported home for female

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

If any staff is available and willing to post ads in your local community, please contact the office at 1-866-470-3933.

## TRAINING

Pre- Employment Training

July 9th and 10th

9:30 am - 4:30 pm

As described on the ICE website



## 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!



## Thank You Incentive Winner!

*Candice DeCecco*

Candice received a Thank You card from the Trainer and Coordinator for doing extra preparations for the ICE CET survey and her willingness as a back-up interviewee. She won a lawn chair and solar lawn decoration.

Thank you for your cooperation!



Thank you to all ICE clients, families, associates and staff who participated in the recent Creating Excellence Together survey at ICE.



Your contributions to this important process were very much appreciated. Results of the survey will be shared once the report is received from the Alberta Council of Disability Services.

## Routine Household Health Practices



Bacteria and viruses can live on a variety of surfaces for hours or months and possibly even years. Routine practices are activities that we use everyday to help reduce our exposure to infection in our environment. By following these practices we help to protect ourselves and the clients we support from diseases that can be spread from person to person. It is important that these practices are

used correctly and consistently.

### What are these practices?

#### Hand- washing:

- after sneezing or coughing;
- at the beginning of your shift;
- at the end of your shift;
- before and after contact with individual clients or equipment;
- before and after handling food;
- after removing gloves;
- after changing tasks;
- after coughing; sneezing or blowing your nose;
- after touching any contaminated surface, including money;
- after touching your face or hair;

Keep nails short, avoid nail polish, artificial nails and wearing jewelry as these items collect germs and bacteria.

Establish routine hand hygiene protocols with clients receiving support. Model and follow these protocols consistently.

#### Cleaning and Disinfecting:

**High Touch Surfaces** - Regular cleaning of equipment and high-touch environmental surfaces potentially contaminated by coughing, sneezing and / or touching. This must be completed a minimum of once per day and more often as necessary. Use of disinfecting wipes such as Lysol or Clorox may simplify this process.

Items that need to be cleaned and disinfected include: bed rails, door handles/ knobs, light

controls, toilet seats and handles, television controls, sink controls, phone surfaces, bedside tables, doors and surfaces of: doorjamb, closets, bathrooms, hallways and kitchens etc. Cleaning charts required to be completed at set intervals are a good way to ensure effective cleaning of these high touch areas is regularly completed.

**Bath Tubs** - Bath tubs/ shower stalls are to be disinfected after each client uses them and the entire bathroom at least once daily. Shared bathrooms may need increased cleaning.

#### Environmental Controls including Laundry Handling:

**Personal Items** - Each client is to have their own personal hygiene items and keep these separate for only their use i.e. hand towels, combs, shavers, hair brushes, etc. These items should never be shared. Equipment to be used by multiple persons must be disinfected prior to use by each user i.e. gym equipment.

**Staff hand drying** - Staff are to use disposable (one time use) hand/paper towels to dry their hands in washrooms and kitchens in ICE residential programs.

**Laundry** - Laundry should be handled with minimum agitation and shaking

- Wash each client's clothing separate from other individuals and household laundry (i.e. curtains) separate from client laundry.
- Wear gloves if hands are likely to touch blood or body fluids on clothing or linens.
- Body fluids on linens or clothing should be disposed of in the toilet prior to laundering
- Clothing may be washed using ordinary laundry detergent
- A regular wash and dry cycle will kill bad bugs
- Wash in smaller loads. Do not overload machines.
- Heavy soiled items may require pre-soaking and re-washing a second time.
- Use face protection like goggles when there is a potential for being splashed with blood, body fluids or chemical substances.



## Policy Review

*The following is a section of Policy 2.3.2. Refer to the policy manual for the complete policy.*

### 2.3.2 PLANNING CLIENT SERVICES

Reviewing funding, monitoring the amount and quality of services provided, providing opportunities for employment and volunteering as appropriate, the establishment and reviewing of personal goals in the format of an Individual Support Plan (ISP) and annual planning meetings are all components of service delivery. All these parameters are considered when planning client services.

#### Individual Support Plan (I.S.P.)

Using a person centered planning process an individual support plan will be developed with the client, his/her family or guardians and other significant individuals in the client's life (**Refer to Policy 2.7.4 Annual Planning Meetings**).

The plan may be provided at the onset of service delivery or if not available must be in place no later than three months after support services commence. The format must be according to I.C.E.'s policies and procedures. Refer to monitoring manuals for a review of this documentation....

The plan will stipulate the goals that the individual would like to achieve or are important for him/her. Emotional well-being, physical well-being, material well-being, personal development, self determination, interpersonal relations, social inclusion and rights will be focus domains for goal development as per P.D.D. requirements. The domains are defined by P.D.D. as follows:

**Emotional well-being** – Happiness and safety and how the individual feels about their life.

**Physical well-being** – Energy levels, access to medical and other health care professionals and a healthy lifestyle.

**Material well-being** – Personal possessions that are important to the individual. How much the person can use or have access to money for things they want or need.

**Personal development** - The things that individuals are interested in learning about. Things that they enjoy and are important to them.

**Self-determination** – The choices and decisions individuals make about areas that matter to them in their life.

**Interpersonal relations** – Type of support and help individuals get, relationships with family and friends and the type of activities the person does with people in their life.

**Social inclusion** – The activities and things the individual participates in, accesses and/or would like to do in the community. The people who participate in these events with the individual and the places they go to in the community.

**Rights** – An Individual's right to privacy, how individuals are treated by people and how much the individual is listened to.

All goals will be approved and consented to by the client, as well as parents or guardians as required prior to implementation.

Timelines are established for the completion of each goal and when progress is reviewed. The review is to be documented on the plan and will follow the formal documentation of each goal. It will be noted if modifications are required, if the goal was achieved or if it is to be discontinued.

Independent Counselling Enterprises employees are expected to be familiar with and act upon the individual support plan. Changes in client's status that affect the health or safety of the client or service delivery are to be reported immediately to the appropriate supervisor. This will facilitate plan updates.

Employees who are providing support to the client have access to the individual support plan.

#### Social Inclusion

Social inclusion is fundamental when assisting clients to access resources in and to participate in their community. For the purpose of this policy social inclusion is defined in point # 3 above.

#### Adaptive Equipment and Devices

To enhance and promote greater independence and inclusion in the community, Independent Counselling Enterprises promotes the use of adaptive equipment and devices that promote an individual's independence and ability to participate to their full potential. The individuals identified will participate in the development of guidelines that will ensure the intent and use of AT/EI is of maximum benefit and does not negatively impact their welfare. Use will be assessed/authorized/monitored on an ongoing basis with the client, parent, guardian, and appropriate qualified professionals (eg O.T., P.T.). Should there be the potential for assistive devices/interventions to limit the client's independence the client will be assessed by the appropriate qualified professional (eg O.T., P.T.). Should the recommended AT/EI restrict the individual's rights or impact their welfare, ICE will follow the guidelines required for use of restrictive procedures. The qualified professional will authorize the development of a procedure that outlines the intent and the use of any recommended assistive devices/interventions. (**see Policies 2.2.1 Client Rights and Responsibilities, 2.3.1 Orientation of Clients and Support Networks, 2.4.1 Guidelines for Planning Activities, 2.5.1 Behaviour Management, 2.7.4 Annual Planning Meetings, and 2.4.9 Community Participation, also refer to the Functional Assessment Health and Wellness, and the Planned Procedure/Review re Health and Wellness**)

Updated June 2014

**Health and Safety Minutes  
South Health and Safety Meeting -  
June 11, 2014**

**3.0 STANDING ITEMS**

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

Calgary - Minutes from **April 14, 2014**- Staff was attempting to pull out the refrigerator at a residence to clean underneath it. This resulted in pain in her upper back.

**Recommendations:** Staff only to complete jobs that are within their physical capabilities. If moving something heavy two or more people must be utilized.

**Internal Incident Investigation was completed.**

**Additional Recommendations:** Use a dolly or furniture sliders to assist when moving heavy items.

Edmonton

No injury investigations.

Northwest

Minutes not available.

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

Calgary

**April 3, 2014** – Client was upset with staff because staff would not make a purchase at a store, client and staff then left the store and went to staff’s car. Client got out of the car and slammed the door. Staff followed client and asked her not to slam the door. Client turned and struck the staff on the arm and swore at the staff. Staff was not injured.

**Recommendations:** Staff to attend CPI, Staff to review and follow positive approaches.

**Additional Recommendations:** Staff receive training on planning successful activities, pre-plan activities to ensure success.

Edmonton

No near miss incidents

Northwest

Minutes not available

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

No injury investigations.

**3.4 Evaluation of current Near Miss Incident Investigations:**

Review of COR Audit and Action Items Reviewed pages 24, 25 & 26 - 1.7 through 1.10

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

A) South – April 10th, 2014  
General HACD Pages 48, 49 and 50  
Client support for seizures: Biological Hazards – suggest increasing frequency to 2. Contact with bodily fluids likely happens at least once per month when working with some clients. All other items remain unchanged.

Contact with Visitors or Contractors: no suggested changes.  
Entering or leaving the worksite after dark: Biological Hazards – suggest changing the frequency to a 1, and potential consequences to a 2. The total would then be a 5.

B) Other regions review & and recommendations and regional response to the recommendations

Calgary

Reviewed General Section Pages 17-24  
Use of Stove/Oven – no changes  
Use of Household appliances – no changes  
Use of Gas Stove- no changes  
Use of BBQ- no changes

Edmonton

Review of Master Hazard Assessment and Control document. Pages 17-19  
Review of general sections-use of stove/oven.

Under Safe Practices – note that stoves are never to be left unattended while food is cooking. Instead turn off stove and turn it back on once back in the room.

Clarify what to check the oven liner / stove burners for (grease drips, food particles etc.)

Add safe practices to control small grease fires and water boiling over.

Northwest

Reviewed Use of BBQ  
Reviewed Shopping (grocery, household)  
Reviewed Housekeeping (general cleaning, making beds, laundry, mopping, sweeping, washing dishes, loading and unloading dishwasher, vacuuming):

**3.6 Policy Review – 3.8.6 – Dress Hygiene and Grooming**

**4.0 OTHER BUSINESS**

ICE Page Health & Safety Article  
Suggestion: Tanning and your health, avoiding dehydration.

NEXT MEETING – July 3rd at 1:00 pm.

