

# ICE PAGE

SOUTH

2015

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**RPAC Meeting**

June 3rd, 2015 @ 1:00 pm

**Management Meeting**

June 5th, 2015 @ 9:00 am

**Health and Safety Meeting**

June 9th, 2015 @ 9:00 am

**ECAT**

**Lethbridge**

**403-634-8805**

(Phones do not accept

text messages. Staff need to

call ECAT.)

**TIME SHEET HAND-IN:**

**June 15th, 2015**

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

**June 30th, 2015**

For all shifts worked between June 16th and June 30th, 2015



## Support Home Operator Spotlight

### *Kim & Murray*

Kim and Murray Olson have been Support Home Operators (SHO's) in the Grande Prairie area for over twenty years. Before that they assisted for years at the Joy Chapel in Grande Prairie where individuals from many agencies gather each week to socialize.

The Olsons are excellent role models in their consistent daily actions of kindness and caring towards others. In their role as SHO's they support a gentleman who has limited communication skills yet through years of taking the time to truly listen to him, they do so effortlessly.

Kim and Murray also take health and safety very seriously. They have been



very cooperative with implementing the new standards and responsibilities required to ensure client safety within ICE support homes.

The Olsons go the extra mile for their family and the individual who lives with them has become part of their

family. They take him to medical appointments, and set up family visits and support him during his hospital stays, visiting him night and day... even if he's there for 4 months. Kim and Murray have shared their home with this individual for 20 years. The client has watched their children grow up and start families of their own. Sharing this family experience has provided a remarkably rich life for this individual.

When Kim and Murray do get the chance to take a rare vacation on their own, they make sure the client they support also has something special lined up so he doesn't feel left out. The family also goes away together for camping vacations.

ICE values the Olsons as part of our team. Thank you, Kim and Murray, for all that you do.

## TRAINING

**Food Safety (for staff)**

**June 4th, 2015**

1:00 pm - 3:30 pm

**Food Safety (for clients)**

**June 24th, 2015**

1:00 pm - 3:00 pm

**Down Syndrome Training**

**June 25th 2015**

9:00 am - noon



**ICE offices will be closed**

**Wednesday, July 1st, 2015  
for  
Canada Day**

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



## Client Success Story

Nancy is an easy going person with a great sense of humor. Nancy grew up in Castlegar, BC with three siblings. She moved to Lethbridge 9 years ago.

Nancy started with ICE in June of 2014 and has made a lot of progress towards her personal goals since then. With the support of ICE staff, Nancy has organized her apartment. Initially she found this an overwhelming task but she has achieved excellent success by starting in one area and working out from there. In the last year Nancy also increased her levels of physical activity and she now regularly attends Aquafit and lane swim. She also enjoys going for walks. Nancy's exercise program is resulting in many benefits for her health and wellness.

Nancy says her favorite thing about ICE is the support she receives from her staff. She likes having people



*Nancy*

around her as invested in making a change as she is.

In her free time, Nancy likes to spend time with her sister and friends. She attends a book club monthly and loves to scrapbook. Nancy also loves country music and enjoys attending concerts with friends and family. During the holiday season, Nancy and her sister bake for friends and

family. They are busy all of December because of such high demands for their delicious treats. Nancy also enjoys attending cooking classes at the Lethbridge Community Kitchen.

Nancy is a pleasure to be around and always is making people laugh. Keep up the good work Nancy. Your dedication is inspiring!

## Effective Voice Mail Messages

While I.C.E. office personnel are committed to responding in a timely manner to calls from field staff, the operation of our very busy agency often involves office personnel in meetings and community follow up. This is the purpose of having voice mail messaging. Voice mail allows callers to leave messages that office personnel may later respond to.

Staff may use voice mail most effectively by:

- **Listening carefully to the voice mail message of the person you are calling.** Office personnel often change their voice mail messages to identify times and days when they will not be in the office.
- **Identifying yourself clearly at the start of the message. Include your full name, and your ICE identification number.** It is also a good idea to mention the name of the residence your call relates to.  
Example: *"This is John Smith, Employee # 6034, of 222 Residence calling."*  
The more specific the information you leave the more easily the person called can get back to you.
- **Stating briefly and clearly, the purpose of the call and type of response you are seeking. By stating the specific purpose of the call you enable the person receiving your message to follow up immediately on your concern and then get back to you, perhaps resolving the matter with one return call.**



Example, following identification of the caller:  
*"I am calling to resolve a concern regarding a 4 hour relief shift worked by myself at house # 223 on June the 18<sup>th</sup> from 2 pm to 6 pm. According to my pay stub there is an error. Please contact me on my cell phone number ###-###-#### regarding this matter.*

- **Leaving short, planned, effective messages, not expansive conversations.** If the matter requires extensive clarification, it would be better to speak directly with the person involved.
- **Ensuring that you are calling from a clear connection.** Poor connections and fuzzy cell phone calls are difficult to understand and reply to.
- **Ensuring you leave an appropriate number at which you can be reached.** It is each employee's responsibility to update their contact information (addresses and phone numbers) with the ICE office. If you leave a phone number without a message service or fail to provide an active contact number your call can not be returned.

**Important notation\*\*\*** Remember that shift cancellations or changes can not be made via voice mail messages. **Any arrangements that could affect the safety and/or support of ICE clients must be confirmed through direct contact with a supervisor or ECAT.**

## Important Seasonal Reminders

1. Planning to spend time outside means planning to protect yourself. Don't forget to:

- **Apply insect repellent** - repellents don't kill insects, but they can reduce bites from mosquitos, ticks, fleas and other bothersome bugs.
- **Stay hydrated** - drinking adequate amounts in hot weather can help reduce the risk of heat-related illness. Keep water or sports drinks (with electrolytes) on hand to maintain hydration, and try to stay in a shady or air conditioned location during the hottest parts of the afternoon.
- **Apply a water resistant sunscreen of at least SPF 30** - Regardless of age and skin type (whether or not you burn easily) a water-resistant sunscreen that protects against both UVA and UVB rays is recommended all year round. Yes, even in winter and on cloudy days. Apply it 15 to 30 minutes before going outside. If you're using both sunscreen and insect repellent, apply sunscreen first and then repellent.



2. **Lawn Mower Safety** – provide staff (and where applicable, clients) who will operate this equipment with (documented) orientation training or refresher training for safe use and storage of lawn mowers, fuel, and maintenance equipment. Ensure there are gloves and safety glasses on site ready for



use. Ensure staff know where to find and review Material Safety Data Sheets (MSDS) for hazardous materials such as gasoline. Also review the Lawn Mower Safety resource information available in the ICE Health and Safety Binder.

3. **Barbeque Safety** –Read and carefully follow the manufacturer's instructions to inspect /assemble BBQ equipment before use. Ensure all staff/clients who will operate the BBQ have been provided a documented orientation for safe equipment use. Review the BBQ resource information available in the ICE Health and Safety Binder.

4. **Emergency Response requirements for Severe Weather** – Whether it is a thunderstorm, a tornado, a flood or extreme heat, everyone needs to maintain their awareness of weather hazards, and know the signs and required actions in the event of severe summer weather. Required emergency responses should be reviewed regularly with clients and staff. See resource information in the Health and Safety Binder.

## Health and Safety Minutes South Health and Safety Meeting - May 12th, 2015

### 3.0 STANDING ITEMS

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

##### Calgary

**March 5, 2015-** Client and Support Home Operator (SHO) were in the car to go shopping when client touched the SHO. The SHO cued the client regarding maintaining appropriate personal space. After arriving home the client squeezed the SHO's shoulder. The SHO again spoke with the client about personal boundaries and asked the client if they understood, the client said yes, but then became agitated and hit the Support Home Operator on the shoulder.

**Recommendations:** SHO to attend PBI / CPI training. RPAC to review incident. Incident Investigation Completed

**Additional Recommendations:** Client to sit in the back seat when driving

**March 20, 2015-** Staff escorted a client with a mobility challenges outside so that client could have a cigarette. Staff asked the client to knock on the window when they were ready to come inside so that staff could escort them. Client returned to the apartment without knocking on the window. Staff reminded client that they should have knocked on the window so that staff could have escorted them back inside. Client became agitated and hit the staff in the eye.

**Recommendations:** Staff to attend CPI. Staff to review clients Positive Approaches. Staff is to observe client and meet them at the door when client is ready to return to the apartment

Incident Investigation Completed

**Additional Recommendations:** None

**April 4, 2015-** staff and client were in staff's vehicle stopped at an intersection stopped at a red light about to turn right. Pedestrians were walking in the intersection and staff waited until it was safe to complete the turn. Another vehicle hit staff's vehicle.

**Recommendations:** Staff to ensure all vehicle lights are in working order. Staff and client to utilize public transit when possible.

Incident Investigation Completed

**Additional Recommendations:** Staff to be offered Mission Possible drivers training.

##### Edmonton

#### **March 5th, 2015**

Staff arrived on shift after an overnight heavy snowfall. Staff worked from 8am – 10 am to clear heavy snow and ice from residential walkways. The next day the staff experienced back pain and medical follow up was completed.

**Recommendations:** Staff are encouraged to recognize their personal capacity and to work within it. Follow guidelines for safe shoveling (see Health and Safety binder resource section). Warm up muscles before shoveling to avoid muscle strains; use ice melt; shovel small amounts (1-2) inches at a time; use an ergonomic shovel /body mechanics/ergonomics for safe shoveling ; take frequent breaks to avoid over exertion, seek help from other staff / clients or hire a snow-clearing service.

Incident Investigation has been completed.

**Additional Recommendations:** A snow blower could be purchased for the program.

#### **March 20, 2015**

Staff was assisting one client to eat their meal. Another client was behind staff observing the person eating their dinner. The client watching staff became verbally aggressive and then kicked staff in the back.

**Recommendations:** Consult with RPAC regarding behavioral supports (positive approaches) for this client. Have staff organize the environment during meal times to implement PBI techniques so neither the staff (nor the client eating) are vulnerable with their back to the other clients. Offer both clients food at the same time to avoid potential conflicts.

Incident Investigation to be completed.

**Additional Recommendations:** If clients cannot eat at the same time have other client involved in a preferred activity during this time.

#### **March 24, 2015**

Staff was seated on the sofa at a residential program completing paperwork when a client (with sensory challenges and a previous behavioral pattern of biting) came and sat beside them. The client and staff were interacting positively but after awhile the client grabbed the staff's hand and bit it.

**Recommendations:** Consult with RPAC to review behavioral supports for this client. While client social interactions are to be encouraged, staff must maintain appropriate boundaries and space (PBI) for their safety. Due to the history of previous aggressive behavior (biting) and the fact

that staff are not able to effectively predict when this may occur, appropriate space parameters are necessary.

Incident Investigation to be completed.

**Additional Recommendations:** None

##### Grande Prairie:

No Internal Incidents

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

##### Calgary

**March 11th, 2015** - Staff was completing a two person transfer with another staff of a client from their walker to a wheelchair when staff's right knee briefly weakened. Staff felt they did not transfer weight equally to both legs. Later staff could hear a clicking noise from their knee when walking.

**Recommendations:** Staff to review policy 2.3.7 lifting and transfers.

Staff to take extra care to ensure that proper body ergonomics are used.

Near Miss Investigation Complete

**Additional Recommendations:** None

**April 9, 2015-** Staff and clients were going shopping. Client initially did not want to go shopping but then decided that they would go. Staff was helping the other client with their seatbelt when the client asked the staff to help them with their seatbelt. Staff stated that they would help client in a moment, when staff attempted to help with the seatbelt the client grabbed the staffs hand and pushed it away, there were some red marks on the staffs hand but no skin was broken.

**Recommendations:** Staff to review policy 2.4.7 Use of Staff Vehicles in regards to transporting clients with behavioral issues. Staff to review client's positive approaches.

Staff to watch for signs of agitation and if client is agitated shopping trip should be postponed. In the future staff should assist the client with their seatbelt before assisting the other client.

Near Miss Investigation Completed

**Additional Recommendations:** None

##### Edmonton

No current near miss incidents for review.

##### Northwest

No current near miss incidents for review.

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

No Internal Incidents

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

No Current Near Miss Incidents to report

**3.4 Review of COR Audit and Action Items**

Review of pages 73 – 76 ( 7.1, 7.2, 7.3, 7.4)

7.1 – Is there written procedure that requires the reporting of occupational incidents and illness? ICE has policies and procedures that require reporting of incidents and illnesses. Policy 3.5.5

Work Related Injury and Illness and Policy 2.7.3 Critical and General Reporting pertain to this question. ICE received 10/10.

7.2 – Are employees aware of their responsibilities to report work related incidents and illness? ICE received 100% based on interviews with employees.

7.3 – Is there written procedure for investigating occupational incidents and illnesses? Policy 3.5.5 specifies that it is required to investigate work related employee injuries, illness, health related concerns, medical expenses as a result of work and near misses that almost caused injuries to an employee.

7.4 – Is there an investigation report form? ICE has 4 forms for recording investigation of incidents. 5/5 received based on documentation.

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

Review of pages 21 - 26.

Use of Gas Stove – recommend changing frequency of exposure from a 1 to a 4 (if a gas stove is in the home it would be used each day). Also recommend adding “Use appropriate sized pots and pans” to controls.

Use of BBQ – recommend changing frequency of exposure from a 1 to a 2 as many people use the BBQ very frequently during the summer months.

Shopping – No recommendations.

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

Calgary

Reviewed Job Type; Office Related Work Meetings/Communications- add policy 3.5.4 working alone

Driving- add Chemical Hazards (fumes, gasoline, antifreeze etc) Frequency of exposure -4, Potential consequences – 4, Hazard probability – 1 for a total of 9 and priority of 2.

Change potential consequences of physical hazards to a 4 as a vehicular accident can result in death

Office Cleaning – no additions.

Edmonton

Committee discussion was held on potential revisions for the (H.A.C.D) for 2015 to address 2014 COR audit recommendations - sections 2.5 & 2.7– Pgs 33 & 34. The committee also discussed the related legislated requirements for hazard/control records management. The group provided revision suggestions to enhance recording procedures for updates for the Site Specific Hazard Assessment and Control section and the Review/ Revision Record of the ICE H.A.C.D. (Other ICE regional committees are encouraged to offer their suggestions for these recommendations to Corinne in Edmonton.)

Northwest  
General HACD Pages 30-35  
Vacuuming  
Laundry Tasks  
Garbage Handling and Disposal  
General House Keeping Tasks

Policy Review – 3.5.7 Visitors/ Contractors

OTHER BUSINESS  
ICE Page Health & Safety Article  
Suggestion: Pests and Bugs – preventing mosquito bites.

NEXT MEETING – June 9th at 9 am

**MORE  
EXCITING  
CHANGES TO I.C.E.  
EMPLOYEE  
BENEFITS!**



**Effective June 1st, 2015 ICE will implement changes to company sick time benefits. These changes will extend / enhance sick time benefits to many current ICE employees. Employees who have questions about their personal eligibility for these benefits should contact the ICE Payroll Department.**

*Policy revisions will be released soon with the specifics of these changes.*

**Monthly Incentive  
Award Winner**



**Karen Woo**

Karen Woo received a thank you card from her Community Support Coordinator for working last minute extra shifts with an ICE client. She won barbeque supplies.



## Policy Review

### 3.1.2 PERSONAL INFORMATION AND DOCUMENTATION REQUIREMENTS

The following information must be collected or completed on all candidates for employment prior to hiring:

- Application form including pre-employment screening questions
- Personal resume
- Verification of qualifications (i.e. diplomas, degrees, certificates)
- Copy of current license/membership of professional designation
- Two satisfactory employment references (verbal not written documentation)
- Clear Police Information Check (no older than 6 months)
- Revenue Canada TD-1 federal and provincial tax credit form
- Valid driver's license, if applicable
- Documentation of third-party auto liability insurance (minimum \$1 million), if applicable
- Immunization record (if required)
- A negative TB skin test (chest x-ray if skin test is positive) if required
- Employee benefit information (if required)
- Standards of Confidentiality
- Work permit, if applicable

The company cannot retain information on an employee file that is not related to employment. This information will be shredded.

Support Home operators are not employees of the agency. The following information must be collected or completed for individuals entering contractual agreements for support home operators:

- Application form including screening questions
- Personal resume
- Verification of qualifications (i.e. diplomas, degrees, certificates)
- Copy of current license/membership of professional designation
- Two satisfactory employment references (verbal not written documentation)
- Clear Police Information Check (no older than 6 months)
- Documentation of third-party auto liability insurance (minimum \$1million), if applicable
- Documentation of household insurance
- Standards of Confidentiality

Receipt of this information, together with evidence of attendance at the Pre-Employment Training Program, will be documented in individual employee personnel files. Note that should a person be hired for a position within the C.R. Unit their **terms of employment** must

be completed prior to their first shift worked as a regular staff member for that program.

All employees will be notified, prior to being hired, of all possible disclosures of their personal employment information to third parties during the course of their employment.

The employee/support home operator is obligated to disclose to the employer, **in writing**, if the status of their clear Police Information Check changes during their employment with Independent Counselling Enterprises. Failure to do so will result in disciplinary action up to and including dismissal.

I.C.E. picture identification is completed for all employees and a copy of the photo is retained in the employee's personnel file.

An electronic file is generated for all I.C.E. employees and support home operators within the framework of C-Views. Hard copy files are organized according to a standard format.

An employee must sign a training participation form every time the employee attends an in-service or receives training provided by I.C.E. (see also Policy 3.3.1 Professional Development). Support home operators and their respite will sign a training participation form for all training provided by I.C.E.

There is a cost associated with obtaining a police information check. An employee will be reimbursed for the cost of the information check once they have completed their probationary period and submit an original receipt. The expense will not be reimbursed if the potential employee obtained the check prior to employment with I.C.E. If this information is required again during the course of employment the cost will be reimbursed. Reimbursement is not applicable for support home operators or the respite they may hire.

All household members (with the exception of clients) of the support home must provide proof of clear police information checks to I.C.E.

Updated April 2015



**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**