

ICE PAGE

SOUTH

2014

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Health and Safety Meeting

November 6th, 2014 @ 9:00 am

Management Meeting

November 4th, 2014 @ 10:30 am

RPAC Meeting

November 4th, 2014 @ 1:30 pm

ECAT

Lethbridge

403-634-8805

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

TIME SHEET HAND-IN:

November 17th, 2014

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

December 1st, 2014

For all shifts worked between
Nov. 16th and Nov. 30th, 2014



Employee Spotlight

Christian

Christian has proven to be a loyal employee of Independent Counseling Enterprises. He started working with ICE in June of 2010 and quickly demonstrated his ability to successfully support individuals with challenging and complex behaviors. Christian soon progressed to take Team Coordinator training which he completed in March of 2013. For the last year and a half he has been the Team Coordinator of a supported residence in Edmonton where three ICE clients live.

Christian originally came from Congo, in central Africa. He was in medical school there studying to be a doctor when he had to move from the Congo to Uganda. While in Uganda he received his Masters degree in Social Work (MSW), before moving to Canada in 2009. Once in

Canada he was able to get Canadian equivalency for his MSW.

Christian's genuine appreciation for the clients he supports shines through clearly in his daily interactions. He encourages them to live the best life they can and his



clients respond well to his naturally calm and caring approach. Christian notes that while he is there to support his clients, they also provide support to him. For example, when Christian is having a stressful day a client will ask him how his day is going with a huge smile on

their face and Christian says he will immediately feel better.

When Christian is not working for ICE, he is busy with his young family of 3 boys, including a set of twins and a younger boy. He is also a pastor and runs an organization named New Residents Association Foundation that helps immigrants settle into life in Canada.

Christian is kept very busy with work, both for ICE and his other organizations and his family. When Christian does manage to find spare time he likes to read his Bible and engage in sports at the gym or play soccer.

Christian says that he is very comfortable working for ICE. He reports he appreciates the opportunities he has been given with the company and feels ICE is the right place to work.

Thank you for your dedication to our clients and our company, Christian.

Client Success Story

Melissa

Melissa is a lovely young lady. She lives at home in Calgary with her parents. Six years ago when Melissa started receiving support services through ICE, she was pretty shy and was unable to make eye contact with either her support worker or her coordinator. Over the years, thanks to the support Melissa has been receiving through ICE, she has made significant progress socially. Melissa has moved from her cocoon to participate in areas of life she never dreamed of.

With encouragement from her support worker, Melissa has been working on making eye contact with her doctors, co-workers and the order clerks at her

favorite restaurant. In the noisy and busy world of the food court people are distracted and Melissa has learned to make her voice heard when she shyly orders her drinks or food from the food vendors.



For the past 3 years, Melissa has found a place at the Calgary Interfaith Food Bank where she volunteers her Monday afternoons, helping the larger community of Calgary's less fortunate. Melissa has been engaged in a variety of projects there with her favorites being: sorting food donations from the conveyer belt, packaging eggs, weighing

beans, and bagging food for distribution. As a committed volunteer, Melissa wants to do her best. She is always willing to help with cleanup at the end of the day.

During her leisure time, Melissa enjoys walks and bike rides through Fish Creek Park. Melissa also enjoys visiting the Calgary Zoo, Heritage Park and accessing public transit. Melissa's favorite places are the Calgary Public Library and Chapters stores due to her joy in looking at books. Melissa has also enjoyed special trips with her support worker to Callaway Park, Banff, the Drumheller museum and camping at William Watson Lodge.

We would like to congratulate Melissa on her efforts and achievements to open up to new activities and to others socially. Melissa knows that increasing her social inclusion will help her to experience even greater things in the future.

ICE offices will be closed
 Tuesday,
 November 11th, 2014
 for Remembrance Day



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



Time Change Reminder



Sunday, November 2nd, 2014 at **2:00 AM** clocks are turned **backward** 1 hour to **1:00 AM** local standard time.

Fall and Winter Safety Preparations

Seasons in Canada are naturally hazardous due to cold temperatures and icy conditions. Although winter should come as no surprise, every year many of us are not ready for its arrival. If you are prepared for the hazards of winter, you will be more likely to stay safe and healthy when temperatures start to fall.

Seasonal hazards include:

- **Cold stress** - exposure to the cold can lead to frostbite and hypothermia.
- **Slips and falls** - ice, snow and slush, wet surfaces and mud (during a thaw) can cause slips and falls.



- **Carbon monoxide (CO)** - CO is a clear colourless gas that you can not smell or taste. It interferes with the body's ability to use oxygen. Even in small doses, it can kill a person.
- **Decreased visibility** - increased hours of darkness increase hazards for pedestrians and drivers.

Hazard Controls

Before the first frost/ snow arrives ICE staff and clients need to ensure they have appropriate clothing (warm coats, gloves, hats, scarves, boots), materials (i.e. sand, sidewalk salt), and equipment (shovels, ice chippers) to manage hazards associated with the season.

Learn safety precautions to follow when outdoors these include:

- An awareness of the wind chill factor.
- Work slowly and with an awareness of your personal capacity when doing outside chores. Take



regular breaks to rest and warm up every 10-15 minutes.

- To prevent slips and falls wear appropriate footwear and ice grips. Clear snow / ice off walkways as soon as possible using salt and sand as necessary. When walking keep at least one hand free to help keep your balance and cushion a fall.
- To prevent exposure to CO all ICE residential programs are required to use a CO detector to alert of the presence of the deadly, odorless, colorless gas. Learn the symptoms of CO poisoning: headaches, nausea, and disorientation. Check the batteries regularly and ensure that all staff know exactly what to do if the CO alarm sounds.

Prepare your vehicle for the season with a vehicle tune up. Get your car ready for cold weather use before winter arrives.

- Service the radiator and maintain antifreeze level; check tire tread or, if necessary, replace tires with all-weather or snow tires
- Keep your gas tank full to avoid ice in the tank and fuel lines.
- Use a wintertime formula in your windshield washer.
- Prepare a winter emergency kit to keep in your car in case you become stranded. Include blankets; food and water; booster cables, flares, tire pump, and a



bag of sand or cat litter (for traction); compass and maps; flashlight, battery-powered radio, and extra batteries; first-aid kit; and plastic bags (for sanitation).

- Carry a portable shovel and an effective ice scraper / snow brush.
- Remember and use winter driving skills. Leave more braking distance between vehicles. Listen to weather and road reports and avoid traveling when the weather service has issued advisories

None of us can stop winter from arriving but we can be ready for it when it comes.

Current Job Opportunities

November 2014

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.

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

Thank You Incentive Winner!

Temí Olayinka

Temí received two Thank you cards from the Coordinators. One for filling in for a relief shift and one for becoming a member of the Health and Safety committee.

Temí won travel luggage.



TRAINING

Pre-Employment training

November 5th & 6th, 2014

9:30 am - 4:30 pm

CPI Refresher

November 20th, 2014

9:00 am - 3:30 pm



EXTERNAL COR AUDIT RESULTS FOR 2014

98%



The Final 2014 Certificate of Recognition audit results have now been approved through Partner's in Injury Reduction and the Continuing Care Safety Association.

ICE achieved the fantastic audit score of 98%!

Thank you to 2014 COR participants and all ICE employees for your ongoing commitment to enhance Health and Safety at I.C.E.

POLICY REVIEW

2.1.5 CHANGE IN CLIENT STATUS

- Changes in client status that affect client or worker safety, the client’s health status or the delivery of services must be reported immediately to the supervisor by telephone.
- Observations of the change in client status must be carefully documented on a Contact Note. This may include reportable incident documentation as well.
- Supervisors receiving changing status reports will document them in the client’s file, report to the appropriate funding source and guardians (as appropriate) and make any necessary adjustments to the Client Service/Care Plan.
- Changes in service to P.D.D. clients cannot be made without written confirmation from P.D.D.

- Changes in service to Nunavut and N.W.T. clients require e-mail confirmation from the funder and a contract amendment.
- There are circumstances that warrant future planning of alternative support services to facilitate client well being. Aging, diagnosis of a medical condition, deterioration of overall health are some factors that will require current support services to be reviewed. If the supports provided by Independent Counselling are insufficient to meet the needs of the client, this agency will make every effort to assist in transitional planning to secure alternative supports prior to termination of services. The client’s well being and safety are fundamental in determining whether I.C.E. will be able to continue services and the timeline for service termination.

Updated October, 2014

\$100.00 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



Health and Safety Minutes

Meeting - Oct. 14th, 2014

AGENDA TOPIC STANDING ITEMS

3.1 A. Review of Regional Health and Safety Meeting Minutes

Internal Incidents (Injury, Health, Property Damage)

Calgary - No Current Internal Incidents

Edmonton - Meeting Minutes, Sept 4th, 2014

August 15th, 2014

Staff was outside with a client. The client stepped off the curb and lost their balance and fell. The staff reached out and grasped the client's clothing to try and steady him. The staff got his thumb caught in the client's clothing and both the staff and client fell. The staff's thumb was injured.

Recommendations: It is a high risk action to intervene in another person's fall. In many cases such interventions result in injuries to both persons. The intervention may also unintentionally introduce further injury to the person being helped (i.e. wrench their arm or back). If both person's are injured there may be on one left to seek assistance should it be required. Staff should not place themselves at risk. If the client is prone to falls it may be time to re-evaluate the client's gait, health and mobility. It is important to also review their footwear. Encourage the client to watch their footing and to focus their attention on where they are walking.

Additional Recommendations: None

August 25th, 2014

Worker was assisting a client with physical mobility challenges to transfer from their chair to commode. The client (weight bearing) was delayed in bending their knees to seat themselves on the commode. Staff supported the client's weight and lowered the client to the commode and this action strained the staff's back.

Recommendations: Refresher delegation/training for lifts and transfers for the staff and team assisting this client with transfers. The client may require additional time to implement the physical response actions to bend their knees. As long as the client is able to support their own weight, staff should proceed as trained and not rush the transfer or use unauthorized transfer actions; allow the client additional time to respond. If the staff follow transfer instructions as

delegated and identify new hazards/ complications in relation to completing client transfers these should be brought immediately to the attention of the supervisor and medical professionals as necessary.

Additional Recommendations: None

Northwest - Meeting Minutes, September 11th, 2014

No Current Internal Incidents.

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

Calgary - Meeting Minutes, August 20, 2014

No near miss incidents

Edmonton - Meeting Minutes, Sept 4th, 2014

No near miss incidents

Northwest - Meeting Minutes, September 11th, 2014

No near miss incidents

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

September 17, 2014 – staff was driving with a client. When the staff stopped to make a left hand turn, another vehicle struck their vehicle from behind, causing significant damage to the staff's vehicle. Ambulance and police were called. The collision was not ICE staff's fault. Injuries were minor.

Recommendations: Staff to be offered AMA Mission Possible safe driver training. Staff and client to take public transportation as often as possible.

3.3. Evaluation of current Near Miss Incident Investigations:

No near miss incidents.

3.4 Review of COR Audit and Action Items

Reviewed pages 43, 44, 45 and 46 (Sections 3.5, 3.6 3.7, 3.8)

3.5 Review of Master Hazard Assessment and Control Document

A) South

General HACD Pages 63, 64 and 65

Exposure to natural disasters,

Extended workday, Exposure to allergens - all no changes.

Exposure to smoking – suggest changing frequency of exposure to 3.

Exposure to personal scented products and deodorizers – no changes.

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

Calgary

Reviewed General Section Pages 42 - 49 Blood and body fluid exposure/clean up – recommend that exposure be separated from clean up.

Edmonton

Review of pages 38 and 39 – Seasonal Yard Work

Biological Hazards – add exposure to animal feces (cat, dog, rabbit, mice). Add exposure to insect allergies (stings, bites) wasps and bees. Revise rating to F – 2, PC – 3, HP – 2, Total 7, Priority 2

Physical Hazards – Add strains and sprains from uneven ground surfaces. Bite and sting hazards (ants, ground wasps, etc.)

Controls -

Add Safe Work Practices:

Stretch and warm up muscles before completing physical tasks such as raking, mowing, shoveling etc.

Cut grass at least once per week during heavy growth periods. Limit the weight of yard waste carried in each bag/trip to the disposal site. Use a cart or wheeled bin to transfer heavy loads.

Empty standing water ongoing to control mosquito populations

If the property has fruit trees/shrubs remove wind-fall fruit immediately to avoid attracting pests.

Inspect yard for hazards before completing yard work (i.e. wasp nests, rough ground etc.)

Northwest

Reviewed page 34

Use of Epi-pen – no additions

G or J tube fee/ medications – no additions

Intermittent catheterization and urine elimination – no additions

Ostomy care – no additions

Completing First Aid and CPR – no additions

Use/ maintenance of oxygen tanks – no additions

3.6 Policy Review – 2.4.4 High Risk Supervision

4.0 OTHER BUSINESS

ICE Page Health & Safety Article Suggestion: Seasonal Affective Disorder and some possible ways to avoid it.

NEXT MEETING – November 6th at 9:00 am.

ICE AWARDS AND OPEN HOUSE CELEBRATION 2014

Merry Christmas



Independent Counselling Enterprises
extends to you warm wishes
for a joyous holiday season
and a happy
and healthy new year.

Please join us: **Friday, December 5th, 2014**
1pm-3pm
Bill Kergan Centre 207 13th Street North
Come and go- desserts and coffee
*Employee awards will be presented at 2:00 pm.

