

Sharon grew up in Southern Alberta and has lived here her whole life. She currently lives in Lethbridge with her husband and four children ages 5,8,11 & 13. Sharon and her family live an active healthy lifestyle, keeping busy with swimming, music and many extra curricular activities throughout the days and evenings. .

Sharon has a degree in psychology from the University of Lethbridge and has also worked at the University as a Research Assistant for Health Sciences. One of her main studies was on psychotropic medications. Sharon has also worked at the health region as a volunteer coordinator and has worked for another agency under Persons with Developmental Disabilities (PDD).

Sharon started working with ICE's South Region in July 2005. Since then she has worked in staff positions for two residential homes. Her shifts are overnights and weekends, but occasionally Sharon will fill in the odd relief shifts.

We appreciate Sharon for her active involvement with ICE clients. She works well with clients and adapts to their needs and abilities. Our clients enjoy Sharon as a staff due to her in-



terest in involving them in activities in the community. Sharon brings a wealth of experience and promotes a safe and fun working environment.



All ICE offices
will be closed
Friday, April 6
&
Monday, April 9

Please direct all calls to the
After Hours Supervisor
for this day.

**After
Hours
Supervisor**

403-819-0583

MEETINGS

Health & Safety Meeting
April 18th, 1:00 PM

Team Leader Meeting
April 11th, 1:30 pm

RPAC
April 19th, 10:00 AM

**TIME SHEET
HAND-IN**

Hand-in day will be:
April 16th, 2012
for all shifts worked
between
April 1st and 15th
and
April 30th 2012
for all shifts worked
between
April 16th and 30th

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Client Success Story:

Mike is a very energetic and polite man who has achieved many successes with ICE. Always forthcoming and wanting to learn, it is no wonder that we admire him.

Mike began with ICE in August of 2005 when he moved into a support home with the agency. He lived there for 2 years and then in 2007 Mike moved into a shared residence where he lives today.

Mike is a very hard worker with two jobs. One of Mike's jobs is at the Daily Herald Tribune, (DHT). ICE support staff helped Mike connect with a courier position at DHT in 2006 and Mike has successfully maintained his job there for the past six years. At first ICE staff were required to support Mike on his route to ensure he knew the houses and area. Now Mike does a wonderful job remembering this on his own. A year ago the paper changed their afternoon delivery to a morning delivery and ICE supports again stepped in to provide assistance to Mike short-term while he learned new skills and transitioned through the required changes.

Nowadays staff at Mike's home help to make sure he is up with enough time to get his papers ready without feeling rushed. They also ensure Mike has a good breakfast in order to start the day off right. Every morning Mike awakes at 5:15 am to complete the preparation work for his paper delivery. This is something that most of us would have difficulty with, but not Mike. He enjoys his walks in the morning and does a fantastic job. Mike has not received any complaints from his customers.

Kim Letendre, Mike's contact person at DHT says, "Mike is always in touch with us to see if we need anything and to ensure that he is doing his job properly. Mike is a valued employee at D.H.T. We have loved having him as part of our family since 2006."

Peter Meyerhoffer, the publisher at DHT comments, "We

wish we had more reliable couriers like Mike."

Mike works his second job at Goodwill on Mondays, Tuesdays and Wednesdays. Mike always wanted to be part of the Goodwill team. He enjoys his job there because he gets to see all the treasures that people bring in. He adores his fellow workers and the customers that shop at the store. Mike takes pride in a job well done.

In his free time Mike is a "social butterfly". He enjoys going for coffee and visiting with friends as he likes to talk about hot topics that have hit the news. Mike is an active participant in Power Lifting and he just recently he joined water aerobics at the East-link Center. ICE staff supports are also helping him to get involved with a Creative Arts class.

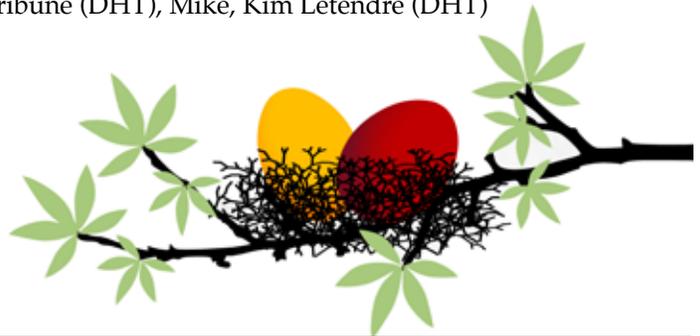


Left to Right: Peter Meyerhoffer – Publisher Daily Herald Tribune (DHT), Mike, Kim Letendre (DHT)

\$100 Employee Referral Incentive

ICE Employees and Support Home Operators are encouraged to take advantage of this excellent opportunity!

Here is how the Employee Referral Incentive works! If you refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, you will receive \$100.00.



ICE has a TD Group RSP plan!

If you are eligible, ICE will match your contributions!

Refer to Policy 3.4.18. ICE Savings/Pension Plan.

To sign up, please contact Linna Roem at (780) 453-9664.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Region – Meeting minutes date: Jan 4, 2012

Employee Injury

December 11, 2011 Staff was stopped in their vehicle at a 4-way Stop sign. A car entering the intersection from the driver's left turned the corner at the Stop sign and lost control of their vehicle. The back of their car struck the back driver side of the ICE employee's car. The driver causing the impact did not stop but sped off. The ICE employee called the police and turned their vehicle around and followed to try to get the license number. The offending vehicle struck other parked vehicles further down the road and police and paramedics responded to the scene. The paramedics checked the ICE employee for injuries.

Injury Investigation Completed.

Recommendations: The employee was not at fault and could not have prevented the MVA but may have put them self in danger by following the offending driver. It is recommended that such pursuits be left to the police.

No Further Recommendations

Employee Injury

January 3rd, 2012 A client with an implemented Planned Procedure for Aggression became agitated over their lack of access to personal funds. (The funds were being held by staff in the office at the wishes of the legal trustee and dispensed to the client at intervals agreed upon). The client became physically aggressive and struck the employee with their hands and the portable phone.

Injury Investigation Completed.

Recommendation: Staff and team to complete a PBI refresher.

The PPP to be revised through RPAC (following discussions with the trustee/guardian) to implement strategies that do not require staff to hold and disburse the client's personal funds.

Staff and team to review client's PPP ongoing to ensure they are confident and effective in its implementation.

Staff to review the hazards of becoming complacent with clients they have worked with for a long time.

Additional Recommendations:

Suggestion that inquiry be made at bank for an account with bank card that has set daily/weekly limits for withdrawals

3.2 Evaluation of current Injury

Investigations

No Injury investigations

3.4 Review of COR Audit Action Plan. (2011)

Have requested an official copy of COR Audit 2011

3.5 Review of Master Hazard assessment and Control Document

Reviewed Page 25-32

Blood Glucose Testing

Use of Epi- Pen

Giving Injections

G or J tube feed/medications

Intermittent catheterization & urine elimination

Ostomy Care (changing ostomy appliances)

Completing First Aid and CPR

Use/Maintenance of oxygen tanks

Use of gloves

Personal Care- Bathing/Showering Client

3.6 Policy Review

3.8.6 – Dress, Hygiene and Grooming

4.1 Training

Mission possible will be offered in the spring

Dates to be announced

4.2 Congratulations

Sandra G has surpassed 15 meetings, her jacket is on order



MOULD AND SEASONAL ALLERGIES

The arrival of spring is a welcome event for most people. However, spring may not be so pleasant for people suffering from allergies. Spring is typically a difficult time for those individuals because of the increased amount of dust and allergens in the air. As the snow melts, snow mould is uncovered and grows. Spring cleaning and the start of farming and gardening season also contribute to allergy symptoms.

Snow Mould

Lurking beneath the piles of melting snow is a fungus called snow mould, it is one of the biggest contributors to seasonal allergies. Snow mould looks grey and appears in circular patches of mouldy grass. Once the snow begins melting, the spores from the mould are released into the air and anyone with sensitivity will develop symptoms. Even if a person has never experienced seasonal allergies before, they can develop these suddenly. People may experience symptoms from spring to late fall.

Mould: 1) Peaks from July to late summer, 2) Can persist after first killing frost; 3) survives at subfreezing temperatures. 4) Snow cover lowers the mould spore count but does not kill the mould.

Other Allergens

In the early spring, the major culprit of allergies is wind-borne pollen from trees. Pollens are tiny egg-shaped powdery grains released from flowering plants, which are carried by the wind or insects. The worst springtime allergy signs and symptoms occur during hot, dry or windy days when there's a lot of pollen and mould in the air. In late spring and early summer, grass starts to cause trouble.

Symptoms

- The symptoms of mould allergy are very similar to the symptoms of other allergies, and reaction can be immediate, or delayed.
- Sneezing, itching, nasal discharge, congestion and dry, scaling skin.
- Mould spores can deposit on the lining of the nose and cause hay fever symptoms.
- Spores can reach the lungs, causing asthma, a chronic inflammatory disease of the airways. The American Academy of Allergy Asthma and Immunology estimates that as many as 38 per cent of people with allergic rhinitis may also have asthma.
- Symptoms can last the entire summer because of outdoor moulds or year-round if symptoms are due to indoor moulds.
- Symptoms often worsen in a damp or mouldy room such as a basement.

Preventing Allergic Reactions

Allergies cannot be cured but the symptoms of the allergy can be reduced by avoiding contact with allergens. Several measures will help:

- Stay indoors during peak pollen hours (early to mid-morning).
- Clean your home frequently to avoid the build-up of dust and other allergy triggers.
- Keep the windows of your car and home closed. Use an air conditioner, with HEPA filtration, to help clean the air.
- Wear a filter mask when mowing the grass.
- In the fall, rake up and remove fallen leaves to discourage the growth of snow mould over the winter.
- Avoid hanging your laundry outdoors as it may collect pollen.
- Avoid having too many household plants as mould thrives in wet dirt.
- If you need to go out on days when it's windy, consider an air conditioned venue for your activities.
- Change your sheets and pillowcases often.
- Take medications to treat/ prevent allergic reactions as recommended by your doctor.



3.6.3 EMPLOYEE APPEAL PROCEDURE

Any employee with an appeal will follow this procedure:

A verbal discussion should be initiated with the appropriate supervisor within 24 hours of the events leading to the appeal. The supervisor will attempt to resolve the appeal to the satisfaction of all parties. Informal documentation is required to be entered into C-Views at this stage.

If the supervisor and the employee cannot reach resolution, they can meet with the appropriate Manager for a further meeting. This meeting will take place no later than 72 hours after the original meeting with the supervisor. Minutes of the meeting will be documented.

Should the appeal require further mediation due to extraordinary circumstances, the Manager or the employee may request an additional meeting with the Alberta Manager of Operation or Chief Operating Officer. This meeting should take place no later

than 72 hours after the Chief Operating Officer receives the request. The President is to be notified of the meeting and of the outcome. If a final resolution is required the President will make the decision. The President's decision is final and all parties are bound by his decision.

Should the situation warrant (e.g. harassment, abuse) the employee has the option to bypass his / her immediate supervisor and be heard by upper management.

The employee may request to be supported by a co-worker or by mutual agreement a neutral third party will be sought at any step in this process.

Employees who have been terminated do not have the right to the Appeal Procedure.

Updated October 2009



ICE Calgary

CONGRATULATES
Long Term Employees !!!

Staff	Years	Date
Jack Mikolajczyk	9	April 25th
Leslie Schmidt	8	April 5th
Gerard Hanowski	5	April 16th
Laura Nicolson	2	April 12th

Thank You!

Incentive Thank-you Card Draw Winner
Janet Zhang received a thank-you card for covering a vacant program. We appreciate your willing attitude and flexibility. Thanks Janet!!!!

Other Thank-you Cards Received

Mohammed Ayedi received a thank-you card for covering a shift with little notice. Thanks Mohammed, It is much appreciated!!!

Don Beringer received a thank-you card for always covering vacant shifts without hesitation. Thank you Don!!!!

Nikki Spence received a thank-you card for providing extra support while a client was in hospital. Thanks Nikki!!!!



Find frequently used forms at
www.icenterprises.com



Dance Dance Dance

You asked and we listened

What: Calgary ICE is hosting it's first ever dance party!!

When: May 17, 2012 1 PM to 3:30 PM

Where: Marlborough Park Community Centre - SMALL HALL
6021 Madigan Drive NE

How: Please confirm your attendance by May 7, 2012 at 403-219-0503

Note: Only light refreshments will be served.