

ICE PAGE

CALGARY

2013

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TIME SHEET HAND-IN:

February 15th, 2013

For all shifts worked between February 1st and February 15th, 2013

February 28th, 2013

For all shifts worked between February 16th and February 28th, 2013

Team Leader

February 6th, 2013 @ 1:30 pm

Health and Safety Meeting

February 20th, 2013 @ 1:30 pm

RPAC Meeting

February 21st, 2013 @ 1:30 pm



ECAT

Employee & Client Assistance Team

403-819-0583

after office hours

Employee Spotlight

Bev

Bev started working for ICE in August 2007. She has lived in Alberta all of her life and now currently lives on a horse farm. When Bev is not working she enjoys taking care of the animals on the farm, playing card games with her friends and surfing the internet.

Before working at ICE Bev was the manager of a restaurant where she hired persons with disabilities and assisted them with training for success in their employment. When Bev decided she needed a change in occupation, one of her employees

who happened to be an ICE client, suggested she apply at ICE. Bev reports that making this change was the best thing she has ever done.

Bev is a valued asset to her non-residential program and her client considers her extended family. She is always smiling and willing to help as needed. Bev goes above and beyond to assist her client; swimming, playing cards, bowling, completing ceramics projects, camping and sharing group outings with friends are just some of the activities they participate in. Bev says she learns from the individual she supports too. They often go fishing and her client actually taught Bev how to clean a fish this year!

In the future Bev would like to become a supportive roommate, caring for persons who need the assistance and making sure they live in a safe and loving environment. Thank you, Bev, for the wonderful work that you do!



Client Success Story - Annette

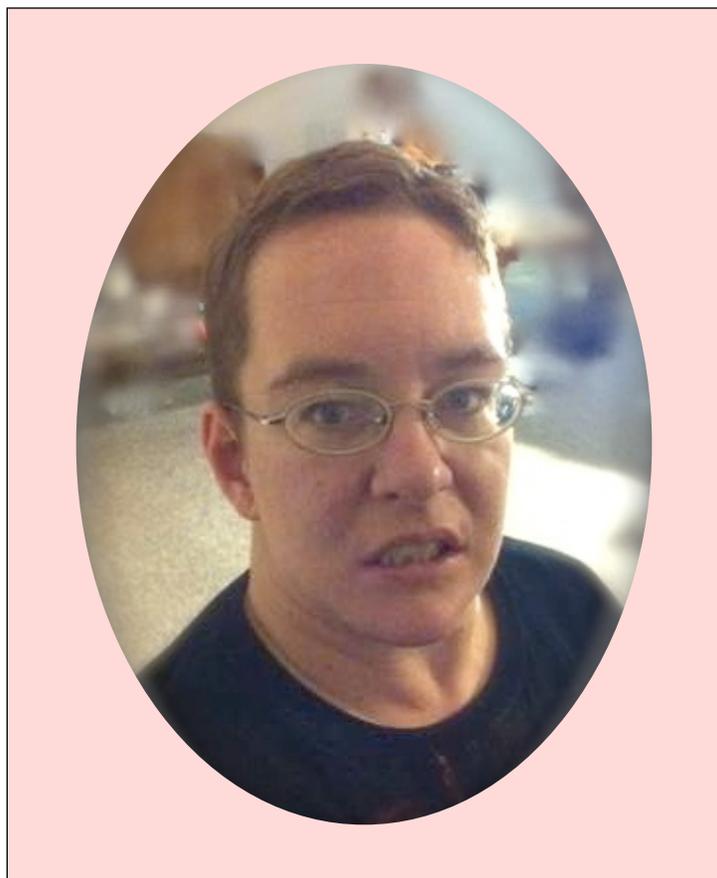
Annette was born in the Yukon but has lived in Lethbridge for the past 11 years. In Lethbridge she has progressed through various living arrangements. First she lived in a shared residential setting, then she moved in with a roommate companion, and since June 1st 2012 Annette has been living in her own apartment independently. She finds living on her own challenging but she loves it! In her home Annette especially loves being able to cook her own food and to make her own coffee. Annette and her ICE staff are working together to enhance Annette's skills for housekeeping and meal preparation.

Annette has been enrolled in classes through Inclusive Learning at Lethbridge College since 2010. She is taking the Child and Youth Care program and completes two courses per semester. Annette's classes this semester are Therapeutic Interventions and Behavior Management. She spends about 10 hours per week doing homework for her courses and likes to do research on the internet. Annette also works at Tony Roma's 20 to 25 hours per week. She has worked there since 2006.

Annette and her ICE staff attend a healthy eating program offered by the Health Region and complete Annette's grocery shopping together to build her skills in this area. They also exercise together. When weather permits they walk outside and exercise to videos in Annette's apartment when they can't go out. Annette

has recently lost a significant amount of weight which has improved her overall health.

When not busy studying or working Annette enjoys music – especially heavy metal and she loves the band, Slip Knot. Annette takes the bus independently and gets herself anywhere she needs, or would like, to be. She also takes the Greyhound bus on her own to Quesnel B.C. to visit her family. Congratulations on all your accomplishments, Annette!



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!

ICE offices will be closed
Monday, February 18th, 2013 for
Family Day



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

THANK YOU!

January Incentive Thank-you Card Draw Winner!

Maxine Bailey received a thank you note for her willingness to work at a different home in an emergency

Other Thank-you Cards Received for January

Irene Dixon received a thank you note for dealing effectively with an emergency situation.

Rachel Ndayubaha received two thank you cards when she stayed and covered for a co-worker who was in an accident on their way to shift and rearranged her daycare to do so.

Patsy Stewart received a thank you card for her willingness to pick up extra relief shifts while her client was away.

Samantha Timleck received a thank you card for her willingness to work extra hours with her client while she transitions into a new support home.



TRAINING

PET

Feb 13 and 14, 2013 @ 9 am - 5 pm

or

Feb 26 and 27, 2013 @ 9 am - 5 pm

As described on the ICE website

Epilepsy In-service

Feb 12, 2013 @ 1 pm - 2:30 pm

In-service from a representative of the Epilepsy Association of Calgary

Understanding Schizophrenia

March 19, 2013 @ 9 am - 12 pm

or @1 pm - 4 pm

ICE course on understanding schizophrenia



ICE Calgary Congratulates
Long Term Employees!!!



Staff	Years	Date
Fisseha K	7	February 20th, 2013
Audrey D	5	February 25th, 2013
Vivienne M	2	February 11th, 2013
Megan J	2	February 15th, 2013
Esteban A	1	February 1st, 2013

Healthy Living

With dramatically rising rates of obesity, “healthy living” needs to become a way of life for more Canadians. It is important that we support and lead our clients by example to live healthy active lives.

Making Healthy Food Choices

To get all the nutrition your body needs, you must eat carbohydrates, protein, and fats (but very limited) at every meal. By eating the correct amount and type of food, you'll have a healthy heart, healthy brain, and a fully functional immune system (to help fight off infections).

Eating a variety of foods will also help ensure you get all the vitamins, minerals, oils, and enzymes your body needs. Always follow the Canada Food Guide. Eat at least one dark green and one orange vegetable a day. Make at least half of your grain products whole grain each day. Drink Skim, 1% or 2% milk instead of homo milk. You need 2 cups of milk a day to get enough Vitamin D. Have meat alternatives such as beans, lentils and tofu often. Eat at least two servings of fish a week. Cook food with little salt and oil. Avoid foods that are high in sugar, fat and salt.



Exercise

There are many benefits of exercising. Thirty to sixty minutes of daily physical activity can help prevent heart disease and stroke by strengthening your heart muscle, lowering your blood pressure, raising your high-density lipoprotein (HDL) levels (good cholesterol) and lowering low-density lipoprotein (LDL) levels (bad cholesterol), improving blood flow, and increasing your heart's working capacity. Regular physical activity can reduce blood pressure in those with high blood pressure levels. Physical activity also reduces body fat which can help to prevent and control Type 2 diabetes. Exercising can also help increase muscle strength, prevent bone loss associated with aging, and can improve your mood and self-esteem.

Avoid and/or limit alcohol, recreational drugs and smoking. Long term use/abuse of alcohol can lead to weight gain, high blood pressure, depressed immune system (making you more susceptible to infections), cancer, liver disease, vitamin deficiencies and heart and respiratory failure. Recreational drug use can lead to seizures, psychosis, depression, heart and respiratory failure. Smoking can lead to cancer (i.e. lung, cervical, bladder, mouth, kidney etc), diabetes, heart (i.e. high blood pressure, blood vessel disease, stroke) and lung (i.e. COPD, emphysema, pneumonia) health issues.

**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 as per policy!

To sign up, please contact

Linna Roem at

780-453-9664



POLICY REVIEW

2.2.7 - Procedure for Resolution of Concerns and Complaints

Communication is fundamental to resolve concerns and complaints regarding service delivery and client well-being. The following processes and documentation systems have been implemented to facilitate resolution:

- During orientation of clients and support networks, telephone numbers are provided for supervisory and management personnel and the Employee/Client Assistant Team for after office hours. Whenever a direct supervisor is absent an alternate is assigned.

Voice messages on answering machines will indicate if an employee will be absent for an extended period of time. Guardians and clients are encouraged to contact I.C.E. personnel directly should they have a concern or complaint. All contact will be documented on C-Views and hard copies placed in the client file. If the contact is directed to the support employee this will be documented on contact notes and the employee will follow up with their direct supervisor.

- The supervisor contacted will make every reasonable effort to resolve the issue and ensure follow up as required. If the individual is not satisfied with the resolution it is reported to the next level of Management until resolution is satisfactory. Documentation in C-Views is completed by each level of management contacted.

- If the expressed concern/complaint is defined as a critical or general incident then the resolution and documentation process will be defined by that process. Refer to policy

2.7.3 Critical and General Reporting Incidents.

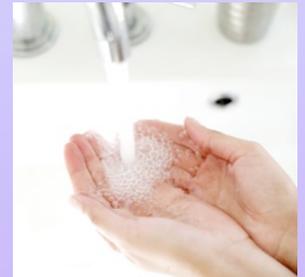
- If the expressed concern/complaint is defined as an appeal to a decision made by Independent Counselling relating to services received refer to policy 2.2.5 Client Appeal Process

Promoting open communication with guardians/client, soliciting and documenting feedback during the annual planning meeting and regular contact with guardians assist the agency to provide effective service delivery that promotes client safety and well-being.

Health and Safety Reminder:

Influenza is a serious illness and recently numerous cases have been reported in Alberta. There are important actions you can take to protect your clients and yourself from getting the flu including:

- Get the flu shot. Call Health Link Alberta and they can tell you where to go for immunization.
- Clean your hands with soap and water or hand sanitizer. When to clean your hands:
 - after you cough, sneeze, or blow your nose,
 - before you eat or serve food,
 - after you are near a person who has the flu,
 - before you brush your teeth.
- Cover your cough. Cough into your arm. Don't cough into your hand. If you use a tissue, throw it in the garbage and wash your hands.
- Take care of yourself to stay well. Exercise, drink plenty of water, and eat a healthy diet.



Health and Safety Minutes

Calgary Health and Safety Meeting - January 10th, 2013

3.1 Review of Regional Health and Safety Minutes

Northwest Region – Nov 8, 2012

No injury investigations

No near miss investigations

South Region –Nov 7, 2012

No Injury Investigations

No Near Miss Investigations

Edmonton Region - Nov 15, 2012 & October 4, 2012

Staff was frying meat for a meal at a residence. When they lifted the lid on the frying pan some hot grease shot up and struck her in the eye.

Recommendations:

Staff and clients are recommended to complete cooking tasks at lower temperatures.

Do not open the lid/cover when the pan is too hot and grease is spattering. Instead remove the pan from the direct heat source and wait until the food is no longer spattering before opening the lid. Use appropriate and well maintained cooking equipment for the task, including lids, spatter screens, oven mitts, and long handled forks.

Internal Incident Investigation Completed.

Additional Recommendations:

Utilize alternative cooking methods such as oven (possible added benefit of healthier eating).

October 18, 2012

Staff was in their vehicle completing errands for a residential program when their vehicle was struck from behind. Police followed up at scene. Significant vehicle damage. Employee was not at fault. Internal Incident Investigation Completed

Recommendations:

- Reinforce defensive driving habits for staff.

October 23, 2012

Staff was working in community traveling forward through a green light when they were hit by a vehicle turning left across their traffic path. The other vehicle struck the staff's vehicle on the driver's door. Employee was not at fault and could not avoid the collision.

Internal Incident Investigation to be completed.

Recommendations:

- Reinforce defensive driving habits for staff.

Nov 1, 2012

Snowy day. Staff pulled the snow-blower for the residence out for use and while standing on the cement floor of the garage pulled the start cord. Due to wet boots and

the smooth cement floor, the energy of pulling the cord caused their feet to slip out from under them. Staff fell injuring their knee. The worker was not able to stand and called 911 from their cell phone. Another worker on shift provided assistance until the ambulance arrived. Internal Incident Investigation Completed. Follow up completed:

- Non – slip sand was applied to the garage floor immediately.
- Hazard information was entered into the Staff Communication Log and Site Specific section of the Hazard Assessment and Control document.
- Textured flooring mats were purchased for traffic areas of the garage floor and for use as a safe standing platform when employees start yard maintenance equipment (snow-blower / lawn mower).
- Revision of safety procedures for starting the snow-blower / lawn mower to include the requirement for standing on a stable non-slip surface. The procedures to be shared on-going in orientations provided to employees prior to using the equipment.
- Manager to approach landlord regarding application of a non-slip floor coating as a long term solution to the inadequate work surface.

Recommendations:

ICE to review all programs with snow-blower / lawn mower equipment to ensure that safety procedures including the requirement for a "safe standing location" are in place for starting this equipment. Employees using this equipment must be orientated appropriately. (Edmonton region to share resource information as developed for this program.)

Additional Recommendations:

Possible use of non-slip tread tape as an alternative to mat or painting. Posting of " Caution Signs".

3.2 - Evaluation of current Injury Investigations

November 26, 2012

Staff was removing files from a file cabinet in a residence, placed their hand on side of drawer on the metal slider hinge. Made contact on a rough area on hinge resulting in a small cut on finger (slightly bigger than a paper cut).

Injury Investigation Completed

Recommendations:

Review with staff the safe placement of hands when using file cabinets. Regular inspections of cabinets for any hazards such as worn or pitted metal.

December 5, 2012

Staff slipped on the icy road while in the community with a client, staff felt a rock under their shoe before the fall. Staff was wearing a cleat type shoe (for walking on ice). Fall resulted in staff injuring their arm/shoulder.

Recommendations:

Staff to be aware of surrounding areas and take precautions when walking.

3.3 - Evaluation of Near Miss Investigations

No Near Miss Investigations

3.4 - Review of COR Audit Action Plan. (2011)

Section 5.1 - 5.7

Deb will provide copies of the 2012 Internal COR audit at the next meeting.

3.5 - Review of Master Hazard assessment and Control Document

General Section Pg 14-20

No additional recommendations

Food Storage

Exposure to Raw Meat

Safe Work Practices- add do not utilize reusable shopping bags for transporting raw meat

Use of Stove/Oven - Recommend that this section be named "Use of electric stove/oven" as gas stove/oven has its own section.

Also recommend that under Physical hazards –move injury due to pressurized systems (i.e. gas stove explosions) to Gas stove/oven section

3.6 Policy Review

2.3.16- Community Rehabilitation – Water temperature monitoring and safe practices

4.0 Other Business

4.1 - Training

Epilepsy - February 12, 2013 -2pm

Understanding Schizophrenia

Bath/Shower Assist

March 19, 2013- 9-12 and 1-4

February 2013

5.0 Next meeting: February 20th, 2013, 1:30 p.m. at the ICE office

