

It's fortunate for ICE and ICE clients that Sandy found us. When Sandy applied to ICE in December of 2003, little did we know that she would turn out to be a passionate, dedicated, and caring staff. Sandy was waitressing at a Smitty's restaurant (a job she maintains to this day), when she met an ICE client who regularly visited the restaurant with their support worker. Sandy inquired about what a support worker does and how workers assist their clients. She applied to ICE and began working one day per week with this client and the rest as they say, is history.

Presently, Sandy maintains five individual programs, a truly remarkable testament to her commitment. She says she finds working with ICE clients a joy. This is one of many reasons why Sandy deservedly won the Calgary ICE, Employee of Excellence Award this year.

Sandy shares that working with her clients has not only brought her a new perspective on the exceptionality of individuals, but volunteer opportunities as well. Last year in December, 2009 Sandy participated in a 42km charity marathon in Hawaii raising money for diabetes. With further dedication and passion came volunteering at this year's Global Fest, and Centre Street Church. In April, 2011 Sandy will be making



the journey to Costa Rica to participate in "Operation Christmas Child" a volunteer program through Samaritan's Purse that puts shoe/toy boxes together and distributes them to under privileged children.

Sandy is a born and raised Calgarian with three children. When she finds free time, a rare occurrence, she likes to: travel, spend time with family, and just relax.

ICE is very proud to have an employee of Sandy's quality working with our agency and our clients.



All ICE offices will be closed
Monday January 3
for New Year's Day

Please direct all calls to the
After Hours Supervisor for
these days.

After Hours Supervisor
403-819-0583

MEETINGS

Health & Safety Meeting
January 19, 1:00 PM

Team Leader Meeting
January 5, 1:30 PM

RPAC
TBD

TIME SHEET HAND-IN

Hand-in day will be:
January 17th, 2010
for all shifts worked between
January 1st and 15th
and
January 31st, 2010
for all shifts worked between
January 16th and 31st

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Client Success Story – Twyla

Twyla was born in Winnipeg and moved to Edmonton when she was 11 years old. She presently lives in an ICE residence with her husband of 5 years and two roommates.

One of Twyla’s goals is to lose weight to enhance her health. She has set a target (with the approval of her doctor) to lose 100 pounds and fit a size 10. Since May of 2010, Twyla has lost 48 pounds! She now wears clothes 3 sizes smaller than when she started. On a recent Christmas visit, members of her family were very surprised and delighted to see her progress and how wonderful she was looking! This was a proud moment for Twyla.

Twyla works hard for her success. She goes to the gym once a week with ICE staff members that coach and encourage her. She also stays active at home: walking, exercising in her living room, and completing household chores. She notes that she really appreciates the support that she receives from her husband, her family and staff. Twyla says she feels she has a lot more energy these days; she is hoping to bump up her exercise sessions at the gym to twice a week in the New Year. She is proud that she is able to do things in her life that she was not able to do before. From time to time, like most of us, Twyla does experience set-backs such as when she feels ill or when the weather is too poor to go out. At these times she puts her energy into getting better or being patient so that she can get back to having fun again. Congratulations, Twyla! Best Wishes for your continued success.



ICE Incentive Program

On December 1, 2003 Independent Counselling Enterprises launched a performance reward program for employees. This program has been running now for seven years and literally hundreds of employees have been recognized and won valuable prizes!

Here’s how the ICE incentive program works:

ICE has employees across Alberta doing a great job of working safely and supporting ICE clients. In circumstances where it is clear that employees have gone above and beyond to manage health and safety risks and provide excellent service, supervisors, co-workers, clients, guardians or managers can formally recognize these individuals for the extra effort they have made.

How is this done? One of these people just needs to fill out a special ICE “Thank You” card available from any ICE office. The completed cards are entered in a draw box in each main office and cards are randomly drawn for great prizes each month.

Each year in December, employees who have received a minimum of three cards (from different sources) have their names entered into a special province wide draw for a \$1000.00 cash prize.

This year the lucky provincial ICE incentive draw recipient was Philana Blackburn-Morin of Calgary.



ICE has a TD Group RSP plan!

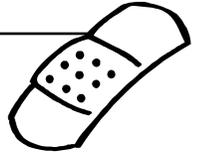
If you are eligible, ICE will match your contributions!

Refer to Policy 3.4.18. ICE Savings/Pension Plan.

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



Your Employee Health and Safety Committee



WHAT: ICE employees from different areas working together to improve your health and safety on the job.

WHY: increased health and safety cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage.

WHO: current members of the committee are: Tanya Dusang Maxine Bailey Aaron Sacher Debra Garrioch
Niki Spence Sandra Garratt Linda Doherty

If you have any issues or concerns about your own, or another staffs' safety, you are obligated to report it (ICE policy 3.5.1, and Alberta Occupational Health and Safety Legislation 2(2), 1995) to a member of the committee, in the health and safety box in the front office, or to your supervisor. Also document it in the Hazard Section of Communication Log Notes if you are a Residential employee, so that your co-workers are aware immediately.

HOW: the health and safety committee works to improve

your work environment by reviewing injury/illness/near miss investigations, reviewing policy and hazards, and taking action based on these findings, and by bringing forth your concerns to management.

WHEN: the committee meets the third Wednesday of every month at 1:30pm in the ICE training room. If you are interested in joining the committee or just attending a meeting, please call Deb (Calgary H&S Chair) at 403-219-8356.

Thank  You!

Incentive Thank-you Card Draw Winner

Amal Souraya received a thank-you card for helping her residence get an almost perfect score on the EQA. Thanks Amal!!!!

Other Thank-you Cards Received

Ivy Wright and **Diane Carter** also received thank-you cards for helping their residence get an almost perfect score on the EQA. Thanks Ivy and Diane!!!!

Sandra Garratt, Tanya Dusang, Nikki Spence and **Maxine Bailey** received thank-you cards for their contributions to the Health and Safety Committee this past year. Thanks Sandra, Tanya, Nikki, and Maxine!!!!

Tanya Dusang received a thank-you card for identifying an equipment malfunction and taking immediate steps to correct it. Your efforts are truly appreciated Tanya!!!!

Nikki Spence received a thank-you card for completing a hazard checklist with a contractor. Thank You Nikki for remembering!!!!

Thanks Everyone!!!



ICE Calgary



CONGRATULATES

Long Term Employees !!!

| Staff | Years | Date |
|-----------------|-------|----------|
| Denise Sielecki | 15 | Jan 24th |
| David Abatan | 5 | Jan 19th |
| Greta Wozniak | 4 | Jan 22nd |
| Dianne Carter | 1 | Jan 13th |
| Egbert James | 1 | Jan 14th |
| Phyllis Brandow | 1 | Jan 21st |

Congratulations to our 3 - 10 year employees who received their rings and bonuss part of the annual awards celebration. Bill chose a custom watch for his 15 years and received his bonus as well.

Jose Rosa, Annette Izon, Kim Grimes
And our 15 year employee Bill Damer

PET TRAINING

Jan 12th & 13th, 9 am to 4 pm

PREVENT SLIPS, TRIPS AND FALLS!

Stay Active

Physical activity improves health at any age and prevents falls before they happen by keeping muscles, bones, lungs and your heart healthy. It also improves your balance and posture. Exercise helps you to move easily and get a more restful sleep.

In the complex and fast paced world we live in, we often rush and divide our attention. This often results in an increased exposure to risks and hazards.

Pay Attention

- Look carefully for hazards (watch out for ice, uneven or damaged sidewalks, people and pets.)
- Look around in unfamiliar places.
- Watch the walking area a few feet ahead of you instead of looking down.
- Plan to avoid trips (completing errands) during bad weather (as much as possible).
- Take the garbage out in the daylight hours.
- Don't rush. Friends, family and co-workers would rather wait a moment or two for you than have you hurry and fall. Let the phone ring and have the caller leave a message or call you back.
- Wear safe footwear as per ICE policy and suitable for the weather conditions (i.e. ice grips, boots,).

Address Health Conditions Causing Lightheadedness or Dizziness

- Lightheadedness or dizziness can be caused by problems with blood pressure. Have your blood pressure checked regularly.
- Dizziness can also be caused/ affected by other health conditions (i.e. pregnancy). Follow up with your doctor if you are experiencing dizziness.
- Drink 6- 8 glasses of water each day. Not enough water can lead to dizziness.

Create a Safe Environment

- Have safety grab bars installed in tubs and showers.
- Use a non-slip mat inside and outside the tub or shower.
- Clear pathways of furniture, cords and clutter that may cause tripping.
- Clean up spills right away.
- Keep pathways well lit.
- Get rid of area rugs or make sure they are secure.
- Turn the lights on before you enter a room and promptly replace burned out light bulbs.



3.5.5 EMPLOYEE WORK RELATED INJURY, ILLNESS, AND NEAR MISSES

Refer also to Policy 2.7.3 Critical and General Reporting Incidents

All employees have W.C.B. coverage. This is to include support home operators and their designated respite workers as per W.C.B. legislation and law. Note that the relationship I.C.E. has with Support Home Operators and their respite staff is that of service monitor only. Yet where this policy refers to employees this is to include Support Home Operators and their respite workers for the purpose of WCB only.

A. Responsibilities

The employer is responsible for:

- Ensuring the employee's safety and well being i.e. if required to transport the employee to obtain hospital or physician services.
- Informing and training the employee of the process and their obligation to submit standard documentation to I.C.E and WCB as required. This includes readily access to the documentation required by WCB from the employee, the worker's report. To provide the information package to the employee which includes the worker's report and information on modified duties.
- Completing and submitting the employer's report for WCB within the allocated time frame of 72hrs once the injury/illness becomes reportable to WCB.
- Reporting the injury/illness to other government agencies as appropriate within the specified timelines and regulations.
- Providing the employee with a copy of the employer's report and page one of the critical/general incident that lead to the claim.
- Informing the employee of their entitlement to compensation for lost time, medical expenses, eye glass/ dental repair or replacement. Expenses incurred as a result of the injury, that are not wage related can be submitted to WCB for compensation provided that a claim has been filed with WCB and the employee has no alternative benefits available.
- Paying the injured employee's wages for the balance of the shift in which the injury occurred if the employee cannot complete a work shift because of an occupational injury. W.C.B will assume the responsibility of wage compensation to the employee who is not able to return to work or who is not in receipt of pre-accident level wages. The employee will be directly compensated from W.C.B. for any approved time loss claim or wage

subsidy beyond the day of the accident.

- Cooperating in order to achieve an early and safe return to work of an injured employee. This does involve effective communication with WCB, the employee's physician and the employee to determine the employee's physical ability to work. This may involve modified duties if the employee is not fit to return to the essential duties of the employee's pre-injury employment. If this is the case WCB must be informed of the physical demands of the modified duties, the rate of pay and the hours that the employee will be working. It should be noted that all communication with outside sources must be documented and if email communication is sent, a hard copy must be printed of the email and filed appropriately.
- Having an effective and functional documentation process to assist with claims management.
- Advise the employee of resources in the community that are available for Medical treatment and assessment of work related injuries.

The employee is responsible for:

- Reporting and recording all workplace incidents to their supervisor or the ECAT supervisor (if after hours) **immediately** regardless of the severity. The initial documentation will be in the form of an agency critical/general reporting incident (**refer to Policy 2.7.3 Critical and General Reporting Incidents**) and **must be completed within 24 hrs of the incident.**
- A physician's report is required in order to substantiate a WCB injury claim i.e. the injured employee must attend a physician's appointment.
- Informing the employer that the sustained injury required the employee to seek medical attention or to have time off their regular work schedule that is validated by a physician's report within **24hrs** of the incident or when the employee becomes aware that there is an injury sustained that will affect work performance. (See below for clarification of reportable versus non reportable incident)
- Reporting to the employer if medical attention is required later in the future and is related to a previous work place injury/incident.
- Completing the WCB worker's report of injury, as appropriate and ensuring it is submitted to WCB, should the employee be seeking compensation from WCB for wages or benefits. Should the employee be completing this documentation at the main office I.C.E. management will assist in submitting the claim for

continued from page 5

the employee. Otherwise the employee must submit directly to WCB. This report will be available at the main office, from the WCB website www.wcb.ab.ca or will be mailed to the employee. It is imperative the employee respond within the **24hr** period prescribed for incident reporting to inform I.C.E. directly of the injury. This reporting is necessary for debriefing, to assist I.C.E. to document on the WCB employer's report and if the employee is unable to return to work to reassign coverage of his/her shifts.

- Cooperating in order to achieve an early and safe return to work. This does involve effective communication with WCB, the employee's physician and the employer to determine the employee's physical ability to work.
- Accepting and abiding by the return to work plan, which may include modified duties that are suitable to the physical abilities of the employee.
- Maintaining weekly communication with the employee's direct supervisor to effectively manage the return to work plan.

- Ensuring supporting documentation of the claim i.e. WCB worker and employer reports, critical/general reporting incident and any WCB correspondence sent to the employee is kept in accordance with the agency's policies and procedures (**Refer to policy 2.2.2 Client Confidentiality**).

Note that WCB will only process a claim if WCB is in receipt of the proper documentation from the employee, the employer and the employee's physician, the latter if required. Each residential program will have for employee reference a WCB employer's report and worker's report. The worker's report is also available at the main office or can be mailed to the employee.

*** Please refer to your policy manual to read more of policy 3.5.5 Employee Work Related Injury, Illness, and Near Misses.

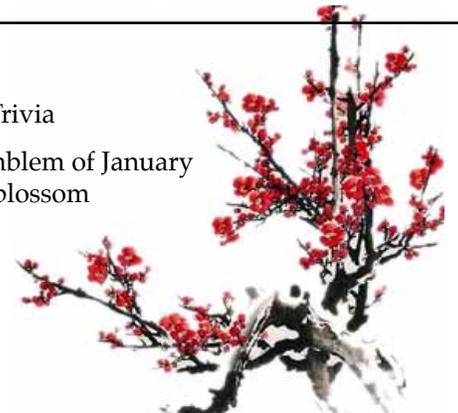
CONGRATULATIONS



On December 9th, 2010 ICE President Michael Rutherford addressed the crowd at the 23rd annual Edmonton ICE Christmas Open House. Mr. Rutherford congratulated ICE staff across the province on the excellent results of this year's internal Certificate of Recognition (COR) audit and the achieved rating of 94%. He thanked ICE employees for their hard work and encouraged everyone to continue their best efforts for maintaining health and safety.

January Trivia

The Chinese floral emblem of January is the plum blossom



Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

South Region – Meeting minutes date: October 13/10

Injury Investigation Review:

Sept 23, 2010 no lost time, staff back strain due to walking

Investigation completed. Recommendations: Do not exceed personal physical capacity.

Near Miss Investigation Review:

September 18/10 – Staff was discussing weekend schedule with client who became upset and hit staff several times. Staff removed himself from situation. No injuries.

Recommendations: PBI Refresher and use positive approaches.

Additional Recommendations: utilize L-stance; maintain awareness of client's triggers and present information in a positive manner.

Edmonton Region – Meeting minutes date: October 6/10

Injury Investigation Review:

Sept 2, 2010 Staff was in the washroom assisting a client to bathe. Water splashed on the floor. The staff went to grab a towel to wipe up the water and slipped and fell towards the tub striking themselves on their side on a grab bar attached to the tub.

Recommendations: Enhance engineering controls (move towel rack within reach of the bath); ensure there is a non-slip bath mat next to the tub when bathing clients. Follow safe work practices such as wearing non-slip shoes and having towels at hand etc.

Additional Recommendations: Water level? Utilize shower curtain (see through) as a water block. "Shammies" could be placed on floor to absorb water spills during baths.

Sept 6, 2010 Relief staff attempting to wake a napping client (with communication challenges) for their supper meal was grabbed, pulled down, scratched and bitten on the hand.

Recommendations: Positive approaches including clear strategies for communicating effectively with this client are needed. (Seek assistance from RPAC if assistance is required to develop these.) Ensure that the team is providing an effective on site orientation for relief staff regarding behavioral challenges and strategies for response. Review PBI with employee. Ensure behavioral hazards are recorded in the Site Specific Hazard

Assessment and Control Document

Additional Recommendations: Was client startled? Slow transition to waking, etc. Could they sleep for longer?

Sept 13, 2010 Staff was leaving the parking lot of a client's apt building. As staff pulled out of the parking lot another driver reversed causing the two cars to collide. The employee reported that her neck was sore afterwards.

Recommendations: Employee to take Mission Possible driver training. Staff to pay careful attention in high risk collision areas such as parking lots.

No Additional Recommendations.

Sept 17, 2010 Staff was providing a client a sponge bath / personal care supports when the worker twisted their back.

Recommendations: Regular refresher training of proper body mechanics as necessary for provision of required client personal care for the staff involved and the program team.

Additional Recommendations: Staff should complete regular stretching. What type of bed does client have? A hospital bed would be ideal as position could be changed for staff for best body mechanics, etc.

Sept 27th, 2010 Employee reported a headache due to noxious fumes in a section of the ICE Office.

Immediate follow up completed with the landlord's representative to mitigate the air quality effects. (Landlord's representative reported they would investigate and address the activities of neighboring businesses.) Fans were turned on to enhance fresh air return in the area.

Recommendations: Client scheduling to be posted for ease of reference /clarification to avoid future incidents of rushing. Lifts and Transfer safety for this client to be reviewed with the staff and the team.

Additional recommendations: Reminder to staff that it's better to complete lift safely and arrive a little late than rush and place self and client at risk.

Near Miss Investigation Review:

Sept 13, 2010 12:30 am. Clients were asleep in their rooms. Overnight staff was sleeping in the living room (away from the windows). O/N staff was awakened by a loud noise, which was the breaking glass of the front window. Unknown person(s) had thrown a pipe through the front window of the residence. Investigation completed. Police report completed. Landlord notified. Front

and back house lights will be kept on at night to discourage prowlers.

Recommendations: Staff to immediately report any suspicious activity to the police. Inform neighbours of the concern to enhance safety monitoring (i.e. participate in Neighbourhood Watch program if available). Enter the hazard in the Site Specific Hazard Assessment and Control document and review at the next team meeting. Ensure staff maintains communication/safety monitoring during shift changes especially at night (i.e. Those arriving and leaving the residence should be monitored by staff inside the residence).

Additional Recommendations: Ensure window coverings closed at night. Overnight staff should ensure that phone is close by.

Sept 28, 2010 An ICE office employee experienced difficulty with lifting the Training room's Hoyer Lift equipment on and off the attached hook. The employee reported that completing this activity causes her shoulder to ache.

Recommendations: A new work procedure needs to be immediately developed and implemented to manage the Hoyer/ Lift equipment safely.

Additional Recommendations:

Reminder to staff that if they are not physically capable of completing a task safely then they should not attempt.

3.3 Evaluation of Near Miss Investigations

1) October 19/10 – Staff had an allergic reaction to a personal scented product that the next staff (O/N) wore to shift.

Recommendations: Staff will refrain from wearing products that caused staff to react. Reminder to all staff about wearing scented products to work and possible effects on clients and fellow staff.

2) October 19/10 – Staff tripped going downstairs, outside of residence, still dark outside. Outdoor maintenance being completed and light fixture had been removed due to this.

Recommendations; All staff reminded to be extra cautious/vigilant while construction completed and light fixture is back in place.

3.5 Review of Master Hazard assessment and Control Document

Working with People

Working Alone

Meetings Communication

Thank you everyone that attended our Annual Christmas Party and Awards Ceremony. Everyone had a great time!!!
Thanks again to all the ICE Office staff that prepared the food.



Mike B, Elaine M, BJ H & Dustin R



Cheryl K & Donna M

Award Recipients were:

Award of Excellence (for professionalism and commitment) – David Abatan

Award of Excellence (for creativity and diversification) – Elaine Marshall

Community Connections – Don Beringer

Health and Safety – Maxine Bailey

Residential Employee of Year – George Kabeja

Residential Home of the Year – Patterson Hill (Jen Plimmer, Philana Blackburn-Morin and Maria Zekaria –staff)

Vocational Employee of the Year – Shafiquel Amin

Employee of Excellence – Sandra Garratt

Non-Field Employee of the Year – Linda Doherty

Congratulations again to this years award recipients.



Jose R & Leanne L



Diane B & David S



Michael R



Deb G, Patterson Hill staff group and clients



Don B & Gerard H



Bill D & Noreen



Kim G & Sandy N



Kevin L & Jack M



Misty H



Scott M



Natasha R & Tim M



Nathan N



Sandy G, Josh D, Sandra S and Jordan H



Shafiqal A & Deb G



Santa & Kathy M