

Maria was born in the beautiful islands of Azores (a group of Portuguese islands in the mid-Atlantic). Maria, her mom and two younger siblings joined her father in Edmonton when she was sixteen years old. She has lived in Edmonton since then because she loves it here, especially the winter months.

Prior to working for Independent Counselling Enterprises (ICE), Maria volunteered at the Glenrose Rehabilitation Hospital assisting seniors to attend their medical appointments. In her search for a vocation, Maria contacted an employment agency and was asked which field intrigued her. She replied, "Working with seniors and people with special needs." That's how she was introduced to ICE. Maria has worked for ICE in both the residential and homecare departments since 1994.

One of the first homes that Maria worked at involved working with children with disabilities whom she fell in love with upon meeting them. At this time, she also worked in homecare with a client who was diagnosed with cancer. Many years later, she herself was faced with the same challenge. She has beaten cancer courageously.

Maria constantly displays an exuberant sense of hope, selflessness and a bit of down-right stubbornness. When asked what she enjoys most about working with seniors, Maria replied, "They keep me going and I learn a lot from them".

While working full-time at ICE, Maria solely raised her triplet

## EMPLOYEE *Spotlight* Maria

sons who are now adults. This required organization and care giving skills which would challenge any mother! She has described raising her sons as her greatest accomplishment in life.

Despite the many challenges in her life, Maria is a devoted and caring person who rises above any challenge encountered. Along with her fellow colleagues, Maria is now working hard to achieve her Health Care Aide certification.



### After Hours Supervisor

403-819-0583

### MEETINGS

**Health & Safety Meeting**  
July 21, 1:30 PM

**Team Leader Meeting**  
July 20, 1:30 PM

**RPAC**  
July 7, 1:30

### TIME SHEET HAND-IN

Hand-in day will be:  
**July 15th, 2010**  
for all shifts worked between  
July 1st and 15th  
and  
**August 3rd, 2010**  
for all shifts worked between  
July 16th and 31st

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## Client Success Story – Peter

Peter is a very active young man. He enjoys the many bike trails and parks in Calgary. He and his ICE Community Rehabilitation Worker take in the sights and sounds throughout the many river parks. Keeping fit is very important to Peter.

Peter enjoys listening to music. His favorite genre is dance mix. It is the secret to his success in keeping his apartment clean and tidy. Chores are not so hard to complete when your favorite song is playing!

Computer activities are also something Peter really enjoys. Not only can he browse the internet, check his emails, and play games, he can work on his literacy skills at the same time.

In addition to his own apartment, Peter has pets to care for. His two guinea pigs are a big part of Peter's life. He named one, 'Buddy,' because he is very close to him. The other is named, 'Chomper'. Yes, this one likes to chomp on people! Peter plays with his pets every day, cleans their cage and makes sure they have food and water. They like to run around his apartment, but they always come back when Peter rattles a bag.

Peter is a very enthusiastic worker. He has been a Walmart employee for 14 years. There he is responsible for "store standards". This means that he organizes shopping carts, does carry outs, completes clean ups and any other maintenance



that is necessary. Peter has met many people through his work and was even invited to the store manager's home for Christmas dinner this year.

A witty sense of humour is also one of Peter's attributes. He and his girlfriend enjoy many laughs together. Congratulations, Peter! Your many successes are an inspiration to all.

### 1.1.2 PHILOSOPHY

- **Excellence and Consistency in Service Delivery**

Through a process of continued quality improvement, maintain high standards of service delivery based on the values of honesty, respect for the individual, confidentiality, empowerment and client focused services.

- **Flexible Service**

Be flexible and responsive to the individual needs of the client within the confinements of funding and agency resources to promote opportunities to facilitate individual outcomes.

- **Employee Support/Training**

Support and supervise our employees through the provision of training and education opportunities. To improve their competencies and commitment to excellence in service provision.

- **Health and Safety**

Establish and promote health and safety policies and procedures to ensure a safe work environment for both the client and the employee.

Updated November, 2009

#### 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.



# TRAINING

## PET

July 6th & 7th  
9 AM – 4 PM

All ICE offices will be closed

**Thursday July 1,  
for Canada Day**

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

## ARE YOU CREATIVE?



The ICE Pages are looking for staff submissions. Write a story about your job, create a quiz or puzzle.

Items can be submitted to Deb G , via the ICE Office or her email [dgarrioch@icenterprises.com](mailto:dgarrioch@icenterprises.com) . Please

note that depending on volume received and space considerations, not all items may be put into the

ICE Pages. (Also.: Items should be typed not handwritten)

**Happy writing Everyone!**

## ICE Calgary Congratulates Long Term Employees !!!

| Staff                 | Years | Date      |
|-----------------------|-------|-----------|
| Donald Beringer       | 12    | July 24th |
| Chuck Brosh           | 11    | July 19th |
| Tanzi (George) Kabeja | 5     | July 1st  |
| Philana               |       |           |
| Blackburn-Morin       | 4     | July 9th  |
| Jean-Marie Sahabo     | 1     | July 24th |
| Shirlene Stuckey      | 1     | July 27th |
| Sheldon Houtman       | 1     | July 31st |

## Thank You!

### Incentive Thank-you Card Draw Winner

**George Kabeja** received a thank-you card for identifying a hazard in the home, and bringing it to the manager's attention for corrections. George also received a thank you card for completing his 2nd year of perfect attendance!! Great work George!!!!

### Other Thank-you Cards Received for May Draw

**Don Beringer** received a thank-you card for completing his 2nd year of perfect attendance!! It is greatly appreciated Don!!!

**David Abatan** received a thank-you card for filling in for the team leader. Awesome work, David!!!

**Denise Sielecki** received a thank-you card for ensuring that a visitor/ contractor orientation was completed at the residence. Thank you, Denise!!!

**Pam Skjerdal** received a thank-you card for assisting a client through some difficult issues. Thank You Pam!!!!

**Thanks Everyone!!!**

# PAYING ATTENTION FOR SAFETY

Reviews of near miss and injury incidents often result in investigators concluding that a worker had not been paying close attention to what they were doing. People rarely get hurt because they want to, but people can be easily distracted by noise, surrounding activities, and personal issues. Such incidents are often embarrassing as well as painful for the workers involved.

Routine and experience allow us to complete complex tasks efficiently, but routines can also create hazards. If we've completed a task 500 times, we may continue to do the task the same way the 501st time, even if the conditions or circumstances of the task differ in some manner from previous times. Consider the example of driving home after work. Many of us drive our vehicles home at the end of the work day and because the route is familiar and we've driven it so many times, we allow our mind to wander and travel on "auto-pilot". We may even arrive home and not remember much about the journey. If while our brains and senses were in this wandering mode the conditions of the road changed to include a new factor like black ice, our potential for injury would have been significantly increased. Remember, we can't be sure that the conditions and environment have remained constant. We need to stay in touch with what is going on around us.



## Reducing employee risks:

1. Assess everyday factors that contribute to your wandering attention and make adjustments for these. For example, perhaps your attention wanders more after you consume a large lunch. You might instead plan to eat a smaller lunch and have a snack mid-afternoon. You might choose to complete tasks with fewer hazards and a lower degree of risk during the post lunch time frame, reserving completion of more hazardous tasks for times when you know your attention is clearly focused.
2. Use proactive strategies to cope with challenges affecting your ability to focus. Stay in touch with what's going on around you. (Resist the urge to switch to "auto-pilot".)

## Examples:

- Take regular breaks to drink water (brain gym),
- Stretch and move about,
  - Vary tasks to enhance interest and avoid boredom,
  - Manage resources effectively i.e. avoid stretching/ dividing your attention between too many tasks,
  - Complete an informal hazard assessment prior to completing tasks. This will refocus your attention on safety. (Refer to the June 2010 ICE page.)

Remember your attention can be consciously improved and controlled with practice. Be present in the moment and you and others will be safer.

## SUN AND INSECTS

Summer is a great time for outdoor activities but don't forget the sun screen, water (to stay well hydrated) and the bug spray!

Both clients and staff need to plan in advance and take steps to be protected.



# LAWN/ YARD MAINTENANCE – SAFETY LIST

## Dress Appropriately

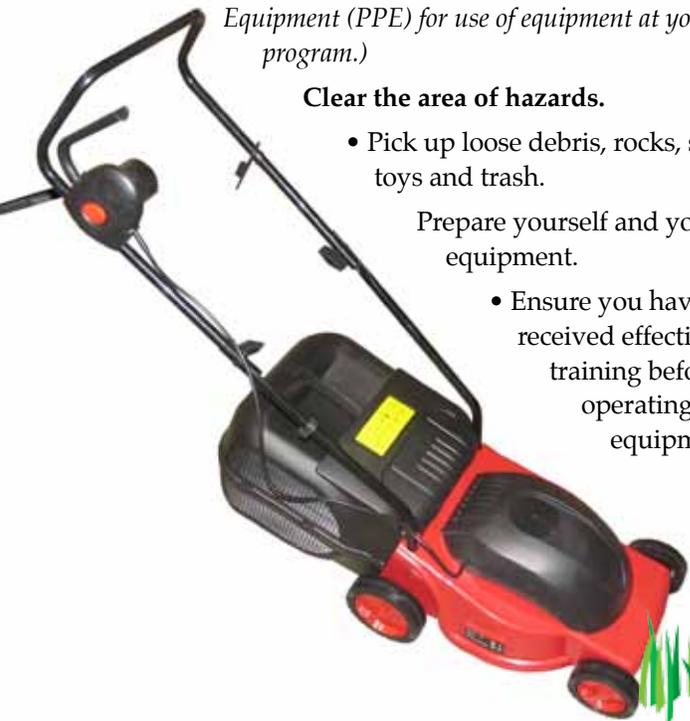
- Wear safe footwear, close fitting long pants, work gloves, and safety glasses for eye protection. *(Contact your Coordinator or Manager if you require Personal Protective Equipment (PPE) for use of equipment at your program.)*

### Clear the area of hazards.

- Pick up loose debris, rocks, sticks, toys and trash.

### Prepare yourself and your equipment.

- Ensure you have received effective training before operating equipment.



- Check the guards and shields and ensure all protective devices are in place before starting machinery.

## Operate equipment safely.

- Keep others clear of the mowing area and out of the way of objects that may be thrown by the mower or trimmer.
- Keep all extremities clear of the moving parts of the machinery.
- Turn off the mower before you leave it – even for a moment.
- Wait for moving parts to stop completely before removing the grass catcher, unclogging the chute etc. **NEVER UNCLOG A JAMMED LAWN MOWER WHILE THE ENGINE IS RUNNING!**
- Never run mowers over hard immovable objects like pipes, rocks or sidewalk edges.

**PLEASE MOW SAFELY!**



## DRESS AND FOOTWEAR REMINDERS

As per ICE Policy 3.8.6 Dress, Hygiene and Grooming, ICE employees are required to dress professionally at all times.

- Footwear should be safe, functional and appropriate for the job responsibilities at all work settings. Examples of appropriate footwear include shoes with closed toes and heels/heel supports (sling backs) with non-skid/slip resistant soles.
- Safe footwear as per the policy is required by ICE employees “at all work locations” this includes community locations, ICE offices (including training sessions), and residential programs. While you are at work the policy applies to you.
- Outdoor footwear should be exchanged for indoor footwear. (Germs and bacteria may be carried into residences via outdoor footwear.)
- Professional appearance is expected even in hot weather. Please remember, you are a representative of ICE and a role model for the individuals we support.



YOU ARE INVITED TO JOIN US FOR

# OUR STAMPEDE BARBECUE AND SUMMER GAMES

(RAIN OR SHINE)

**FOOD      FUN      GAMES**

THURSDAY, JULY 8, 2010

11AM TO 3PM

MARLBOROUGH PARK COMMUNITY CENTER

6021 MADIGAN DRIVE N.E.

SMALL HALL

As we will be serving lunch and we want to  
have enough for everyone please call to confirm  
attendance by July 5, 2010 at (403) 219-0503



# Health and Safety Minutes

## 3.1 Review of Regional Health and Safety

Minutes

South Region – Meeting minutes date: March 17/10

Injury Investigation Review:

None

Near Miss Investigation Review:

None

Northwest Region – Meeting minutes date: April 8/10

Injury Investigation Review:

March 15 – Staff came on shift and was assisting the clients with taking the garbage out. Staff was pushing down on the garbage to compact it to fit in the bag, and she cut her finger on broken glass that had been placed in the garbage earlier in the day by a client.

Recommendations: Do not use hands to compact garbage. Coordinator to review proper disposal of sharps with clients and staff.

No additional recommendations.

March 27/10 – Client's behavior escalated with staff in regards to household chores. Client hit staff with a duster, leaving a small cut on the staff's wrist.

Recommendations: Review Positive approaches with staff and PBI refresher. Coordinator followed up with client.

Additional: Was duster condition a contributing factor in injury? Team could develop a chore list that identifies who completes what and flexibility around times items are completed can be incorporated.

Near Miss Investigation Review:

March 20/10 – Client tried to hit staff, and staff held the clients hands to prevent the client from hitting him.

Recommendations: Coordinator will review PBI procedures at the team meeting and will discuss the best way to manage the client's behavior.

Additional: Unsure of the details of escalation. Why? What preceded, etc? Is there a need for a planned procedure?

March 20/10- A water fountain was left running in a client's bedroom while client went home for a family visit for 3 days. Staff heard the fountain making loud noises, noted

it had run dry and was a potential fire hazard. The fountain was unplugged and removed from the bedroom at that time.

Recommendations: Staff will remind client to unplug all electronics when they are not in use.

Additional: Regular schedule could be set up to check the water level. Can a fountain with automatic shut off (when water level too low) be purchased?

## 3.3 Evaluation of Near Miss Investigations

May 8/10 – Staff was setting a trap and the trap snapped back on her fingers however did not cause injury.

Recommendations: Landlord to be contacted to set traps. All 4 units in complex will need to inspected and treated. Ensure food (dry goods) stored in plastic containers.

## 3.4 Review of COR Audit Action Plan. (2008)

5.5 & 5.6

Documentation of training has been strengthened.

## 3.5 Review of Master Hazard assessment and Control Document

Working Alone

Finding a payphone can be difficult. Recommendation in PET is that staff ask to use a phone in a community locale (as it can receive call backs.)

## 3.6 Policy Review

3.5.7 Visior/Contractors

## 4.1 Training

Train the Trainer: Inspections Training

Promoting Safety

Mission Possible – Education portion of Wildlife-Vehicle Collision Avoidance

Offered in Edmonton

Updates will be taking place shortly

May 26th