

Heather has been an Albertan her whole life. She was born in Didsbury where she lived until the age of six. She then moved to Goodfare with her family and lived there until her graduation from Beaverlodge High School. While finishing high school Heather worked in a nursing home in Hythe. After graduating Heather moved to Grande Prairie ("the big city") to attend college and work.

At the Grande Prairie Regional College Heather completed one year of the Disability and Community Support program and some general university courses before deciding to focus on work. Heather worked some odd jobs around the city before seeing a job ad in the newspaper for Independent Counselling Enterprises (ICE). Heather knew about ICE before applying to the agency because her mother had worked for ICE and because Breanne London had delivered a presentation about ICE to Heather's Disability and Community Support class.

Heather applied and was hired by ICE in January of 2008. She originally only wanted to work a few shifts a week, mostly nights. As she became more comfortable, her shifts increased until she was working full time in a program where she developed a strong relationship with her client. Heather

EMPLOYEE *Spotlight* Heather



proved herself to be so reliable and effective that she was invited to take ICE Team Coordinator (T.C.) training in September of 2008.

Since graduating from TC training in January 2009, Heather has been excelling in her new role. Her effort and dedication is exemplary. Heather's contributions to health and safety both in her position and on the ICE Health and Safety Committee led to Heather receiving the 2008 Northwest ICE, Health and Safety award.

When Heather is not at work she enjoys a diverse collection of activities including: reading, socializing with friends and family, gardening outdoors, and completing plastic canvas projects. (Heather's client got her interested in plastic canvassing.) Heather and her boyfriend also enjoy mudding. Mudding, also known as mud racing, mud bogging, or mud running, is a form of off-road motorsport in which the goal is to drive a vehicle through a pit of mud of a set length. Heather has some interesting mudding stories to share!

Heather plans to continue working for ICE and to continue her education. She is currently deciding what direction she would like to take with her career. Buying property with her boyfriend is one of her goals.

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After Hours Supervisor

403-819-0583



MEETINGS 

Health & Safety Meeting
June 18th, 1:30 PM

Team Leader Meeting
June 16th, 1:30 PM

RPAC
June 11th, 2:30 PM

TIME SHEET HAND-IN 

Hand-in day will be:

June 15th, 2009
for all shifts worked between June 1st and 15th and

June 30th, 2009
for all shifts worked between June 16th and 30th

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Employee Spotlight con't

What Heather likes best about working with ICE is the opportunity to help people and to have a meaningful impact on their lives. In her Disability and Community Support classes Heather learned about the history of segregation for persons with disabilities, she is proud to support people now as valued members of their communities.

ICE is very pleased to have Heather as part of our team.



Client Success Story

Bob came to ICE in May 2001. Bob lives independently in the town of Claresholm, approximately 1 ½ hours south of the City of Calgary. Prior to Bob's move to Claresholm he was living on a ranch close by. During his time at the ranch, Bob got used to the idea of doing heavy manual labor so is quite strong and capable of heavy lifting. Bob loves to work with wood and has become very good at it. He has made wonderful children's picnic tables, wishing wells, planters, bird feeders and houses, folding chairs and various other creative projects & wood creations. The word has got out and now Bob sells his items. In

fact, this month's staff incentive gift is a wishing well that Bob has made.

Bob is active in the community and loves to take long walks and ride his bike in the summer months. Bob likes to socialize and be around groups of people. It is not unusual to see Bob smiling and chatting at the one of the local coffee shops. He is friendly with his neighbors and does kind things for them and often takes care of their homes if they go away. Bob loves being outdoors, woodworking, doing puzzles, watching TV and older western movies. When the weather is nice, Bob will suggest to his support worker a site seeing drive out west.



3.8.6 DRESS, HYGIENE AND GROOMING

All ICE policies including those regarding Health and Safety can be found in the ICE Policy Manual. In residential programs the Policy Manual will be located in the home's office. Workers in community programs may access a Policy Manual in the reception area at the ICE office.

1. Excellent personal hygiene is required of all Independent Counselling Enterprises employees.
2. Employees are required to dress professionally at all times. Although clothing may be casual, it must be clean and well kept. Casual clothing such as sweat clothing and shorts are not acceptable for those employees who work within an office setting. An employee should consult their supervisor if clarification is required concerning appropriate dress/footwear.
3. Employees are to be well groomed. Hair should be clean and combed. Make-up, when worn, should be flattering and not excessive. Excessive or conspicuous jewelry is considered inappropriate.
4. Footwear should be safe, functional, and appropriate for the job responsibilities. Outdoor footwear should be exchanged for indoor wear. Examples of appropriate footwear include shoes with closed toes and heels/heel supports (sling backs) with non-skid/slip resistant soles. Inappropriate/unacceptable examples include: flip flops/beach shoes, open toed/open-backed shoes, slides/mules (backless shoes), footwear with heels greater than 2.5 inches, shoes with spiked heels, platform shoes (soles greater than 1 inch), molded/plastic shoes, or slippers.

Updated April, 2008

PET

June 23rd & 24th 9 AM – 4 PM

TRAINING



Another Perk for ICE Employees

Do you like Dinner and a Show?

Well now you can save money at

JUBILATIONS - 25 % OFF all tickets

just for mentioning you are affiliated with I.C.E.

Thank  You!

Incentive Thank-you Card Draw Winner

Denise Sielecki received a thank-you card for ensuring program coverage by rearranging her schedule to be able to cover for a co-worker. Thank You, Denise!!!!

Other Thank-you Cards Received

Maxine Bailey received a thank you card for going above and beyond for the clients. It is greatly appreciated Maxine!!

Melissa Miller received a thank-you card for her assistance with a difficult community member.
Thanks Melissa!

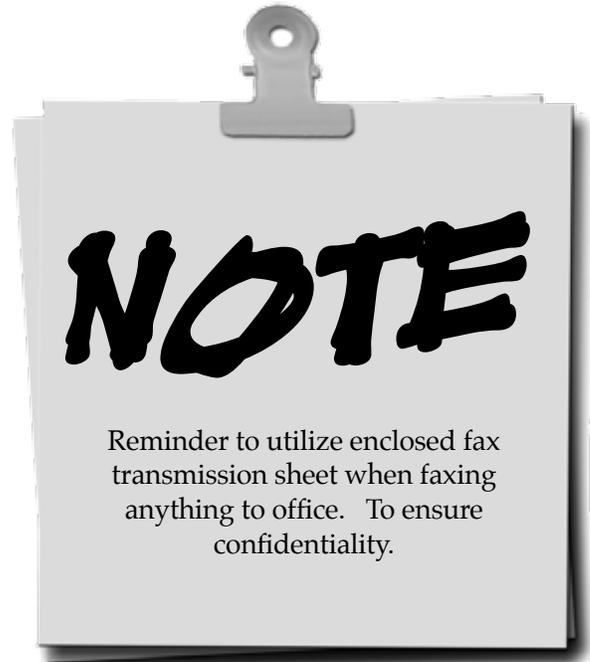
Nikki Spence received a thank-you card for covering a shift. Thank You Nikki!

Jennifer Plimmer received 2 thank you cards from her house, for being a terrific team leader!! Thank You, Jennifer!

Tanya Dusang, Jose Rosa, Mohammed Ayedi, Denise Sielecki, Francis Asamoah received thank you cards for always ensuring adherence to the policies and procedures of ICE. Thank you for your great dedication!!!!

Roxanne Wager received a thank-you card for the professional manner that she handled a difficult situation. Thank You Roxanne!!!!

Thanks everyone!!!



ICE Calgary Congratulates Long Term Employees !!!

Staff	Years	Date
Bill Damer	14	June 7th
Jose Rosa	9	June 3rd
Parween Moulai	9	June 13th
Pam Thomas	4	June 8th
Maxine Bailey	3	June 9th
Francis Asamoah	2	June 6th
Andrea Campbell	1	June 13th
Bayou Wolde-Mikael	1	June 25th
Gregory Muhlbeier	1	June 26th

Health Corner

The path to health and well-being is a lifelong journey. There are many “obstacles” along the way – some we can prevent or control, and some - at least- be prepared to cope and get past.

What influences our state of health that we CAN'T CONTROL?

** family history (genetics/hereditary traits)

examples: thyroid problems, diabetes, some types of cancer, allergies

** accidents or injuries in the past, including birth defects eg. Cerebral palsy, Fetal Alcohol Syndrome, head injuries, broken bones, diseases with long-term effects, such as Polio, TB

** the weather (road conditions, temperature extremes)

** our age (we can't 'turn back the clock'); we can only go forward

What CAN we CONTROL or CHANGE/INFLUENCE in our lives?

- diet, nutrition, food choices;
- exercise to maintain mobility and gain strength/stamina;
- education, reliable information gathering;
- encourage mind/brain/memory enhancement;
- maintain human relations (e.g. Networking, socializing);
- incorporate adequate sleep, rest and relaxation times;
- avoid or stop substance abuse; (Yes, that includes SMOKING!!)
- practice good personal hygiene (hand washing, bathing, brushing teeth);
- keep immunizations up-to-date;
- get regular medical check-ups and communicate with your doctor; ASK QUESTIONS/ SEEK CLARIFICATION;
- prioritize what is most important to you, set goals;
- develop a “sense of humour”.

PROMOTING HEALTH AND WELL-BEING

What does Independent Counselling Enterprises do to help you maintain/achieve good health?

- encourages participation in healthy activities;
- maintains a Health and Safety Committee in each region we serve, with regular meetings and reviews;
- liaisons with Public Health, as well as community and provincial health authorities ongoing;
- staff are monitored and encouraged to keep immunizations current (including offering flu shots during seasonally scheduled on-site clinics);
- employees receive teaching for infection control procedures.

Together with knowledge, encouragement, and consistent practice of BALANCE in your lifestyle, the road of life will have a “smoother ride” and, hopefully will be longer, healthier and more fun. BON VOYAGE!!



Infection Prevention and Control for Influenza

What is influenza?

Influenza or the flu is a respiratory infection caused by the influenza virus. Strains circulate every year, making people sick. Influenza typically starts with a headache, chills and cough, followed rapidly by fever, loss of appetite, muscle aches and fatigue, running nose sneezing, watery eyes and throat irritation. Nausea, vomiting and diarrhea may also occur, especially in children.

Most people will recover from influenza within a week or ten days, but some – including those over 65 and adults and children with chronic conditions, such as diabetes and cancer – are at greater risk of more severe complications such as pneumonia.

What is H1N1 or “Human swine flu”?

Along with humans, pigs and other species such as birds also contract and transmit influenza. H1N1 Flu Virus is a strain of the influenza virus that usually affects pigs, but which may also make people sick. The H1N1 flu virus has been reported in Canada, Mexico, USA, and several other countries in Europe and the South Pacific. Humans may have little or no immunity to this new H1N1 strain.

What can you do to protect yourself and others?

- Practice “good respiratory etiquette” to help prevent the spread of influenza. Use a tissue or raise your arm to your face to cough or sneeze into your sleeve. Once you use the tissue paper to cover a cough or sneeze, throw the tissue right away. Stay home when you are sick.
- Use Personal Protective Equipment (PPE) and Standard Precautions.
- Wash your hands frequently or use an alcohol based sanitizer if no water is available. Teach clients and your children to do these things too. Remember, good respiratory etiquette is one of the most effective ways to avoid getting and spreading the flu.
- Stay updated on Public Health announcements related to the H1N1 flu virus. ICE will also keep staff updated as further information bulletins are released.
- Anyone who develops a fever or cough and has concerns related to the H1N1 flu virus should immediately notify their ICE supervisor and call HealthLink Alberta for advice before visiting a doctor’s office, medicenter or emergency room.

Steps to Proper Hand Washing:

- Wet hands under running water;
- Use liquid soap (bacteria grow on bar soaps);
- Rub your hands together into lather. Continue to rub for 20 seconds. Remember to rub in between and around your fingers and the back of your hands.
- If you normally wear rings, do not remove them to wash your hands.
- Rinse your hands under running water.
- Dry your hands with a paper towel.
- Use the paper towel to turn off the taps, open the door and turn off the lights before throwing the paper towel into the garbage.



Seasonal Hazards – Lawn Mowing and BBQ Safety

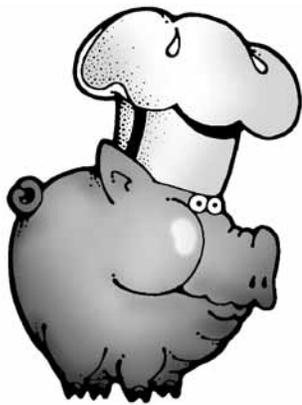
Warm weather brings opportunities to enjoy activities outdoors. It also brings responsibilities to take care of lawns and yards and to maintain equipment associated with lawn care and BBQ's. When equipment is not maintained and used properly, it can result in fires, injuries and death.

Train the Operator and Provide an Orientation to the Environment

Before anyone (staff or client) mows the lawn or operates a propane BBQ they must clearly understand how to operate the equipment including all safety features and hazards.

Make sure the operator's manual is readily available on site and ensure the person has read and reviewed these instructions carefully with someone who is familiar with the equipment. (If the manual has gone missing, a copy should be sought from on-line via the manufacturer's web site.)

Residential Support Staff/ Team Leaders and/or Coordinators who know the mower/ BBQ and the specific residential environment are required to provide such orientations. People think that all mowers/BBQ's are the same, but very few are. It is essential that staff and/or clients understand the specific equipment before they use it. Demonstrate for persons new to the equipment, how it should be used and then observe the operator until satisfied that he / she can handle the equipment safely. Record employee equipment orientations in the Staff Communication Log Book.



Barbeques

Give barbecues an inspection when they are brought out for use in the spring. You should also make a point of doing this every time you change a propane tank as well.

1. Spray soapy water on the connections, and supply lines. If you see bubbles, turn off the tank, and try re-connecting. If it still bubbles, then gas is still leaking.

Shut off the tank and get the leaky part replaced.

2. Remove the grates and lava rocks, and check out the burner. If it looks good visually, then fire it up and make sure that you have an even flame throughout. If not, then replace it. Most burners only last 1 or 2 seasons, depending on how much you use your barbecue.

Since you already have the lava rocks out, why not clean out

all the ash and grease that's accumulated at the bottom of the barbecue. While you're cleaning, check the unit for rust, and any signs of deterioration.

3. Don't forget to check and clean out the venturi tubes that deliver the gas to the burner. If they get plugged up, the gas will get diverted elsewhere, and could pose a hazard.

Safety First! Whenever you barbecue...

- Make sure that the barbecue is 10 feet (3 meters) from the house, or any other material that could catch fire. Never move a lit barbecue.
- Only open the propane tank a quarter to one-half turn. That's all the gas the barbecue needs to operate, and if you have a problem, then it's much easier to shut off.
- Always open the barbecue lid before you light it. If it doesn't fire up the first time you try it, then shut it down, and try it again in about 5 minutes.
- After each use, turn off the propane tank cylinder valve first, then the "ON/OFF" valve on the barbecue. This way, propane does not get trapped in the hose when the barbecue is not in use.
- From the time you light the barbecue, till you're finished cooking, stay with your fire. Accidents can happen when you leave a barbecue unattended.
- Always keep loose clothing away from a hot barbecue. Use long-handled tongs and brushes while grilling. It puts you at a safer distance away from the heat and flames.
- Always make sure that the barbecue is in a safe place, where clients and other employees won't touch or bump into it. Keep in mind that the barbecue will still be hot after you finish cooking, and anyone contacting the barbecue could be burned.
- If you use a barbecue lighter, make sure that it is stored after use in a secure location, never leave it lying around where clients can access it.
- When you're finished barbecuing, always make sure that you not only shut off the barbecue, but shut off the propane tank as well.
- Always store propane tanks outside, in a well-ventilated area.

Lawn Mowers

1. **Hazards** – Both users of mowers and those who are nearby can be hurt. Remember that no two properties are the

same and that each location has its own environmental hazards that need to be reviewed (i.e. dropped fruit/berries, slopes, uneven pavement or concrete, stones).

Three types of power lawn mower accidents cause the majority of injuries:

- 1) **Contact with the rotating blade.** The blade is very sharp and it moves at high speeds. If a hand or foot gets under the mower deck while the engine is running, the person is guaranteed to lose fingers and toes.
- 2) **Propelled Objects.** Rocks, glass and wire are hurled at speeds above 170 miles per hour. Objects may be thrown 50 feet or more and have caused death and or injury ranging from blindness to severe bruising.
- 3) **Burns.** The muffler and cylinder head heat up during operation and stay hot for some time after the engine has been turned off.

2. **Controls** – Preparation and careful attention are important.

Appropriate Dress

Proper clothing is essential for safe lawnmower operation. Many people have lost toes while mowing their lawns. *Note: ICE staff persons are required to wear safe footwear as per ICE policy but it is also important that clients who mow their own lawn are supported to avoid dangerous choices that put them at risk. **No one should ever mow a lawn in sandals or while barefoot.**

Long pants are recommended as they protect legs from objects that may be thrown from under the mower, such as small rocks and sticks. Clothes should be close fitting to avoid being caught in the blades. Hearing and eye protection are also recommended. *(Contact your Coordinator or Manager if you require PPE for use of a lawnmower at your program.)*

Check and Clear the Area of Hazards

If the lawn is wet - - wait. Wet grass is slippery and the operator can lose their footing, slip under the mower, or allow the mower to roll backwards. Wet grass also clogs the discharge chute and can cause the engine to falter.

Before mowing, walk around the yard and pick up/ rake up loose debris, rocks, sticks, toys, and trash. Dispose of these safely. Remember, the spinning blade of a lawnmower can pick up these items and fling them at high speeds. These items can also jam the blades, making it necessary to remove them, a dangerous task.

Operate the Mower Safely

Check the guards and shields. Be sure all protective devices are in place before starting the mower. Shields and guards are there to protect the operator and will prevent numerous

injuries when used as intended.

Keep others (clients, visitors, co-workers etc.) clear of the mowing area and out of the way of objects that may be thrown by the lawnmower.

When Mowing

- Mow advancing forward whenever possible so you can see where you are going. On a hill extra caution is required.
- Stay clear of the blade housing and the discharge chute and never point the discharge chute at others.
- Electric Mowers – Keep the cord out of the cutting path.
- Turn off the mower before you leave it –even for a moment.
- Turn off the mower and wait for the blades to stop completely before removing the grass catcher, unclogging the discharge chute, or crossing gravel paths, roads, or other areas. Never run the mower over hard immovable objects like pipes, rocks or sidewalk edges.
- Never attempt to unclog a jammed lawnmower while the engine is running. **Any time it is necessary to reach under the mower, disconnect the sparkplug wire to insure that the engine cannot start for any reason. NEVER SKIP THIS STEP** -- the majority of lawnmower accidents happen to people who do just that.

Please mow safely!

Information source – US Consumer Product Safety Commission



Health and Safety Minutes

3.1 Review Regional Health and Safety Minutes

South – March '09 reviewed

1 Near Miss

April 6th, 2009 Client & staff went to 7-11, When staff started vehicle, it started on fire. Client went into store and got fire extinguisher. ICE staff and staff from 7-11 put out the fire. There was bad wiring in the stereo, that caused the fire.

Incident investigation done. Staff had a professional remove all the faulty wiring from vehicle and had vehicle inspected.

No additional recommendations.

2 No lost time Injuries on same day

April 8th, 2009 Client aggressive and hit staff x 2, sore right arm

Incident investigations done. After incident client took bus home independently (okay to do so). Recommend refresher on CPI/PBI for staff, had discussion with guardians, possible staff change?, teach client better coping strategies for stress or frustration..

Additional: Did the hits occur @ same time? Is there a plan in place? Perhaps alternative communication teaching plan could be completed (if this is a concern).

Northwest - April '09 reviewed.

Injury Investigations:

March 20/09: A staff was arriving to shift when they slipped and fell on the sidewalk leading to the home, injuring their shoulder. Staff begin their shifts at the time the sleepover staff is arising for the day. The drainpipe has since been moved to prevent drainage and therefore ice on the sidewalk.

Recommendations: Staff was wearing appropriate footwear, all staff to continue following this policy. Overnight staff to salt before they retire for the night if the forecast predicts snow overnight. Salt can be kept at beginning of sidewalk so day

staff can salt in front of them as they walk toward the house.

Additional: All staff should maintain awareness of their surroundings and potential hazards. Could staff have walked around slippery section?

April 7/09: A staff was turning right in their vehicle with a client when another driver pulled beside them, stopped, then advanced at the same time. The other driver's bumper scratched and dented the staff's vehicle. No injuries sustained; staff and client's guardians declined medical attention.

Recommendations: Ongoing AMA Mission Possible training for all staff that drive. Staff to always double check all of their mirrors before turning.

Additional: Was staff using signal lights? How far away from the curb were they?

Near Miss Investigations:

March 11/09: Staff was driving with a client in the community when another vehicle in front pulled over and a passenger exited the vehicle. Staff had just answered their cell phone and had to swerve quickly out of the way of the other vehicle's door and passenger. Discussion held with staff about not answering phone while driving as per policy. Staff has AMA Mission Possible driver safety training.

Recommendations: refresh Mission Possible training, Distracted Driving module.

No additional

March 16/09: Staff was driving with a client in the community when another driver pulled onto the road in front of them. Staff swerved, onto and off of the sidewalk, to avoid a collision. Staff has AMA Mission Possible driver safety training and was driving for conditions.

Recommendations: all staff to remain aware and continue to use defensive

driving strategies, ongoing.

No additional

Northwest also asked questions in regards to an injury investigation committee reviewed at last meeting.

Staff was poked by client's finger. Client not displaying behavior of concern; injury did not occur as a result of client aggression but due to method utilized by client to obtain staff's attention.

3.2 Evaluation of current injuries and near misses.

1) Injury Investigation reviewed:

Staff attempted to redirect (with physical guidance) client from icy patch when client trying to obtain desired object. Felt pain on left side during drive home at end of shift. Muscle strain occurred.

Action plan:

Best practices were updated to reflect staff's need to utilize W/C with client for all community outings when any hazard to client's mobility exists (originally reflected only physical – arthritis now includes environmental – snow/ice. New lighter easier to utilize and transport has been ordered through ADL: just awaiting delivery. Team will develop list of activities/ alternatives to assist client in maintaining physical mobility in safety of home.

4.3 Training

Promoting Safety – Train the trainer

Will be scheduled soon for all TC/CSC's

Epilepsy In – Service

2nd Session presented by Epilepsy Association was well attended.

Mission Possible

Deb will be attending the Train the trainer session in May and will then be able to provide these sessions in Calgary

Communicable Disease/Universal

Precautions

YOU ARE INVITED TO JOIN US FOR
OUR STAMPEDE BARBECUE AND SUMMER GAMES

(RAIN OR SHINE)

FOOD

FUN

GAMES

PRIZES

THURSDAY, JULY 9, 2009

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 6, 2009 at (403) 219-0503