

John Brennan has been an Albertan for most of his life but he was born in Ontario and grew up in the Toronto area. It is difficult to say exactly where in Ontario John was born; his birth certificate says "Ottawa", but the truth is he was born on a train somewhere between Toronto and Ottawa. Because the train was close to Ottawa, they chose that city for his official birth record.

During an upswing in the economy in 1979, John set his roots in the Grande Prairie area. He was touring with his country band, playing a show at a local cabaret. During a break at the show John struck up a conversation with a man who asked if John would like to start a business. They bought a backhoe and some dump trucks and away they went. It lasted two years. The boom died and John was back on the road playing music.

For about six years John lived in Prince George, B.C. making a living with his music playing in a country rock cover band. During this time he went back to college and took courses in social work, worked with people with brain injuries, and volunteered with various agencies.

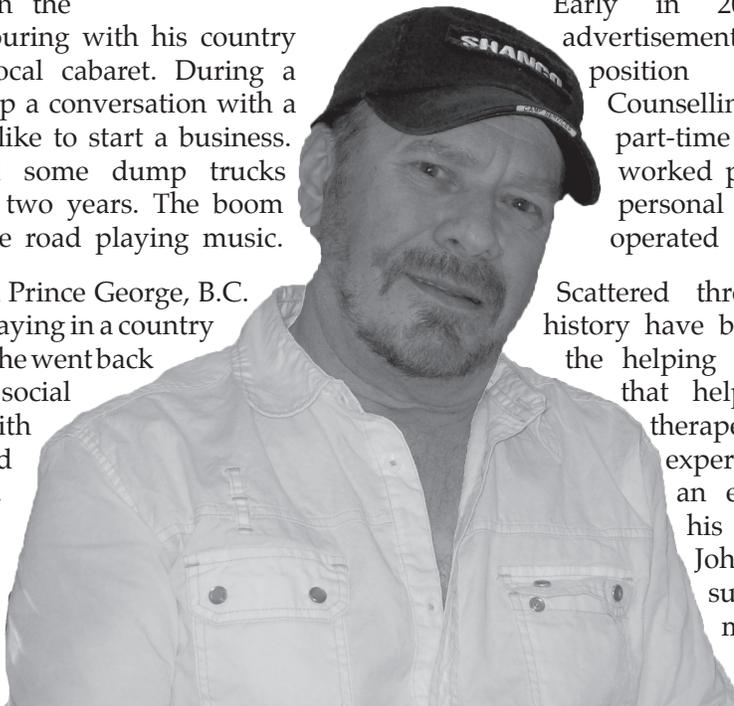
During another upswing in the economy in 1986 John came back to Grande Prairie. He worked in the oilfields around the area, and settled into a routine driving a

EMPLOYEE *Spotlight* John

bulldozer for four months of the year and playing music for the rest. He also volunteered for Victim's Assistance. This time John stayed in Grande Prairie for thirteen years until a woman from Missouri drew him away. They got married and he moved to America with her and stayed for seven years until returning once again to Grande Prairie and the oilfields. The oilfields kept John busy until the recent recession.

Early in 2010, John saw an advertisement for a part time position at Independent Counselling Enterprises. This part-time opportunity has worked perfectly with his other personal business enterprise operated with his brother.

Scattered throughout John's work history have been many positions in the helping profession. John finds that helping other people is therapeutic and that his life experience has given him an empathic approach. In his employment with ICE, John has worked very successfully helping one man get involved in his



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After Hours Supervisor
403-819-0583



MEETINGS 

Health & Safety Meeting
June 16th, 1:30 PM

Team Leader Meeting
June 8th, 1:30 PM

RPAC
June 10th, 1:30

TIME SHEET HAND-IN 

Hand-in day will be:

June 15th, 2010
for all shifts worked between June 1st and 15th and

June 30th, 2010
for all shifts worked between June 16th and 30th

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Client Success Story – Brett

Brett is a very happy go lucky and likeable fellow. He was raised in Okotoks where he attended Composite High School. Brett is one of the Calgary Flames biggest fans; he also loves rodeo and chuck wagon races. Brett bowls and plays softball with Foothills Special Olympics.

In 1998 Brett moved into a support home on a farm north west of Nanton. This is a regular farm with horses and cows but it is also the home to a number of odd and unusual animals as the Support Home Operator has a traveling petting zoo which is operated in the summer months.

Brett really enjoys petting zoos as he gets to visit with everyone and helps out a great deal by telling people the names of the animals. He is also a big help in the putting up and taking down of the pens and such. His support home operator could not do without his help at the farm or on the road.

Brett likes to be busy and active. In late 2004 with great determination by Brett and his supports he was able to start his own business, Brett's Recycling. Through his business Brett provides Nanton with a much needed service. He is giving back to his community and the environment while operating his own thriving business.



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community. John says that this work is eventful and interesting, that there is absolutely never a dull moment. He notes he appreciates the opportunity to be out in the community meeting people. John says that he enjoys working for ICE especially the way we treat our clients, and employees. He also enjoys the good humor in company interactions and our empathic approach to the job.

One of John's achievements in the Grande Prairie community has been as an advocate for persons with disabilities at the Leisure Centre (local gym, recreation centre, and swimming pool). There was a five

dollar admission to the Leisure Centre except that once a month people could use their expired bus passes for free admission. John felt that the city should give greater access to persons with disabilities. He spoke to the Leisure Centre, his supervisor at ICE, and City Hall. Eventually, the Leisure Centre agreed that all persons with AISH cards and their staff would be granted free access. John is not sure that the change was due to his efforts, but he is happy that more people now have access to an important part of the community. Another of John's achievements has been getting the Friendship Centre a

used acoustic guitar by asking a local pawn shop if they would give one as a charitable donation. John's client frequents the Friendship Centre.

When John isn't working for ICE he can be found with an acoustic guitar, singing his favourite old-time, jazz, folk, and country songs. John's next musical venture is to record an old Irish folk song his stepfather taught him when he was twenty and submit it to the Smithsonian museum in New York. John wants to make sure the song is not lost as it has been passed down generation to generation by the oral tradition.

TRAINING

PET

June 2nd & 3rd
9 AM – 4 PM



ICE Calgary Congratulates Long Term Employees !!!

Staff	Years	Date
Bill Damer	15	June 7th
Jose Rosa	10	June 3rd
Pam Thomas	5	June 8th
Maxine Bailey	4	June 9th
Francis Asamoah	3	June 6th
Bayou Wolde-Mikael	2	June 25th
Kelsey Bonner	1	June 17th
Yonis Melew	1	June 18th

Thank You!

Incentive Thank-you Card Draw Winner

Melissa Freeman received a thank-you card for her excellent work and commitment to ICE!!!! We appreciate everything you have done for us!!!!

Other Thank-you Cards Received for May Draw

Maria Zekaria received a thank-you card for ongoing support in ensuring the house is safe for all. Thank You Maria!!!!!!

Margaret Gordon received a thank-you card for covering shifts in a vacant program. Thanks Margaret!!!!

Philana Blackburn Morin received a thank-you card for ongoing support in ensuring the house is safe for all. Thank You, Philana!!!

Thanks Everyone!!!

Methicillin Resistant Staphylococcus aureus (MRSA)

What is MRSA?

Staphylococcus aureus are bacteria that commonly live on the skin, or in the noses of healthy people. **MRSA** is the term for Staphylococcus aureus bacteria that have become resistant to antibiotics (semi-synthetic penicillins) such as cloxacillin and methicillin. It can also acquire resistance to other classes of antibiotics. MRSA can be acquired in the hospital while receiving care or in the community. In the community, MRSA most commonly causes skin and soft tissue infections. These are **treatable with antibiotics**. MRSA can cause severe invasive infections such as pneumonia and blood stream infections. These severe infections require urgent medical treatment.

For more information, check out the following website:
<http://www.mayoclinic.com/health/mrsa/ID00049>

Community Acquired MRSA

MRSA bacteria are spread through direct person-to-person contact with a colonized or infected person. It can be passed from hands that are not clean to any person, object or surface they touch. Risk factors for community acquired

MRSA infections include: crowded conditions, close contact, lack of cleanliness, sharing common personal items; having compromised or broken skin. For more information on Community Acquired MRSA, visit:

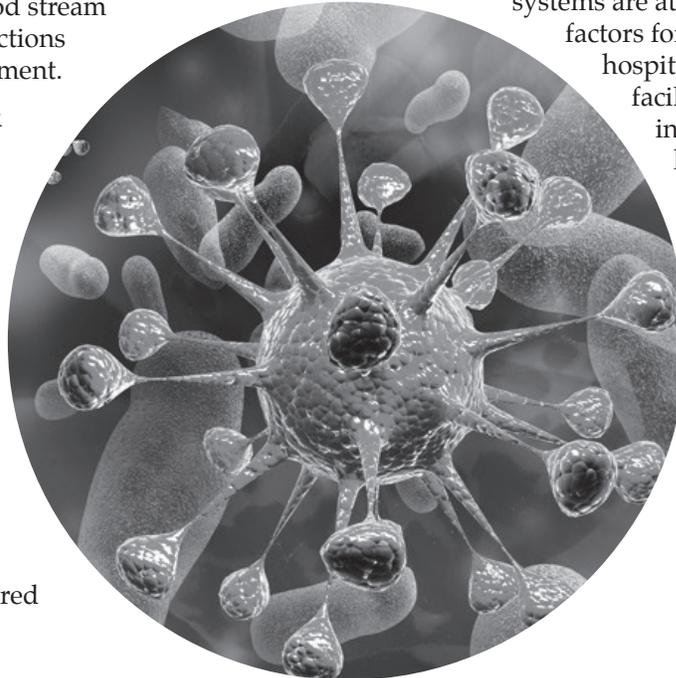
<http://www.health.alberta.ca/health-info/MRSA.html>

Healthcare Acquired MRSA

Most MRSA infections occur in hospitals or other health care settings, such as nursing homes and dialysis centers. It's known as **health care-associated MRSA, or HA-MRSA**. Older adults and people with weakened immune systems are at most risk of HA-MRSA. Risk factors for HA-MRSA include: recurrent hospitalization, living in long-term facilities, having invasive devices, invasive procedures performed in the hospital, and recent antibiotic use.

Prevention

- Wash hands frequently
- Wear PPE
- Maintain good personal hygiene
- Do not share personal items
- Cover all wounds with a dry, clean bandage
- Seek medical attention at the first sign of an infection



Save Yourself or Someone Else from Harm

Prior to starting a task ask yourself the following questions:

- Do I clearly understand my task?
- Am I physically and mentally prepared to do the task?
- What could go wrong?
- Is there a risk to others or myself?
- What can change that could create a new risk?
- Could other persons, equipment or conditions pose risks to me?

Remember workers have the responsibility to protect themselves and other workers.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Region – Meeting minutes date: March 3/10

Injury Investigation Review:

Feb 09/10 – Client with physical challenges was sitting in their recliner. They required repositioning and staff went to assist. Staff accidentally twisted her wrist while repositioning the client.

Follow up - All main staff at the program were re-delegated for lifts and transfer on March 1st. The staff was re-trained before her next scheduled shift.

Recommendations: Annual refresher training in lifts and transfers is necessary for all ICE programs requiring lifts and transfers.

Additional: Assessment as needed (by PT etc). Perhaps additional adaptive equipment could be utilized for assisting client repositioning.

Near Miss Investigation Review:

Feb 27/10 – Carbon monoxide alarm went off at a HC clients' residence. HCA continued working and did not perform any precautionary measures to protect self and client.

Follow up -Supervisory follow-up was completed with the employee re the importance of reporting incidents like this and for staff to ensure that they always prioritize the safety of them self and clients (by appropriate response to alarms).

Recommendation: No additional recommendations.

Additional - Member relayed that some CO detectors (even plug-in will sound an alarm if battery is low

Feb 29/10 – A stranger with a case of beer came knocking at the patio door of a residence looking for a client. Staff went to seek the client leaving the door open. The stranger entered and gave a beer to the other client without the staff knowing it. Client denied knowing the stranger, the stranger was asked to leave. TC took the beer from the other client and emptied it in the sink.

Follow Up - TC Instructed the staff not to let any stranger come in the house.

Recommendations: Review with employee involved and at team meeting that no access is to be provided (Do not even open the door) to unknown persons at the patio door. Unknown persons are to be required to use the apartment main door and be buzzed in only after displaying proper identification. The group discussed putting information in the Orientation manual and putting up a sign for relief staff regarding restriction on letting anybody in from the patio. The patio door should only to be used by the staff and/or

clients

Additional: Keep doors locked at all times. Emergency Drill - Stranger Invasion Scenario could be completed. (Calgary homes completed this and felt it was a great learning opportunity).

South Region – Meeting minutes date: Feb 17/10

Near Miss review:

Jan 18, 2010

Staff tripped up wooden stairs coming to work. No injury but hit chin.

Recommendations:

Staff was wearing proper footwear, reviewed with staff importance of hazard assessment and identification. Reminded staff about using handrail and paying proper attention. CSC will be posting sign at stairs reminding staff to pay attention.

Investigation report needs to be signed by staff and sent to Edmonton

Additional: nothing

3.2 Evaluation of current Injury Investigations

3.3 Evaluation of Near Miss Investigations

March 19/10 - Staff was pinned to her seat by a client holding her arms.

Recommendations: Client had blood work that am, that staff wasn't aware of. Ensure that parents know the importance of relaying changes in future. CSC to discuss with staff, strategies on how to inform client about changes in environment, etc (prepare). Ensure that staff follows 3-hour transportation after escalation rule.

3.5 Review of Master Hazard assessment and Control Document

Members given copies of the General section of the new HACD.

Reviewed Working with People

New HACD is great!

4.1 Training

Mission Possible - Aggressive Driving and Avoiding Wildlife/Vehicle Collisions.

Part 1 Awareness – April 28th

Part 2 Education – May 26th

1.1.1 EMERGENCY PROCEDURES (All SERVICES) & EMERGENCY PREPAREDNESS PLANS (RESIDENTIAL PROGRAMS OPERATED BY I.C.E.)

Emergency Services (All Programs)

All employees must ensure that the following procedures are followed in an emergency situation:

1. If the emergency is imminent and deemed life threatening to anyone on the site, call 911 IMMEDIATELY.
2. DO NOT PANIC ... remain calm and give clear, concise direction/information
3. Ensure the immediate safety of yourself and the individuals in your care, unless you are in imminent danger you are **not** to leave the clients unattended.
4. Locate the nearest safe area and retreat to that location. This area would vary depending on the emergency. For example:
 - Fire, or gas leak/gas smell – leave the building, and retreat to a designated Safe House or Meeting Place as outlined in the residential program's Emergency Evacuation Procedures. For non-residential programs, go to the nearest neighbor or business.
 - Tornado warnings – go to the lowest level of the house and gather in the smallest room that doesn't have a window, i.e. a closet or bathroom. **Refer also to Health and Safety Binder**
 - Loss of heat during blizzard or extremely cold weather – Gather together at the highest level of the building in a small windowless room (i.e. bathroom or large closet). Ensure everyone is wearing several layers of clothing.
 - Home invasion – do not confront any intruder. Call 911 and attempt to evacuate the home if safe to do so.
5. If possible take the client green file(s) to be used as a portable record of information, if not possible the duplicate file(s) at the main office will be used. The client green file includes: the full name of the client, name/address/phone number of the parent/guardian, the name and phone number of the emergency contact person (as designated by the parent/guardian), information regarding medication, health concerns/allergies, and a recent photograph of the client.
6. Call the I.C.E. office, or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far.

EMERGENCY PREPAREDNESS PLANS (RESIDENTIAL PROGRAMS OPERATED BY I.C.E.)

General Plan

1. All residential programs are to have available an emergency kit that will contain emergency supplies for a 72 hour period and for the number of residence plus 2 staff. The kit contents are reviewed monthly as part of the safety inspection checklist and for the months of January and July any food items and water must be removed and replace with new ones. On the top of the lid the contents of the kit will be outlined and the kit will be located in the staff room wherever possible. The location of the kit will also be documented on the posted floor plans. The kit contents are as follows:
 - ❑ 1 manual can opener
 - ❑ 1 crank flash light
 - ❑ 1 portable radio either crank or battery operated. If battery operated 2 sets of additional batteries.
 - ❑ 4 rolls of toilet paper
 - ❑ hand sanitizer
 - ❑ 4 large garbage bags
 - ❑ small first aid kit that contains bandages/sterile dressings, antibiotic topical ointment
 - ❑ personal hygiene products for the client if required – diapers or feminine hygiene products
 - ❑ latex gloves 5 pairs and more may be required dependent on client support requirements
 - ❑ medication summaries for each client as well as pharmacy phone number
 - ❑ whistle
 - ❑ paper plates/cups/plastic cutlery- enough for 3 meals for each resident and for 2 staff
 - ❑ plastic containers maximum 3 and at least one is a bucket with a lid
 - ❑ water – 1 gallon potable (safe to drink) water per day for each of the residents and 2 staff. If any pets allow 1 gallon of water per day
 - ❑ nonperishable food supplies – consisting of cereals, cereal bars, granola or fruit bars, canned fruit, canned meats, canned beans, canned vegetables, crackers, tetra juice boxes.

Refer to Emergency Kit contents sheet in Residential Monitoring Manual.

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- Client specific adaptive equipment/medical equipment such as a Gor J tube.
2. In addition each resident is to have a spare blanket in his/her bedroom closet.
 3. An extra 7 day supply of medication is available and remains in the locked medication cupboard.
 4. Flashlights are available on each level of the home.
 5. Each home has a designated safe house and the telephone number and location are posted in the emergency phone numbers and by the telephone.

Specific Emergency Plan

In all cases refer to points 1-3 in emergency plans above. In addition all clients are to be informed of the situation.

Loss of Water/Disruption to Laundry Services

1. Use the water available in the emergency kit.
2. If Laundry Services are required access the nearest laundry facility and funds are to be used from petty cash.
3. Call the I.C.E. office, or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far. Arrangements will be made to either repair the water supply in the home or to remove the clients to a suitable location until water service is restored. Office personnel will ensure that guardians are contacted and appraised of the situation.

Loss of Heat

1. Gather together at the highest level of the building.
2. Ensure clients are dressed warmly – layer clothing and use the extra blankets in each residents room.
3. Call the I.C.E. office, or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far. Arrangements will be made to either repair the situation in the home or to remove the clients to a suitable location until the heating service is restored. Office personnel will ensure that guardians are contacted and appraised of the situation.

Loss of Power/Disruption to Hot Meals

1. Gather together in the general living area of the

home if during the time the clients are awake and the building is in darkness as lighting will be limited and it is easier to maintain a safer environment.

2. Use available flashlights easily accessed in the home and in the emergency kit as required.
3. Food supplies are available in the Emergency kit as required.
4. Call the I.C.E. office, or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far. Arrangements will be made to either repair the situation in the home or to remove the clients to a suitable location until the power service is restored. Office personnel will ensure that guardians are contacted and appraised of the situation.

Excessive Heat

1. Ensure all window coverings and windows remain closed.
2. Have fluids available and access emergency kit supply as required.
3. Avoid excessive physical activity.
4. Access any city emergency cooling centers if available.
5. Call the I.C.E. office, or if after hours, the ECAT Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far. Arrangements may be made to remove the clients to a suitable location until the situation is under control. Office personnel will ensure that guardians are contacted and appraised of the situation.

Loss of Staff

1. Relief staff will be arranged to complete or fill the shift assignment.
2. Should regular staff not be available The C.O.O. in consultation with the appropriate Regional Managers and the President will determine if service delivery will be terminated. **Refer to Policy 2.1.6 Termination of Service to Clients and Policy 2.1.9 Client Referrals to Other Agencies**

See Policy 3.5.11 Fire Emergency Procedures

See Policy 2. 3.11 Emergency Medical Situations

See Policy 2.5.1 Behaviour Management

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

