

Lisa grew up in St. Albert, Alberta, where she began her own interior design business in 2001. When the business was 4 years old she brought it to Grande Prairie with her family. In Grande Prairie the business ran successfully for another 6 years, but Lisa felt like she was missing something in her work. A self-diagnosed, "people pleaser", Lisa longed to help people on a deeper level and hence, decided on a long term goal to become a nurse. At this point Lisa discovered ICE and began working in several of Grande Prairie's residential and community programs.

Lisa has excelled with all of the individuals she has provided supports to. She says working at ICE has taught her patience, understanding, and a greater ability to see the individual, not the disability. She has become an advocate for people with disabilities by influencing and educating her friends, family, and community members whenever an opportunity arises.

Lisa continues to work towards her goal of becoming a nurse and working with seniors. As a volunteer, Lisa has already been working with seniors for four years now. She appreciates having the opportunity to be there to care for someone when they are without other supports. Lisa reports it gives her satis-

EMPLOYEE Spotlight Lisa



faction to be making a difference in the lives of others. This summer she began her courses towards achievement of a Bachelor of Nursing degree.

In her spare time, Lisa enjoys the Peace Country for its unparalleled camping, hiking, and outdoor activities.

ICE appreciates and is lucky to have such a dedicated employee.

Reminder!



PDD Grant Dollars are available for training opportunities for Community Rehabilitation staff.

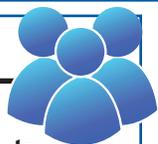
Submit your "Letter of Intent for Training" soon.

After Hours Supervisor

403-819-0583



MEETINGS



Health & Safety Meeting

June 22, 1:30 PM

Team Leader Meeting

June 29, 1:30 PM

RPAC

June 23, 1:30 PM

TIME SHEET HAND-IN



Hand-in day will be:

June 15th, 2011

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

June 30th, 2011

for all shifts worked between June 15th and 30th

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Employee Success Story: Richard

Richard entered services with Independent Counselling Enterprises in 2005. From 2005 to 2009 Richard lived in a supported home arrangement in Lethbridge, Alberta. In the summer of 2009 Richard decided to move to Spruce Grove, Alberta to be closer to family. He moved in with his older brother and lived there until early 2010. Richard decided to move back to Lethbridge in 2010 when his brother made the decision to move to British Columbia. It was a challenging time for Richard, finding a new job and reconnecting with old friends. Richard was very happy when he was able to move back in with his previous Support Home Operator (SHO) through ICE as they had such good times together.



shift. A day job would allow him more social time at night with his friends. He is presently busy sending out resumes and checking job postings looking for the "perfect job".

Richard enjoys the outdoors; he likes to go walking and really loves to go camping. Richard and his SHO have enjoyed many adventures over the years, exploring the various campgrounds around southern Alberta. His SHO encourages Richard to bring along friends when they go camping too. Richard likes to be busy, and he is looking forward to a summer filled with fun. He will be volunteering at the Dragon Boat races, attending art classes and he has decided to try Special Olympics golfing once a week. Richard also enjoys wrestling, New Connections dances, walks around Henderson Lake, movies, concerts and hanging out with his friends.

Richard is a hard worker and has worked in the food service industry for a number of years. Currently, Richard works at The Keg part-time as a dishwasher. He enjoys his job there but wants to find a new job where he can work the day

We wish Richard much success in his job search!!

Thank  You!

Incentive Thank-you Card Draw Winner

Maria Zekaria received a thank-you card for covering a shift with very short notice.

It is very much appreciated, Maria!!!!

Other Thank-you Cards Received

Maxine Bailey received a thank-you card for helping out a co-worker, when she needed it.

Thanks Maxine!!!!

Theresa Sanborn received a thank-you card for completing the Contractor/Visitor Checklist Orientation.

Thank You Theresa!!!!

Nikki Spence received a thank-you card for completing the Contractor/Visitor Checklist Orientation.

Thank You Nikki!!!!



ICE Calgary

CONGRATULATES
Long Term Employees !!!

Staff	Years	Date
Bill Damer	16	June 7th
Jose Rosa	11	June 3rd
Pam Thomas	6	June 8th
Maxine Bailey	5	June 9th
Francis Asamoah	4	June 6th

TRAINING

PET

June 15th & 16th, 9 to 4 PM

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Northwest Region – Meeting minutes date: March 10/11

Injury Investigation Review:

February 9, 2011 – Staff was assisting the client during a biting episode. The client grabbed the staff's right arm, scratching and pinching the skin. As a result the skin on the staff's arm was broken drawing a small amount of blood.

Employee Injury Investigation Completed.

Recommendations: Review with staff safe ways of assisting the client when she is upset to avoid injury to staff and client. For example when client is not feeling well let her sleep, use PRN medication to manage discomfort.

February 10, 2011 – Staff was assisting a client during a biting episode; the client grabbed the staff's left thumb. The staff's skin was broken, drawing a small amount of blood.

Recommendations: Review with staff safe ways to assist the client when she is upset to avoid injury to staff and client. For example when client is not feeling well let her sleep, use PRN medication to manage discomfort.

Employee Injury Investigation Completed.

Additional Recommendations: Perhaps positive approaches needed, including strategies in dealing with self-abusive behaviors at very least. Is pain relief adequate?

Edmonton Region – Meeting minutes date: March 1/11

Injury Investigation Review:

February 1, 2011

Overnight staff fell on the stairs and hit their head. Staff had a bump on their left eye. Staff was carrying a heavy backpack on their way to the basement, staff was not holding on to the rail.

Employee Injury Investigation completed.

Recommendations: Advise staff to carry a smaller backpack or a tote for his personal belongings.

Additional Recommendations: Wear backpack on back. Reminder bring only what is needed to shift.

January 6, 2011

Client missed their medication under the care of a respite worker. Client became agitated and pushed SHO.

Injury Investigation completed for contractor.

Recommendations: Will review monitoring meds with respite worker.

Near Miss Investigation Review:

February 9, 2011

Office worker smelled something burning from the microwave.

Near Miss Investigation Completed.

Recommendations: The microwave was immediately unplugged and a sign was posted to let other employees know. A new microwave has been purchased and an instruction for basic use has also been placed.

Additional Recommendations: Microwave is monitored while in use.

3.2 Evaluation of current Injury Investigations

March 16/11 – SHO's vehicle rear-ended when stopped at a yellow light. Accident resulted in whiplash.

Employee Injury Investigation Completed.

Recommendations: SHO's actions at time of accident were correct. Other driver at fault.

3.3 Evaluation of Near Miss Investigations

March 15/11 – Staff slipped on icy section of public sidewalk and fell but did not injure themselves. They were rushing to escort client on Handi-bus to community outing.

Near Miss Investigation completed.

Recommendations: Safety first, staff to slow down if Handi-bus has to wait a little longer that is fine. Staff to monitor sidewalk condition in front of house, particularly in spring conditions (thaw and re-freeze). Perhaps place ice melter on greater area of sidewalk in front of home.

April 5/11 – Staff slipped on gravel accompanying client on community outing. Staff was avoiding icy patch, stepped over it and onto

gravel unaware that gravel was potential hazard. Staff fell however was not hurt.

Near Miss Investigation completed.

Recommendations: Staff to maintain awareness of footing. Ensure footwear safe for conditions.

3.4 Review of COR Audit Action Plan. (2008)

Reviewed Section 2.4, 2.5 and 2.6

Hazard Assessment Course will be provided to H&S Committee and all TC's, TL's and CSC's

3.5 Review of Master Hazard assessment and Control Document

Reviewed Office Related Work Section of the HACD

Meetings/Communication

Driving

Office Cleaning

Contact with Visitors, Contractors or Intruders/Strangers at office

Use of telephone (landlines)

Paperwork – Writing

Computer Use

Use of Office Equipment

Use of Visual Equipment

Filing

Opening, Sorting and routing mail

Ascending/Descending Stairs

Inspecting/first to arrive to new work-site

Termination/Hiring

Heavy Equipment located/utilized on site (Calgary Office Specific addition)

Secondary Exit – Balcony (Calgary Office Specific addition)

Each hazard area was reviewed and priority rating assessed. This information sent to Health and Safety Manager.

Snow Mould & Other Allergens

What is snow mould?

Snow mould is a fungus that is found under melting snow. It is one of the biggest contributors to seasonal allergies. Snow mould looks grey, and appears in circular patches on grass. Snow does not kill the mould. When the snow begins to melt, the spores from the mould are released in the air, causing watery eyes and runny nose in some people. People allergic to mould may experience symptoms from spring to late fall. The mould season often peaks from July to late summer.



there's a lot of pollen and mould in the air. In late spring and early summer, grass starts to cause trouble. Weed pollen is the main cause of seasonal allergies in late summer and early fall.

Symptoms:

The symptoms of allergies include: sneezing, itching, nasal discharge, congestion and dry and scaling skin.

What can you do?

- Stay in doors and keep windows and doors closed during peak pollen hours (morning)
- Wear a mask when mowing lawn and when walking on freshly mowed lawns.
- In the fall, rake up leaves to minimize mould growth
- Do not hang laundry outdoors. It can trap pollen.
- Take medications recommended by your doctor to treat and prevent allergic reactions.

Other Allergens:

In the early spring, the major culprit is wind-borne pollen from trees. Pollens are tiny egg-shaped powdery grains released from flowering plants, which are carried by the wind or insects. Pollens that are spread by the wind are usually the main cause of seasonal allergies, while pollens that rely on insects (such as the honeybee) to be carried to other plants do not. The worst springtime allergy signs and symptoms occur during hot, dry or windy days when

INCENTIVE FOR REFERRING EMPLOYEES

Here's how it works!
If you refer a person to ICE who successfully meets our hiring requirements and completes three-month probation with a minimum of 120 hours worked, you will receive \$100.00.



Take advantage of this great opportunity.

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.



Senior Management Tour ICE Operations across the Province



In order to have an effective Health and Safety program a company must have commitment and involvement by senior management. It is an important part of the Management by Walking Around (MBWA) concept for company leaders to get out of their offices to spend time where clients are supported and where employees work each day. Recently I.C.E., Chief Operating Officer (C.O.O), Geneve Fausak visited several residences in Edmonton. The C.O.O. and the ICE Alberta Manager of Operations, Jackie Wells also travelled in May to tour the office and programs in Grande Prairie. Risk Management and Quality Assurance Specialist, Greg Lane and Health and Safety Specialist, Corinne Stasiewicz alternately visited offices/ programs in Calgary and Lethbridge in May. These visits provided excellent opportunities for senior management to observe the positive efforts demonstrated daily by ICE employees for risk management and health and safety. Management would like to extend a warm thank you to all ICE employees involved!



2.4.1 GUIDELINES FOR PLANNING ACTIVITIES

1. Independent Counselling Enterprises activities are planned to be effective as well as safe in their operation.

2. General guidelines apply in planning activities:

- involve the client in planning activities;
- consider the client's abilities and interests in relation to the activity;
- consider the client's likely level of safety and well being while participating in the activity;
- determine the relationship of the activity to the client's cultural and religious heritage;
- ensure the activity fits in with other scheduled activities and daily routines;
- ensure activities are age-appropriate. Minor children require written permission from parent or guardian before engaging in activities;
- plan the activity in incremental steps (i.e.: putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition;
- address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities;
- arrange an appropriate meeting place. Have phone numbers and other information available ahead of time;
- all group activities require supervisor review and approval before they take place;
- in the event of an emergency (i.e. accident or injury) employees are to ensure they have all emergency contact names/phone-numbers including their supervisor and ECAT/911 to call for immediate assistance (see Policy 2.7.3 Critical And General Reporting Incidents and Policy 3.3.6 ECAT Supervision)

3. Aquatic activities must include the following precautions:

- the presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
- in circumstances where I.C.E. clients have access to private pool facilities through their residence a pool safety protocol (refer to Master Forms Binder: Ori-

tation Manual Section B and Residential Monitoring Manual Section F) will be developed, reviewed, and signed off by the client, guardian, and I.C.E. staff, a copy of the protocol will be filed in the client green file;

- use of a safety floatation jacket by all participants in a raft, boat or canoe;
- constant and direct supervision of clients during all activities around water.

4. Overnights trips are not to be planned for any client unless the employee receives approval from their supervisor. The following apply:

- Approval must be given by the Manager in consultation with the Chief Operating Officer only after a written proposal has been submitted outlining the nature of the trip, the duration of the trip, expenses to be incurred, location of nearest medical/emergency facilities and staffing during the time away.
- It is not expected nor is it this agency's policy that employees take clients on holidays. Often trips are contingent on employees volunteering time unless clients can access programs where supervision is included in the holiday.
- Any time away must not be a financial hardship for the client and their personal budget must be able to support the holiday.
- If funding is being requested from an outside source (i.e. Office of the Public Trustee) sufficient time must be provided in order to meet their documentation processes as per OPT Policy.
- Guardians must be aware of and support the holiday and sign all necessary permission forms prior to the excursion.
- Employees must have access to reliable communication such as a telephone or cell phone and contact the office once per day for an update.
- If the location of the holiday is isolated two employees must be present at all times.
- A first aid kit must be carried.

Updated October 2009