

In the 1960's and 70's Vi got her start working in this field while employed by the Department of Human Resources in Kamloops, B.C. at the Tranquille School. This was a self sufficient agricultural institution where people with mental disabilities and persons determined "criminally insane" were placed long term. Normalization came in at this time and in 1980 the institution began to transfer residents into community living placements throughout B.C.

In 1981, Vi sold her house in Kamloops B.C. and moved to Edmonton. She initially worked for the Edmonton Medical Registry, but soon secured a job at the Eric Cormack Centre (ECC). Vi was thrilled to be selected out of 252 applicants for this position.

Sadly also in 1981, Vi was in a car accident and experienced a serious injury to her left foot, which resulted in a long term (2 year) disability leave for her. Vi felt that she could provide residential supports in her home so she applied for a job with Community Behavioral Services (CBS). She supported many individuals through CBS including persons with challenging behaviors.

In 2002 Vi connected with ICE and be-

SUPPORT HOME OPERATOR

Spotlight

Vi



came a Support Home Operator. 2010 represents 21 years for Vi supporting the lady currently living with her. Vi reports, "ICE has been very supportive throughout all the changes taking place and is always ready to help when I need it. I would recommend ICE to anyone."

Vi has had 7 children; sadly losing two of them in tragic accidents. She has 7 grandchildren, 4 great grandchildren with a 5th due any day. She has travelled to many countries and islands and even rode a camel in Egypt. Vi has long been an advocate for children and individuals with disabilities and remains in contact with many people she has helped. Vi reports that it has all been worthwhile, "Yes, I am pushing 75 and getting wrinkled but I wouldn't change a thing."

Time Change Reminder

Sunday, November 7, 2010 at 2:00:00 AM clocks are turned backward 1 hour to Sunday, November 7, 2010 at 1:00:00 AM local standard time instead.



After Hours Supervisor

403-819-0583



MEETINGS



Health & Safety Meeting

Nov 17, 1:30 PM

Team Leader Meeting

Nov 9, 1:30 PM

RPAC

NOVEMBER 18, 1:30PM

TIME SHEET HAND-IN



Hand-in day will be:
November 15th, 2010
 for all shifts worked between
 November 1st and 15th
 and
November 30th, 2010
 for all shifts worked between
 November 16th and 30th

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Client Success Story – Shane

Shane has been an active participant with ICE for 7 years. He resided with a foster family in Airdrie prior to his involvement with ICE and he continues to maintain close ties to his foster parents. Shane has had times of instability in his lifetime; however he has demonstrated success during the last two years by maintaining a stable residence as well as his volunteer and community commitments. Shane currently lives with two roommates (one is designated a supportive roommate) and he has day program services provided through ICE.



Shane possesses an outgoing and generous personality. He enjoys working with animals and volunteers through the Petland Pets for life program one day per week. Shane assists at home with the care of the family pet and he enjoys walking the dogs every day. Shane contributes to his community through volunteering with the Adopt – a Park program offered through the City of Calgary.

Shane enjoys camping with his foster father and trips with his roommates. As a testament to his success, when his two roommates married this summer; Shane was very proud and

performed a toast to the couple in front of a crowd of family and guests. Shane had never spoken in public before and had always been considered a shy and quiet man. It was his moment to shine and he did an outstanding job.

Shane has chosen to succeed in all aspects of his personal life. He has developed a keen focus on self improvement and on maintaining his relationships with his family and friends. Shane enjoys being active in Special Olympic events as well as in other community sports clubs. He enjoys movies, rock and country

music, golfing, basketball, playing hockey, playing pool, and speaking to his friends on the phone. Shane is an excellent chef who excels at barbecuing. He is learning more recipes for creating healthy meals.

Shane enjoys traveling and he recently visited Disneyland and Las Vegas with his family. He enjoys day trips by car and exploring different areas of the city. Shane's goal for the upcoming year is to develop new friendships and become even more active.

3.5.8 Eliminating/Mitigating/Controlling Work Site Hazards

13. Water temperature monitoring

- a) When providing support in the community to a client requiring assistance with bathing/showering, employees must check the temperature, before the client gets **into the bathtub/under the shower/ready to use a hand held shower**, by lowering or inserting their elbow approximately 5 cm into the water to ensure appropriate water temperature.
- b) In homes operated by I.C.E. the agency is responsible to ensure not only that the temperature is monitored in the bathtub or from the shower for those clients requiring a bath/shower assist but also for the home. To monitor the bathtub temperature, fill the bathtub to the appropriate water level, in a small container scoop water out and take the temperature before the client is in the water. If a shower, run the shower, collect water by placing a container under the spray and take the temperature before the client is in the shower. Record the temperature on the bathtub/shower record sheet located in the bathroom. The temperature is to be between 37-41 degrees Celsius. This is to be done for each bath/shower on a daily basis. In addition any employee providing a bath/shower assist must check the temperature, before the client gets into the bathtub/shower, by lowering or placing their elbow approximately 5 cm into the water to ensure appropriate water temperature. To monitor the overall water temperature of the home run the hot water kitchen faucet for 3-5 minutes, collect a sufficient amount of water in a kitchen glass, take the temperature and record on the house water temperature sheet located on the inside of a kitchen cupboard. The temperature range is not to exceed 54 degrees Celsius. All records will be kept posted until completed and then filed in the Daily Planner. (see attached procedures that are posted in the homes)

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.



PET TRAINING

Nov 3rd & 4th, 9 am – 4 pm
As per website.

Thank You!

Incentive Thank-you Card Draw Winner

Theresa Sanborn received 2 thank-you cards this month. One was for recognizing a serious situation and following policy to rectify it. The other was for taking extra care to ensure everyone's safety during the time the house was being re-sided. Thank You Theresa, we appreciate your commitment!!!!

Other Thank-you Cards Received

Nikki Spence received 3 thank-you cards this month.

One was for recognizing a possible problem and bringing it to everyone's attention. Another for the multiple times that she has taken great care with the client's health and well-being. The third was for taking a client away on a relaxing vacation. Thank You, Nikki!!!

Janet Williams received a thank-you card for picking up extra shifts with very short notice. It is greatly appreciated Janet!!!

David Abatan received a thank-you card for repairing the steps at a residence and many other previous repairs that have been needed. Your continued support is always appreciated David!!!

Maxine Bailey received a thank-you card for creating an incredible collage of pictures for the clients. Thank You, Maxine!!!

Denise Sielecki received a thank-you card for going above and beyond in all her duties. Denise, your hard work and dedication is greatly appreciated!!!

Caineth Usengimana received a thank-you card for picking up extra shifts with very short notice. Thank You, Caineth!!!

Thanks Everyone!!!

All ICE offices will be closed
Thursday November 11,
for Remembrance Day



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



Oops!!!!

Congratulations and a Huge Apology needs to be said to Stephanie Nordin a 5 year employee as of September 6th. Sorry we missed this in that month's ICE Page!!!

ICE Calgary CONGRATULATES Long Term Employees !!!

Staff	Years	Date
Debra Garrioch	13	Nov 13th
Donna Mikl	12	Nov 23rd
Janet Zhang	5	Nov 25th
Glenda Read	4	Nov 1st
Shafiqul Amin	4	Nov 16th
Maria Zekaria	3	Nov 13th
Margaret Gordon	2	Nov 10th
Melanie Shuya	2	Nov 25th
Allyson Hallworth	1	Nov 10th

COLD WEATHER AHEAD!

Time to get ready for upcoming seasonal changes in weather:

- * Stock up on salt and sand for use on walkways;
- * Have snow shovels in good repair and readily accessible;
- * Review staff responsibilities for clearing walkways and completing hazard control;
- * Ensure furnaces and hot water tanks are in peak running order;

- * Clients (and employees) need to plan clothing for cold weather (warm coats, gloves, toques, scarves and boots with good grips);
- * Employees need to prepare their vehicles for winter or plan for alternate means of getting to work if their vehicle is unreliable.

Remember our clients count on us for support even when the weather is cold or snow arrives.

SEASONAL

Influenza is caused by an influenza virus that is carried by and spread between humans. It is a respiratory illness that infects the lungs and airways.

Common signs and symptoms of influenza include:

- * fever; dry,
- * non-productive cough;
- * aching body (muscle pain), especially head, lower back and legs;
- * extreme weakness and tiredness.

Other signs and symptoms include:

- * chills;
- * aching behind the eyes;
- * loss of appetite;
- * sore throat;
- * runny or stuffy nose.

Influenza can be spread by direct contact with an infected person, and/ or transferred by contact with a contaminated object, and by contact with droplets of an infected person when they cough or sneeze.

The Influenza Vaccine (flu shots) is your best protection against the flu virus. It helps build up your immunity against the virus and can protect you for 4 to 6 months. The vaccine can also protect against an outbreak at work and health facilities where such an outbreak could result in severe complications and even death. Check the Alberta Health Services website

INFLUENZA

for the dates and times of their clinics at: <http://www4.albertahealthservices.ca/immunization/default.aspx>

The most important things that you can do to stop the spread of infection include hand hygiene (e.g. washing hands with soap and water or using hand sanitizer at appropriate times: before and after client contact, before food prep, after sneezing, coughing, using the bathroom, etc.), respiratory hygiene (covering your cough and sneeze, and then washing your hands after); social distancing (staying more than 6 feet away from an infected person) and cleaning and sanitizing (high contact areas should be cleaned and sanitized frequently).

If you are sick with the flu, you can speed up your recovery by drinking plenty of liquids, getting plenty of rest and eating nutritious meals.



How can I protect myself and others from the flu?

- Get your flu shot,
- Clean your hands,
- Cover coughs and sneezes,
- Regularly sanitize high contact areas.



Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Northwest Region – Meeting minutes date: August 12/10

Near Miss Investigations:

July 10/10- Shade for ceiling light fell and hit the floor. No injuries.

Recommendations: Team Leaders at all the residential programs have been asked to check to ensure that all the light fixtures in the homes are securely attached, and to repeat throughout the year.

No additional recommendations.

Edmonton Region – Meeting minutes date: August 18/10

Injury Investigations:

July 5, 2010 – Staff was preparing dinner. Client grabbed staff from behind and twisted staff's arm and hand. Two of staff fingers were broken.

Recommendation/s:

- Review PBI with team. (This client's supports for behaviors of concern are currently being reviewed and updated strategies are being developed. New plans to be implemented ASAP.)

Additional recommendations:

Reminder to staff that they should not continue cooking if client appears to be escalating/upset.

Near Miss Investigations:

July 15, 2010 – client tried to grab staff on the chest.

Recommendation/s:

- Review PBI with team. (This client's supports for behaviors of concern are

currently being reviewed and updated strategies are being developed. New plans to be implemented ASAP.)

No additional recommendations.

July 2010 – An intruder entered a community site apartment building (someone unknown had opened the door to a stranger.) This person assaulted and stole property from a tenant in the building. This incident occurred while ICE staff was in the same building visiting a HC client.

Recommendation/s:

- Survey community environments for personal safety before access. Use working alone call in procedures. Ensure that doors are always locked behind you after building entry. Immediately report hazards (suspicious activity) observed to an ICE supervisor and building management.

3.3 Evaluation of Near Miss Investigations

1) Aug 11/10 – Staff was washing dishes in the kitchen. Reached up to stretch. Bumped the light fixture. Glass orb fell and broke on the floor.

Recommendations:

Reminder to staff to maintain awareness of surroundings. Ensure that when replacing light bulbs, fixtures are secured.

2) Aug 29/10 – Staff knocked a fire extinguisher off of its support bracket. It fell on staff's toe. No injury. Extinguisher is located in a high traffic area; however it is the most suitable location.

Recommendations:

"Sprouse" will place a securing strap

on the extinguisher to keep it secured in place unless needed.

3.4 Review of COR Audit Action Plan. (2008)

Tabled. Waiting for updated COR Audit results

Thank you extended to all those who participated in the recent COR audit.

3.5 Review of Master Hazard assessment and Control Document

Changing Light bulbs

Recommended adding to the controls:

Ensuring fixtures secured after replacing bulbs.

Use of ladder

3.6 Policy Review 3.5.10 – Emergency Preparedness

All houses to ensure that they keep a list of all food items in their preparedness kits. There are sample items/menus in the H&S binder that can be referenced.

4.1 Training

Mission Possible – Winter Driving and Distraction Modules

Workplace Inspections

Part 1 – September 29th

Part 2 – October 25th

TL's and TC's completed on September 13th

4.2 Presentation

Congratulations extended to Nicki Spence on attending 15 meetings. Thank you for your contributions.

Received her H&S Committee Member Jacket.



Find frequently used forms at
www.icenterprises.com

MERRY CHRISTMAS and HAPPY NEW YEAR

FROM ALL OF US AT ICE



*You are invited to attend the
Annual Christmas Party and
Awards Ceremony hosted by
I.C.E*

**December 9, 2010
From 12:00 p.m. to 3p.m.
at the Marlborough Park Community Center
6021 Madigan Drive N.E. (in the large hall)**

There will be a light luncheon followed by the awards, games and door prizes

As we will be serving lunch and we want to have enough for everyone please call to confirm attendance by December 2, 2010 at (403) 219-0503

