

Timothy moved to Canada from Nigeria in 2005 because of political prosecution. He first landed in Toronto but relocated to Grande Prairie in 2007. Very soon after moving to Grande Prairie, Timothy discovered ICE and began working with two male individuals in their home where he is currently a full time employee.

Before choosing a career as a support worker, Timothy poured his energy into many different jobs. After high school he worked as an administration officer for his father's sawmill and then took a position as a field interviewer for the Nigerian Institute of Social and Economic Research (NISER). After moving to Toronto he began his current role as an assistant social organizer for the Nigerians in Diaspora Organisation (NIDO). In Edmonton he worked at the hospital and in Grande Prairie he volunteered at the Young Offender Centre.

Timothy's education background is as eclectic as his work history. In Nigeria Timothy studied public administration and business administration and then in Toronto he studied computer science. Timothy later obtained his diploma as a Personal Support Worker. Timothy is currently researching university programs in pursuit of a degree in criminology.



Timothy is a globally-minded individual. He speaks four languages, enjoys traveling, loves photography, and routinely follows world news. Timothy was recently reunited with his wife and four children when they moved to Grande Prairie. His goal is to help his children receive the best education possible to assist them to enter into good careers.

Timothy guides his life by the principles of honesty, consistency, and helping those in need no matter who they are. ICE is lucky that Timothy chose to offer his services to the team because he exercises these principles in his client supports and all that he does.

Keep up the good work Timothy.

All ICE offices will be closed  
**Monday  
October 10**  
for the  
Thanksgiving  
Holiday

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

**After Hours Supervisor**  
**403-819-0583**

**MEETINGS**

**Health & Safety Meeting**  
October 19, 1:30 PM

**Team Leader Meeting**  
October 5, 1:30 PM

**RPAC**  
October 20, 1:30 PM

**TIME SHEET HAND-IN**

Hand-in day will be:  
**October 17th, 2011**  
for all shifts worked between  
October 1st and 15th  
and  
**October 31st, 2011**  
for all shifts worked between  
October 16th and 31st

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## Client Success Story: Marie

Marie has been living in Lethbridge for the past few years enjoying the quieter pace of life that the city here offers. Before moving to Lethbridge, Marie lived in Calgary where she was supported by ICE Calgary for a time.

Marie likes to be busy; she is always on the go with her Support Home Operator (SHO) and her day program staff. She and her SHO have had lots of fun this summer exploring different places, going to barbecues, attending local fairs and other events.

Marie has also been hard at work these past three months, searching for a job. She made lots of initial phone calls, sent out resumes, went on cold calls, and made follow up phone calls to various businesses in Lethbridge. Her determination recently paid off when Marie was hired to work full time in the hospitality industry as a hotel housekeeper! She loves her new position and is pleased about being able to start paying off some

debts. Marie is also excited to start saving to take a vacation to some place warm and tropical with her Support Home Operator.

At home Marie enjoys helping with the cooking and cleaning and being part of "the family". She loves to watch wrestling and knows every wrestler by name as well as all their statistics. Marie also take pleasure in going for walks, visiting with friends, meeting new people, and taking cooking classes at the local community kitchen.

Marie is focused on bettering herself and is always looking for opportunities to learn new things. She has attended Self Advocacy functions, tried the local Toastmasters public speaking group, and enjoys attending ICE planned functions and New Connections Dances.

We are proud of Marie for her hard work and determination in finding a job and we are excited to see what the future holds for her.



# NATIONAL FIRE PREVENTION WEEK.



***THIS IS A GREAT TIME TO REVIEW  
AND PRACTICE ALL EMERGENCY  
EVACUATION PROCEDURES AND  
REPLACE THE BATTERIES IN  
RESIDENTIAL SMOKE ALARMS.***

# Thank You!

## Incentive Thank-you Card Draw Winner

**Aline Kabeja** received a thank-you card for the many times that she has covered vacant shifts with little notice. Aline, your flexibility and willingness is very much appreciated!!!!

## Other Thank-you Cards Received

**Andrew Idahosa** received a thank-you card for following policy by asking to see the ICE ID for a new staff arriving to shift. Great reminder to staff to always carry their ICE ID. Thanks Andrew!!!!

**Jack Mikolajczyk** received a thank-you card for practicing fire drill and emergency evacuation procedures while out at community sites. Thanks Jack for recognizing the importance of safety drills!!!!

**Christina Leslie** also received a thank-you card for the additional support she is providing. Christina we appreciate your extra assistance!!!!



## ICE Calgary

# CONGRATULATES Long Term Employees !!!

Staff	Years	Date
Jennifer Plimmer	8	Oct 7th
Elaine Marshall	8	Oct 17
Mussie Gebreegziabher	7	Oct 3
Mary Moritz	6	Oct 20
Mohammed Ayedi	5	Oct 20
Beverly Jerrett	4	Oct 10
Rachel Ndayubaha	3	Oct 3
Carol Gieck	3	Oct 22
John Van Kasteran	2	Oct 14
Christina Leslie	1	Oct 14
Chinonye Nwachukwu	1	Oct 15

# TRAINING

## PET

October 12th & 13th , 9 AM – 5 PM

## Promoting Safety

October 4th, 9:30-12:30

**Mission Possible – part 2 winter and distraction modules (part 1 had to be attended as well)**

October 26th (Part 2), 1 PM – 4 PM

# BURNS

## What is a burn?

A burn is an injury to the skin tissue, usually caused by contact with intense heat, electricity or chemicals. In more severe cases, the injury may involve deeper tissue damage such as bones and muscles. There are a number of causes of a burn: dry heat (fire); wet heat, which is also known as a scald (steam or hot fluids); radiation (sun); heated objects (stove-top burner); extreme cold; inhaling smoke or toxic fumes, particularly from chemical explosions or house fires; electricity and chemicals.

## First Aid for Burns

If the skin is unbroken, run cool water over the area of the burn or soak it in a cool water bath (not ice water) for at least 5 minutes. A clean, cold, wet towel will also help reduce pain. Minor burns usually heal without further treatment. If the burn is severe, such as a burn to the face or throat, or chemical or electrical burns, an ambulance may need to be called. If fingers or toes have been burned, separate the toe or fingers with dry, sterile, non-adhesive dressings. For Chemical Burns – flush the area with large amounts of cold water for 15 to 20 minutes. If chemical is dry powder, quickly brush off any loose chemical with a cloth before flushing. For electrical Burns, call 911. Turn off source of electricity if able to safely do so. Give First Aid to entry and exit burns by covering them with clean, dry dressings.



## Prevention

Always test the temperature of water before getting into the tub. Do not leave a cooking pot unattended. Always turn pot handles towards the back of the stove. Never leave hot food/ liquids near the edge of the table. Avoid wearing loose-fitted clothing while cooking. Always turn burners and oven off when not in use. Put smoke alarms in your home. Check them monthly. If they run on batteries, put in new batteries every 6 months. Use oven mitts or potholders when cooking. Use a sunscreen with a sun protection factor (SPF) of 15 or higher. Use caution when handling chemicals found in many household cleaners. Read labels carefully to ensure proper use of the chemicals. Wear eye protection when working with chemicals. Do not use electrical devices in wet environments. Frayed electrical cords should be replaced immediately

## Health and Safety Minutes

### 3.1 Review of Regional Health and Safety Minutes

South Region – Meeting minutes  
date: July 7, 2011

Injury Investigation Review: June 29, 2011

Client behavior resulting in staff's arm being scratched that was unanticipated.

#### **Injury Investigation completed.**

Recommendations:

Continue using CPI & safety strategies. Get a counselor involved if needed to give client someone to vent to. Have a session with trainer to talk about how to deal with feelings without physical aggression.

Additional Recommendations:

RPAC review

#### **Near Miss Investigation Review:**

June 28, 2011

Client was grabbing at staff while driving

#### **Near Miss Investigation Completed.**

Recommendations: Client to sit in back seat of vehicle. Pull over and stop vehicle.

No Additional Recommendations

June 28th, 2011

Client was agitated due to requirements by the landlord to have the grass cut. This resulted in client behavior directed towards the staff.

#### **Near miss investigation completed.**

Recommendations: Continue using CPI, call office for support, leave client's residence.

More information is required to make additional recommendations

Northwest Region – Meeting minutes  
date: August 11/11

Injury Investigation Review:

July 20, 2011 Staff was assisting client out of bed to visit with client's family. During the transfer the client suddenly began swinging her arms and biting her self. The client scratched the staff's ear and drew a small amount of blood.

#### **Injury Investigation completed.**

Recommendations: Ensure client is fully awake prior to performing any personal care. Avoid providing personal care when client is agitated, review Positive Approaches

No Further Recommendations

Near Miss Investigation Review:

July 20, 2011 Staff noticed an odor of burning plastic, and found that a cup in the dishwasher was melting. Turned dishwasher off, removed plastic cup.

#### **Near Miss Investigation completed.**

Recommendations: Avoid placing small plastic cups in the dishwasher. For example medication cups/ measuring cups

Additional recommendations:

Ensure that all dishes put in dishwasher are dishwasher safe

July 21, 2011 No one home at the time, upon return to the house staff found the light fixture in the client's bedroom had fallen and glass was broken.

#### **Incident investigation completed.**

Recommendations: Regular staffs at program to check light fixtures regularly to ensure the fixtures are secure.

No Further Recommendations

Edmonton Region – Meeting minutes  
date: July 7/11

June 6, 2011

Garbage truck passed by collecting trash in the back alley. Staff found one more bag of garbage and decided to rush the bag to the garbage truck. Staff stumbled on an incline in the lane and fell on the ground. Staff suffered minor abrasions on hands, face and knee.

#### **Injury Investigation to be completed.**

Recommendations:

Review with staff that their safety is more important than such tasks. Better to leave garbage for the next pick up.

June 14, 2011

Client had shown signs of agitation

at their day program and upon their arrival at home. When client was preparing to take their bath staff was assisting them. Client became agitated and pushed staff and then staff fell. Client was reportedly anxious which may have been due to a plan to go camping the next day.

#### **Near Miss Investigation being completed.**

Recommendations:

Clearly outline the support requirements for assisting this client with bathing and for supporting them when anxious. Review PBI with staff involved.

### 3.2 Evaluation of current Injury Investigations

To Further Clarify June 14/11 Near miss investigation

While walking client spotted a chip container and abruptly turned and tripped himself, staff attempted to redirect client which resulted in staff falling and client falling on top of staff. No one was injured

Client tripped over his own feet, when staff attempted to steady him client fell on top of staff.

No Injury investigations to review at this time

### 3.3 Evaluation of Near Miss Investigations

No Near Miss investigations to review at this time

3.4 Review of COR Audit Action Plan. (2010)

5.5, 5.6 & 5.7 Employee training

3.5 Review of Master Hazard assessment and Control Document  
Reviewed general section pages 17 -21

### 3.6 Policy Review

3.3.1 Professional Development

3.3.2 In-Service Education Programs

#### 4.1

Reviewed Bill 16 –Alberta Distracted Driver Law

Information will be posted on H&S Bulletin Board for staff reference

### 3.5.5 EMPLOYEE WORK RELATED INJURY, ILLNESS, AND NEAR MISSES

#### B. Reporting and Recording

As soon as the employee reports a work related injury, contracts an illness as a direct result of their work or experiences a near miss ( an event occurs that almost did, or easily could have resulted in an injury) specific processes are to occur.

1. The supervisor contacted is to ensure that the employee seeks medical attention if required and informs the agency of the outcome.
2. The supervisor contacted is to document the incident using C-Views and instruct the employee to submit the Critical/General reporting incident report to the main office within a 24 hour period to further follow up on the incident. If the supervisor contacted is not the employee's immediate supervisor then the employee's supervisor is to be informed of the situation as soon as possible. If the employee's supervisor is contacted then this supervisor will complete steps #3 and ongoing in consultation with the appropriate personnel as outlined below.
3. The appropriate supervisor will complete a WCB employer's report if this situation is reportable. A reportable injury is defined as:
  - the worker will miss time from work, other than the actual day of the accident
  - the worker will not be able to do their regular work, and will need their work modified to accommodate their injury (see Modified Work)
  - death or permanent disability will result from this accident
  - ongoing medical treatment will be needed, such as physiotherapy, chiropractic, etc.
  - the worker will incur medical expenses such as dental treatment, prescriptions, eyeglass repair, etc.
4. An injury needs to be reported to "Alberta Workplace Health and Safety" immediately if the incident has resulted in hospitalization over 48 hours, or death of the injured employee.
5. Should the employee injury occur during office hours the Health and Safety Specialist/ office designate is to be immediately contacted and will provide direction to the employee's supervisor while the supervisor completes the WCB employer's report. If unavailable a Regional Manager, CR Manager or Manager of Community Supports will assist with the process. Should the incident occur outside of office hours and be when the office is closed for more than 24 hrs the ECAT supervisor is to complete the WCB employer's report and submit this report to WCB within the allotted 72hr time frame. **Do not wait until the office reopens to forward the report to WCB. And do not mail the report to WCB—fax it or use online transmission. Clearly document on the employee's file the date and time of the above.** It is imperative that the ECAT supervisor then inform office management of the incident during the exchange of information at shift end to ensure appropriate follow up. Regional Managers must be contacted and inform the C.O.O. if the employee injury results in death or prolonged hospitalization immediately.
6. Once the injury or illness is reported and page one of the critical incident is complete **the employee** is responsible to notify their direct supervisor within 24 hours or the ECAT supervisor if the office is closed. The contact must be directly by telephone or in person at the main office and will determine what future action is required. If the employee has recovered and there is no time loss from work duties, further documentation is not required from the employee. I.C.E personnel will document the contact with the employee and file any substantiating documentation as appropriate and ensure follow-up.
7. If the employee is unable to return to their current work duties documentation from their attending physician must be provided to the employer as soon as possible to support the absence from current work duties. The employee will next be instructed to complete a W.C.B. worker's report. I.C.E. is required to report the injury, in writing, to W.C.B. The employee's direct supervisor or the appropriate I.C.E personnel will provide instruction to the employee as to where he/she will report to work for their next assigned shift if the employee is unable to return to their current work situation. Should the employee's wages need to be stopped or adjusted payroll is to be immediately informed by the employee's direct supervisor in order to complete any adjustments required to wages. Employees are not able to use sick or holiday benefits during a time lost claim.
8. WCB will determine if the claim is appropriate for compensation if there is a loss of earnings for the employee after the day of the incident, and will directly provide compensation to the employee.
9. Should the employee not be returning immediately to their current work situation (unable to work or in a modified work situation) the employee will be directed to remain in contact on a weekly basis with their direct supervisor for follow up. If the direct supervisor is unavailable the unit manager will assume this role. This follow up will be documented in the employee's C-Views personnel file and is to determine when and if there will be a return to the work duties the employee was performing prior to the injury. It is the employee's responsibility to initiate the weekly follow-up.

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10. The employee must provide written verification from the attending physician, or the employer and employee must have the consent of WCB in order for the employee to return to work following an injury when there is a time loss from earning for the employee.
11. Every effort will be made to achieve an early and safe return to work for an injured employee. This may include a modification to existing work duties that is consistent with the employee's functional abilities and skills until such time as the employee has recovered from the injury. As a result the employee must work cooperatively with the agency to restore the employee's pre-injury earnings when ever possible. The agency is directed by WCB to accommodate an injured worker and modify work duties that fall within the scope of the employee's education and experience if such a position is available.

### C. Modified Work Duties

I. C. E. will make suitable, meaningful modified duties available for every work related incident that is being covered by the agency's WCB account. I.C.E. will find or create modified work at every post-injury functioning level, on a non-permanent basis, at the worker's pre-injury rate of pay. Gradual return to work schedules will be accommodated as needed. All injured employees are required under WCB legislation to accept suitable modified work.

1. "Modified work" is a modification to existing work duties that is consistent with the employee's current functional abilities and skills, available until such time as the employee has recovered from the injury or illness. The employee will work cooperatively with the agency to restore the employee's pre-injury earnings when ever possible. The agency is directed by WCB to accommodate an injured worker and offer modified work duties that fall within the scope of the employee's education and experience.
2. The Health and Safety Specialist or designate will work with WCB and the employee's physician to determine the limitations and capabilities of an injured employee. If the limitations and capabilities of the injured worker do not match the worker's regular work, modified work will be found. WCB will be consulted with, and kept informed of the proposed nature of the modified duties, the times that these duties will occur and what wages will be provided to the employee.
3. The Health and Safety Specialist or designate in consultation with the appropriate Regional Manager will determine what modified duties are suitable within the agency. If no suitable duties are available, work that provides value to the company will be temporarily created to accommodate the worker's restrictions.
4. The employee's direct supervisor or the appropriate I.C.E. personnel will provide instruction to the employee

as to where he/she will report to work for their next assigned shift if the employee is unable to return to their regular work situation the day after a work-related injury or illness.

5. Once the modified work has successfully been arranged, the Health and Safety Specialist or designate must again contact WCB to confirm that the modified work has actually started, within 24 hours of the worker's actual return to modified work. Note in other regional offices outside of Edmonton the regional manager may be in contact with WCB.
6. The Employee's supervisor will remain in regular contact with the injured worker. This Supervisor must document contact with the injured worker in C-Views and update the Health and Safety Specialist or designate or Regional Manager WCB must be kept updated about any changes or developments in the case of a worker that has not yet returned to regular work.
7. The Health and Safety Specialist or designate or Regional Manager must inform WCB within 24 hours when the injured employee returns to pre injury employment.

### D. Documentation for Employee Personnel Files

For every employee where there is a WCB employer's report filed this report and the C.I./GI reporting incident report that lead to the filing of the claim will be placed together in the employee's personnel file. Should the claims management be ongoing this information will be removed to the Health and Safety Specialist/Regional Manager's (as appropriate) office and an additional file will be developed. This file will contain the following:

- Section One: Initial Critical/General Reporting Incident  
WCB Employer's report  
WCB Employee's report only if available
- Section Two: WCB Correspondence
- Section Three: Physician's and Other Professional's correspondence relating to the claim
- Section Four: Agency Correspondence & Contact Notes
- Section Five: Employment during Claims Management

Once the claim becomes inactive the information will then be inserted into the hard copy of the employee's personnel file.

Should an employee have WCB involvement reference will be made to this on the hard copy of their personnel file.

### E. Internal Investigations of Employee Injuries or Near Misses

Either simultaneously or upon completion of the C.I./GI. an internal investigation into an employee injury or near miss will occur. Refer to the Master Forms binder for the investigation forms. The following will apply to this process:

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1. An investigator is assigned to review the incident and complete all relevant documentation in accordance with the injury incident investigation report.
2. A Unit Manager (from the area the employee works i.e. CR, payroll, personnel etc.)/Regional Manager will assign an investigator. Each regional office has a complete list of trained investigators. Only trained personnel are able to conduct internal investigations of employee injuries or near misses. This process is not to be delegated to any employee. Regional Managers / Alberta Manager of Operations will ensure sufficient employees are trained to deal with these circumstances.
3. The investigator is to:
  - Complete sections A, B, and C of the injury investigation report within 72 hours. Complete means all sections are filled in and their signature is on the form.
  - Ensure that they are aware of the C.I./G.I. that resulted in the investigation and attach page one of this C.I./G.I. to the injury report form.
  - Ensure that the C.I./G.I. is in a form that maintains client and employee confidentiality i.e. black-out names.
  - Provide the written injury report to the employee's supervisor.
4. The employee's supervisor is to:
  - Complete section D of the report and follow up with the employee. Often this follow-up is in consultation with the Unit Manager. In some cases the Unit Manager is the employee's supervisor. This must be done again within the 72 hour period.
  - Ensure that approved actions are in place. Note that the action may be completed immediately or may occur over the long term. This is dependent on the circumstances of the injury and the extent of the recommendations.

5. The Unit Manager (note that this may be the Regional Manager and is dependent on each regional office) is to:
  - Submit sections A, B, and C to the Chair of the Health and Safety Committee for their review. Ensure that this submission maintains both client and employee confidentiality. The Chair will then bring this document forward to the committee and documentation of the minutes will have the review of the incident.
  - Sign the document. This means that they are aware of the incident and that the employee's supervisor is instituting recommendations.
  - Forward the completed report to the C.O.O. and President for their signature.
  - File the complete report in the injury / near miss binder in the correct Managers Office and place a confidential copy in the employee's file.
  - NOTE: All of the above parties must complete their responsibilities within the 72 hour time frame. This does not mean that the recommendations will all have been completed as again this is dependent on the circumstances of the injury.

**Also this document is not complete if signatures are missing in section E.**

**Do not file this form until this section is complete.**

Updated October 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.



### 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.



You Are Invited to Join Us For Our

# HALLOWEEN HOWLER



**Come Join The  
Spooktakular Fun**

Wear your costume and enter the costume contest!

Bring a pumpkin to carve and enter the pumpkin carving contest!

11am to 2pm

**October 27, 2011**  
6021 Madigan Drive Ne  
(Small Hall)

Please Rsvp By October 24, 2011 @ (403) 219-0503

\*\*Please note that only light snacks will be served so please bring your own lunch.