



## EMPLOYEE Spotlight Greta

languages. It was required of her European unions to have knowledge of a variety of languages. Greta enjoys traveling.

Greta and her family moved to Canada in August 2001. She had come on invitation of her friends to visit and enjoyed Canada and chose to stay. Greta did not have any knowledge of the English language and she self taught herself how to speak and write English after she moved to Airdrie.

Greta has been involved with ICE for approximately 7 years. She started as a support home operator and has been a staff member for 4 years.

Greta studied and worked as a physiotherapist in a hospital in Bialystok Poland. She also worked as a physiotherapist in Libya. Greta knows the Russian, German, Polish, and Arabic

She has a passion for her family and her work and describes this as her personal values. Greta enjoys exercising, swimming, and exotic cars. They have recently acquired a 4 month old husky puppy which has a lot of energy.

Greta enjoys working with people. She assists her client with his employment

at Airdrie Superstore, his volunteer work at the Bethany Centre, as well as outings to the parks, Grace Baptist Church, and the Public Library. They are looking at obtaining bicycles and traveling the bike paths in Airdrie. She additionally volunteers with Special Olympics during her time away from her regular workday.

Greta is an appreciated member of the ICE team. She enjoys having fun, is personable and easy going, and this suits her well in her position. Greta visualizes herself continuing to work with ICE for many more years, and we are fortunate to have her as part of our team.

All ICE offices  
will be closed  
**Monday**  
**September 5**  
for the  
Labour Day

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

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

**MEETINGS**

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**Health & Safety Meeting**  
September 21, 1:30 PM

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**Team Leader Meeting**  
September 7, 1:30 PM

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**RPAC**  
September 22, 1:30 PM

**TIME SHEET  
HAND-IN**

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Hand-in day will be:  
**September 15th, 2011**  
for all shifts worked  
between  
September 1st and 15th  
and  
**September 30th, 2011**  
for all shifts worked  
between  
September 15th and 30th

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## Client Success Story: Shelley

Shelley is a happy busy woman who lives in the Stony Plain area in a Support Home operated by ICE. Shelley has lived in this home with her Support Home Operator (SHO), Margaret and Margaret's husband, John, for the past 32 years.

Shelley doesn't let her vision impairment slow her down; she enjoys an active lifestyle both at home and in her community. To keep fit she regularly participates in walking and swimming at the TransAlta Tri Leisure Center in Stony Plain. Use of the railing around the Tri Leisure track gives Shelley opportunities to experience walking independence. Use of adaptive technology (see bicycle photo) allows Shelley, with Margaret's help, to enjoy the exercise and fun of neighbourhood bike rides.

Shelley is a social person. She currently volunteers at the Stony Plain Hospital on Wednesdays, helping to fold laundry. On Fridays, Shelley attends a mingle group in Spruce Grove. With this group she has participated in events such as a field trip to Camp He Ho Ha and a boat ride. She also enjoys visiting seniors and having lunch with friends.

At home, Shelley is busy and productive. There are many crafts that she takes pleasure in including painting, stamping and making cards. Baking is also a favored activity; Shelley likes cracking eggs and counting the number

of cups of flour that are needed. At home in her leisure time, Shelley enjoys music, singing, and dancing. According to Margaret, Shelley displays an excellent sense of rhythm. She also likes being read to / listening to stories.

In the past year, Shelley has had several opportunities for local and long distance travel with her SHO. She visited Fort Edmonton Park with Margaret, and especially enjoyed the train ride. Shelley also travelled on holiday to California in a motor home where she met Margaret's family. Shelley participated in swimming and biking on this trip.

Shelley continues to enjoy her full and busy schedule and is excited to be planning a future trip to the Ukrainian Village east of Edmonton.



# Thank You!

Incentive Thank-you Card Draw Winner

**Theresa Sanborn** received a thank-you card for bringing to attention that a recalled product is being used in the home.

Great catch Theresa!!!

Other Thank-you Cards Received

**Diane Carter, Ivy Wright, and Vivienne Mills** received thank you cards for helping around the home while the clients were on holidays. Thanks Diane, Ivy and Vivienne!!!!

# TRAINING

**PET**

Sept 14th & 15th, 9 AM – 5 PM

**Conflict Resolution**

Sept 23rd, 1 PM – 4PM

**Mission Possible – Winter & Distracted Driving Modules**

Sept 28th (Part 1), 1 PM – 4 PM

Part 2 will be held on Oct 26th – both sessions have to be attended in order to complete the modules.

# Reminder!



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

Submit your “Letter of Intent for Training” soon.



## ICE Calgary

# CONGRATULATES Long Term Employees !!!

Staff	Years	Date
Annette Izon	11	Sept 22nd
Elaine Manser	10	Sept 4th
Diane Boyd	8	Sept 2nd
Theresa Sanborn	7	Sept 16th
Stephanie Nordin	6	Sept 6th
James McMurtry	3	Sept 18th
Cheryl Rosolowsky	2	Sept 26th
Aaron Sacher	2	Sept 29th
Catherine Aghaebuna	1	Sept 28th

## Corrective Action - A Necessary Component for Health and Safety

Enforcement (ICE Policy 3.7.1 - Process of Corrective action) is not a pleasant experience for either an employee or a supervisor; however this process is critical for occupational health and safety. Let's look at what lies behind implementation of health and safety corrective actions.

Under legislation "due diligence" requires that employers take all reasonable precautions, under the particular circumstances, to prevent injuries or accidents in the workplace. To exercise due diligence, an employer must implement a plan to identify possible workplace hazards and carry out the appropriate corrective action to prevent accidents or injuries arising from these hazards.

This means that ICE as an employer needs to:

- Have in place written Occupational Health and Safety policies, practices, and procedures to provide employees with information to enable them to work safely.
- Provide ICE employees with appropriate training and education to enable them to understand and perform their work according to the company's policies practices, and procedures.
- Train supervisors to ensure they are competent, as defined in legislation.

### A final key piece of required "due diligence" involves enforcement.

- ICE supervisors must monitor the workplace and ensure that employees adhere to the controls that have been put in place by the company to manage job site hazards.

Employers put controls in place to protect employees, but workers do not always see or understand the purpose/ benefits of such controls. Employees often believe, "It won't happen to me," and instead of using required safety equipment, following policy or procedures, using provided personal protective equipment (PPE) choose short cuts. After workers experience injury or near miss incidents, their knowledge is increased, but at a cost both for them and the company. It is common for employees who have been injured to blame their company and their supervisors for not intervening to correct their poor choices.

Let's look at an example: *John is a conscientious employee who has worked for ICE for 5 years. He has taken many training courses and knows ICE policies and procedures well. John knows that safety glasses are required to be worn for mowing lawns as his supervisor provided an orientation to him on safe lawn mower use, the topic has also been discussed at many team meetings. John however is very particular about his appearance and he doesn't like the way the safety glasses look on him.*

*If when asked to mow the lawn at his program, John chooses not to wear the safety glasses and his supervisor observes him failing to use required PPE equipment, the supervisor must implement corrective actions. In the case of a first incident the supervisor's actions could involve retraining or restating directions regarding safety glasses. If the direction to wear the PPE is not followed, or if John is observed on a second occasion not wearing the safety glasses while mowing, then a verbal warning is required to enforce safe work practices. The corrective measures process would continue as required for each additional offence as per policy.*

### Why?

*If John's supervisor sees the infraction and does not implement enforcement and John experiences an eye injury while mowing the lawn (such as a stick flying up and into one of his eyes) then ICE will not have fulfilled the company's "due diligence" responsibility to protect its employee. The supervisor is therefore required to take corrective action.*

*It is likely, that if he was injured, John would be angry that his supervisor had not enforced the requirement for him to wear safety glasses.*

Corrective actions as per policy will be applied for failing to implement use of: company engineering controls (equipment use and maintenance such as ceiling lifts, smoke detectors, water thermometers), administrative controls (following company policies and procedures as per training), and use of personal protective equipment (safe footwear, gloves, eye protection).

While corrective actions are unpopular, they are necessary to protect the health and safety of employees.

## Health and Safety Minutes

### 3.1 Review of Regional Health and Safety Minutes

Northwest Region – Meeting minutes date: June 16/11

Injury Investigation Review

May 11, 2011

Staff was providing personal care to her client and suddenly the client started having a biting episode. The client unexpectedly grabbed staff's arm and pinched. This left a bruise to the staff's arm.

**Injury Investigation completed.**

**Recommendations:** Staff should avoid providing personal care to client when she is upset, give space and time to calm down prior to continuing with personal care.

**Additional Recommendations:** Develop a personal care protocol. Review client behavioral supports with RPAC.

**Near Miss Investigation Review**

May 31, 2011 Staff was cooking dinner on stovetop, noticed some smoke coming from the burner. Removed the pot and the smoke went away, put pot back on the burner, noted a flame came up from the burner. Staff removed the pot from the burner and turned off element. Flame went out. No injuries to staff/client. No damage to property

**Near Miss Investigation completed.**

**Recommendations:** Program staff to review fire safety videos. Ensure that staffs are cleaning the elements on the stove regularly to prevent grease build ups.

**Additional Recommendations:** Ensure pots and pans are thoroughly cleaned on the inside and outside

**Edmonton Region – Meeting minutes date: June 15/11**

Injury Investigation Review June 9, 2011 Staff was directed to go to the hospital to support an individual. Upon stepping down from the bus, staff fell to the ground in a seated position. Staff was assisted by a passerby. When the bystander lifted the staff the staff felt a strain and pain in the area of her ribs.

**Near Miss Investigation completed.**

**Recommendations:** Staff to make sure to use handrails on ETS. Take time stepping off the bus. Take control of the situation (refuse unqualified help) and arise independently if at all possible.

No Additional Recommendations

May 6, 2011 Client informed staff that the dishwasher was hot, staff opened dishwasher and hot steam came out of the dishwasher nearly injuring staff above the steam.

**Near Miss Investigation completed.**

**Recommendations:** Post a sign re dishwasher hazards during use. This hazard will be reviewed at the Team Meeting.

**Additional Recommendations:**

Review dishwasher settings and hot water tank temperature.

May. Staff was standing in the kitchen; a light bulb popped and fell down. Staff called property manager who came to replace the bulb as half of it was stuck in the socket. Staff reported that this had happened before with the package of purchased bulbs.

Near Miss Investigation completed.

**Recommendations:** checking and making sure bulb is properly installed. Return bulbs to vendor if they appear faulty. Ensure the bulb is the correct approved wattage for the light socket.

**Additional Recommendations:** Monitor light fixture, if it continues to blow bulbs have an electrician inspect it.

June 8, 2011 – A visitor to the office sat on a chair but when went to rise she pushed herself up and one of the chair arms broke off.

Near Miss Investigation completed.

**Recommendation:** Regular inspection of office chairs for loose or worn parts. Corinne to add to chair inspections to items checked at bi-monthly office inspections.

**No Additional Recommendations**

**South Region – Meeting minutes date:**

**Injury Investigation Review**

**No Injuries to report**

**Near Miss Investigation Review**

**No Near misses to report**

3.2 Evaluation of current Injury Investigations

No Current Injury Investigations

3.3 Evaluation of Near Miss Investigations

July 5, 2011- Staff was cleaning windows with removable panes, when replacing pane she bumped the stationary pane

and the window broke, glass was safely cleaned and disposed of. Chinook glass was called to replace glass

**Near Miss Investigation Completed**

**Recommendations:** Window to be repaired, staff to remain diligent in task. Other cleaning alternatives to removing pane could be utilized

July 11, 2011- Client became upset with staff when watching chuck wagon races and staff suggested she go to bed instead of watching TV. Client threw a coaster at staff, staff moved and was not struck by coaster

**Near Miss Investigation Completed**

**Recommendations:** Staff to give options to client rather than direction, provide encouragement and information to client regarding their choices. Positive approaches to be written.

3.4 Review of COR Audit Action Plan. (2008)

Reviewed 5.3 and 5.4 Employee Orientation

**3.5 Review of Master Hazard assessment and Control Document**

Reviewed general section pages 11-16 Clarification required whether use of aluminum foil guards in oven/stove is allowed? Inquiry forwarded to Corinne Recommendations that there be an annual inspection of gas appliances in conjunction with furnace. Perhaps could be made part of EQA as needed.

Add to controls for use of BBQ

Use of proper BBQ Utensils (long handles Designate BBQ area as non-smoking (as applicable – i.e. some clients smoke on their balconies where bbq stored, etc.)

**4.1 Training**

Hazard Assessment training Aug 24, 2011, 1-4:30pm

Mission Possible Sept 28 and Oct 26 AM + PM sessions

Conflict Resolution – September 22, 1-4pm

All CSC's and Health and safety committee members are to attend Hazard Assessment training

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

### Refer also to Policy 2.7.3 Critical and General Reporting Incidents

All employees have W.C.B. coverage. This is to include support home operators and their designated respite workers as per W.C.B. legislation and law. Note that the relationship I.C.E. has with Support Home Operators and their respite staff is that of service monitor only. Yet where this policy refers to employees this is to include Support Home Operators and their respite workers for the purpose of WCB only.

#### A. Responsibilities

##### The employer is responsible for:

- Ensuring the employee's safety and well being i.e. if required to transport the employee to obtain hospital or physician services.
- Informing and training the employee of the process and their obligation to submit standard documentation to I.C.E and WCB as required. This includes readily access to the documentation required by WCB from the employee, the worker's report. To provide the information package to the employee which includes the worker's report and information on modified duties.
- Completing and submitting the employer's report for WCB within the allocated time frame of **72hrs** once the injury/illness becomes reportable to WCB.
- Reporting the injury/illness to other government agencies as appropriate within the specified timelines and regulations.
- Providing the employee with a copy of the employer's report and page one of the critical/general incident that lead to the claim.
- Informing the employee of their entitlement to compensation for lost time, medical expenses, eye glass/dental repair or replacement. Expenses incurred as a result of the injury, that are not wage related can be submitted to WCB for compensation provided that a claim has been filed with WCB and the employee has no alternative benefits available.
- Paying the injured employee's wages for the balance of the shift in which the injury occurred if the employee cannot complete a work shift because of an occupational injury. W.C.B will assume the responsibility of wage compensation to the employee who is not able to return to work or who is not in receipt of pre-accident level wages. The employee will be directly compensated from W.C.B. for any approved time loss claim or wage subsidy beyond the day of the accident.
- Cooperating in order to achieve an early and safe return

to work of an injured employee. This does involve effective communication with WCB, the employee's physician and the employee to determine the employee's physical ability to work. This may involve modified duties if the employee is not fit to return to the essential duties of the employee's pre-injury employment. If this is the case WCB must be informed of the physical demands of the modified duties, the rate of pay and the hours that the employee will be working. It should be noted that all communication with outside sources must be documented and if email communication is sent, a hard copy must be printed of the email and filed appropriately.

- Having an effective and functional documentation process to assist with claims management.
- Advise the employee of resources in the community that are available for Medical treatment and assessment of work related injuries.

##### The employee is responsible for:

- Reporting and recording all workplace incidents to their supervisor or the ECAT supervisor (if after hours) **immediately** regardless of the severity. The initial documentation will be in the form of an agency critical/general reporting incident (**refer to Policy 2.7.3 Critical and General Reporting Incidents**) and **must be completed within 24 hrs of the incident.**
- A physician's report is required in order to substantiate a WCB injury claim i.e. the injured employee must attend a physician's appointment.
- Informing the employer that the sustained injury required the employee to seek medical attention or to have time off their regular work schedule that is validated by a physician's report within **24hrs** of the incident or when the employee becomes aware that there is an injury sustained that will affect work performance. (See below for clarification of reportable versus non reportable incident)
- Reporting to the employer if medical attention is required later in the future and is related to a previous work place injury/incident.
- Completing the WCB worker's report of injury, as appropriate and ensuring it is submitted to WCB, should the employee be seeking compensation from WCB for wages or benefits. Should the employee be completing this documentation at the main office I.C.E. management will assist in submitting the claim for the employee. Otherwise the employee must submit directly to WCB. This report will be available at the main office, from the WCB website [www.wcb.ab.ca](http://www.wcb.ab.ca) or will be mailed to the

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employee. It is imperative the employee respond within the 24hr period prescribed for incident reporting to inform I.C.E. directly of the injury. This reporting is necessary for debriefing, to assist I.C.E. to document on the WCB employer's report and if the employee is unable to return to work to reassign coverage of his/her shifts.

- Cooperating in order to achieve an early and safe return to work. This does involve effective communication with WCB, the employee's physician and the employer to determine the employee's physical ability to work.
- Accepting and abiding by the return to work plan, which may include modified duties that are suitable to the physical abilities of the employee.
- Maintaining weekly communication with the employee's direct supervisor to effectively manage the return to work plan.
- Ensuring supporting documentation of the claim i.e. WCB worker and employer reports, critical/general reporting incident and any WCB correspondence sent to the employee is kept in accordance with the agency's policies and procedures (**Refer to policy 2.2.2 Client Confidentiality**).

**Note that WCB will only process a claim if WCB is in receipt of the proper documentation from the employee, the employer and the employee's physician, the latter if required. Each residential program will have for employee reference a WCB employer's report and worker's report. The worker's report is also available at the main office or can be mailed to the employee.**

## 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.



## Did You Know?

ICE Health and Safety Committees in all regions of the province review and make recommendations re Near Miss and Employee Injury Incidents each month at Health and Safety Meetings. (Specific worker / program information is not shared.) Investigation and corrective actions for these incidents are completed by management with input from the H&S Committees. Information is shared regarding these incidents and the recommendations made each month in the H&S minutes in the ICE Page.

## Why?

Workers have a legislated right to know about hazards in their workplace and how to control these. By sharing this ICE information in our newsletter we hope to enhance employee safety across the company. Reporting a Near Miss in your work site could prevent an injury to you, your clients, your co-workers, and even to other workers across the province. Please report!

## 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.



## Attention all ICE Employees!

Alberta's Bill 16 – Distracted Driving Legislation will come into effect September 1, 2011.

Information on Bill 16 is available at all ICE Offices or may be reviewed on line at

<http://www.transportation.alberta.ca/distracteddriving.htm>

