

Employee Spotlight Holly

Holly was born on Christmas day in Calgary and has lived in Stavely, AB for the past 30 years. Holly & her husband love farming and animals. They have a golden retriever. Holly worked at the Claresholm Auxillary for 13 years as a Personal Care Attendant prior to working for ICE. She has a passion to work with people and has always been involved in supporting elderly persons or persons with disabilities.

In Holly's words:

I have worked at ICE for 4 years now. Working for ICE has been a wonderful experience for me, as I love people and helping others. I am very excited to get the Employee of the year award for 2006. I thank the management staff for presenting me with this award. Without your help and encouragement along the way I could not have accomplished goals for myself and my clients.

I have two clients that I call my friends. We have worked very hard in finding jobs that they enjoy doing and in finding out what their desires are and what they like to do in their communities. They also like to help others. I have enjoyed helping my friends to achieve beyond their expectations. They now have volunteer and paying jobs that help others. It is something that I think is important for everyone's well being and satisfaction and necessary for gaining independence.

Working for ICE is a success. Knowing that I can help others achieve and maintain goals for themselves, well it's not a job it's a pleasure and fun.



Did you know?

1) Stavely, Alberta is located about halfway between Calgary and Lethbridge, in the midst of ideal ranching and farming country.

3) ICE has an office in Nanton, Alberta that serves approximately 30 individuals in the South region. Nanton, a thriving community of close to 2000 people is located just 40 minutes south of Calgary nestled between the beauty of the Rocky Mountains and a spacious prairie landscape.

Websites:

www.town.nanton.ab.ca • www.stavely.ca

ECAT

Employee &
Client Assistance
Team

461-7236

after office
hours



MEETINGS

Health & Safety Meeting

Wed, Apr 4, 10:30 AM

Team Leader Meetings

WED, Apr 18, 1 -3 PM

RPAC

Thurs, Apr 12, 2PM - 5PM

Thurs, Apr 26 2PM - 5PM

Relief Staff Meeting

WED, Apr 19, 1 -2:30 PM



TIME SHEET HAND-IN



Hand-in day will be:

Mon, April 16, 2007

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

Mon, April 30, 2007

for all shifts worked
between
April 16th and 30th

CONTENTS

Success Stories pg 2

Thank-you pg 3

Training..... pg 3

Health and Safety
concerns pg 4

Injuries pg 4

Hypothyroidism.... pg 5

CET pg 6



Holiday Coverage

We are entering the summer holiday season here at ICE, and there will be many more shifts needing coverage. Any employees looking for more shifts on a regular basis in the upcoming months should talk to an ECAT Booking Coordinator as soon as possible. Team Leaders and Team Coordinators, if you have worked with a great employee and would like that person to cover summer holiday shifts in your program, call your ECAT Booking Coordinator and get them booked in for consistent summer coverage. Maybe you know a great employee (or potential employee) who is currently enrolled in college or university courses who will be looking for summer hours or employment. Please assist any such individuals to make the connection with ICE Personnel or ECAT Booking. Let's work together to make this summer holiday season a success!

SUCCESS STORY: MIKE

Mike has lived in Grande Prairie all his life. He moved into a Supported Independent Living Home in July 2006 with two roommates. He and his roommates get along very well and sometimes do things in town together. Mike has had many jobs. He is well liked by his past employers and co-workers. Mike was recently looking into finding another job when his one roommate suggested Mike go to the Daily Herald Tribune and ask for a paper route. The next day Mike and his support worker went to the Herald Tribune and Mike was hired on the spot. He was delivering the newspapers the very next day.

Not only did Mike get one paper route, the Herald Tribune gave him two routes in the same neighborhood. This gave him a total of 23 newspapers spanning 3 blocks. If that doesn't sound like enough work, Mike also delivers 110 flyers every Monday as well as a huge bundle of Sears catalogues every now and then. The papers alone take him about an hour and the flyers take an extra hour every Monday.

Starting in March, the Herald Tribune will also distribute a Saturday newspaper. When they sent out flyers to the carriers asking who was willing to deliver the paper

on Saturday, Mike was on the phone before he finished reading the flyer saying that he'd love to deliver papers on Saturday. When they told him he would get paid extra to do this, he got even more excited.

Learning to do a massive paper route was a daunting task. Mike worked very hard at remembering all the houses on his route. When asked how he did it, he said

that he started remembering little landmarks on the houses. Now, whenever friends try to help Mike with his route, Mike keeps a close eye on them. You can sometimes hear him assisting them, "No, not that house. They don't get papers!" He knows his route like the back of his hand.

Mike is a very friendly and social person, as well as a hard worker.

He works part time at another job through the week and keeps in regular contact with his boss. Often, after returning from his other job, Mike will immediately get his papers ready to deliver. On his route he likes to stop and talk to people about anything. He knows many people around town and has many friends.



Thank You!

Tom Dubreuil

For covering a shift for co-worker and for coming to Edmonton to pick up a staff to work at the program.

From: Coordinator Lucky-Jane Santos

Prize: Danby Microwave

Syrus Linton

For assisting client to move to his new apartment and for going the extra mile in enhancing the quality of life for your client.

From: CSC Lorraine Berglund

Prize: T-Fal Rice Cooker

Shedrack Davies

For always being willing to help out especially with short notice shifts. Your help is greatly appreciated.

From: Booking Coordinator Rhonda Leyte

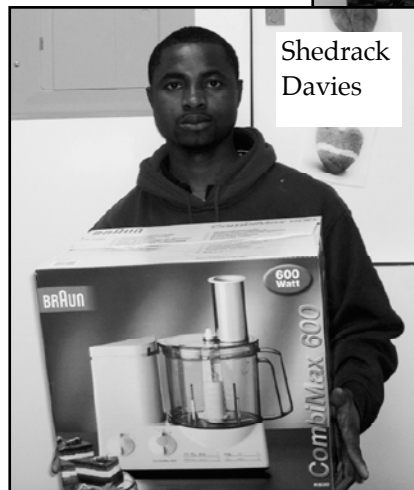
Prize: Braun Food Processor



Tom
Dubreuil



Syrus
Linton



Shedrack
Davies

*"Thank
You!"
Card
Incentive
Prize
Winners*

HEALTH AND SAFETY COMMITTEE MINUTES

4.1 ID

- Clarification around asking for ID. Do staff have to ask for your ID if they know who you are? No, they do not.

4.3 Home Care / ECAT Protocol

- Nicole brought up the DNR Protocol for Home Care Clients. The procedure noted was that ECAT needs to find out if there is a DNR by calling Capital Health before giving the order to resuscitate or not. Committee inquired if ICE could have this information on all clients so

that response time could be quicker.

To clarify the protocol/policy in regards to this

4.4 Communication Logs / Hazard Log Book

- Discussed the new communication log forms that include a section for hazard identification. Note: the hazard log book is no longer required when entering hazards in this form

To clarify this with all staff. To be committee topic for April.



TRAINING

CPI Training (2 Days)

May 1 & 2, 9am-4pm

CPI Training

(one day refresher)

Mar 2, 9am-4pm

Proactive Behavior

Intervention,

Apr 19, 26

9am-5pm

Mission Possible,

Apr 24, 1pm - 4pm

Cultural Appreciation,

Apr 25, 9am - 1pm

PBS April 26th, 9am-5pm

NOTE:

If any staff or clients require training in the programs please have your supervisor contact Darlene Pazder or Greg Lane in the training department to make arrangements.

SUCCESS STORY: DEAN

I would like to introduce you to a very successful man. His happy go lucky attitude and friendly disposition clearly speak volumes with friends, co-workers, family and support staff. Often times you will see him affectionately greeting those around him with a big smile. He loves

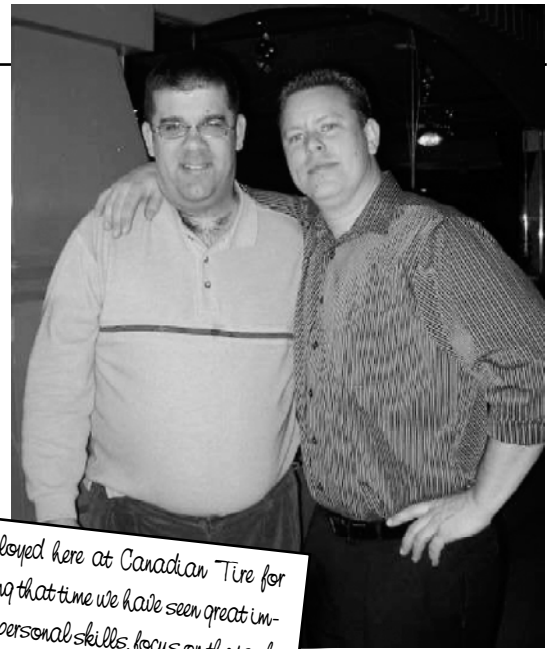
being around people from all walks of life and sees everyone as a potential friend.

Dean Knodel is one of Library Access Division's longest serving, hardest working and most dependable volunteers. For the last 14 years, Dean has been coming to the library 2 days a week to deliver library material to home bound customers. We at Library Access have come to depend on Dean, as do many of our customers. He has formed many positive relationships and I have been told, "You can't help but smile when Dean is around." This is true. Dean is a success, always tries his hardest, and we appreciate all that he does for the library. Here's to Dean, his future with the library and all of his life success!

*Erin Hardie-Belair
Coordinator of Volunteers
Library Access Division
Edmonton Public Library*

Dean has been employed here at Canadian Tire for almost a year. During that time we have seen great improvements in his interpersonal skills, focus on the task at hand (whatever it may be), and genuine interest in his job. Whether he is helping to unload a truck, or operation the cardboard crusher, he seems to always have fun. Dean is not just a co-worker or an employee, he is a friend. This past year has been a pleasure for us as a team and we look forward to working alongside Dean in the years to come.

[Signature]



Above:
Dean & Matt

HEALTH & SAFETY CONCERNS

Health and Safety is so broad that to define who or what makes a program successful is really a tough task. Success really depends on the organization, the type of work they do, what they want to achieve, and how much effort they put into it. ICE has, in the past 5 years, focused on developing the agency's health and safety program to ensure that safety is a part of the normal day to day functioning for all workers and clients. The PIR Program, Continuing Care Association both of which we are a part governs our existing health and safety program but the effectiveness lay with our front line workers.

ICE has a wealth of individuals dedicated to the development of health and safety in this organization. Managers who accept responsibility and work with staff on finding solutions, dedicated committee members who attend meetings ongoing monthly to lend a hand, and most critically, front line staff who read and follow the policies and guidelines. These staff are not content with saying, "That's just the way it is". These are the individuals who use a questioning mind, and say, "There must be a better way" or simply,

"This should not have happened." They take the time to write a CI and let their manager or the Health and Safety committee know about situations or incidents of concern.

Some of the best ideas come from experience that is applied from a different place at a different time. And look at the experience our workers have! It is recognizing that others can benefit from this understanding to bring forth the changes that can benefit others. Each and every person here is a manager of health and safety for their own worksite.

ICE needs the support of each staff member to ensure they are "working smart" and following the guidelines and policies in place to prevent accidents and injuries. The most difficult task we face is to how to tell you what needs to be known. **As an employee, you can help us and yourself by asking before starting anything, "What do I need to know in order to do this task or job safely in this house?"** How many accidents can you prevent? Keep track and let your manager know!

Health Corner

HYPERTHYROIDISM

Symptoms: Hyperthyroidism more commonly affects women who are between ages 20 and 40, but men can also develop this condition. The symptoms can be frightening, especially if the person affected has no idea what is happening to them.

Symptoms can include: Muscle weakness so that it can be difficult to walk up stairs or lift heavy things, trembling hands, rapid heartbeat, tiredness/fatigue, weight loss even though you are eating normally or excessively, diarrhea or frequent bowel movements, irritability and anxiety, eye problems (irritated eyes or difficulty seeing), menstrual irregularities, intolerance to heat and, increased sweating, infertility.

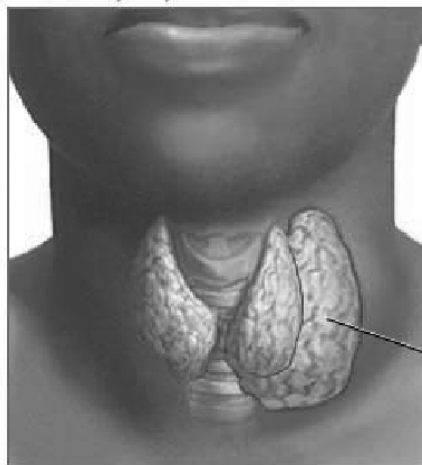
Graves' disease is the most common cause of hyperthyroidism. It occurs when the immune system produces antibodies that attack the thyroid gland. This causes the thyroid to enlarge and make too much thyroid hormone. This condition happens often in people with a family history of thyroid disease. In some patients with Graves' disease, one of the noticeable symptoms may be swelling behind the eyes that cause them to push forward or bulge.

Other causes of hyperthyroidism: Thyroid nodules, Taking too much thyroid hormone, medication to treat other conditions, subacute thyroiditis (An inflamed thyroid gland, caused by a virus, that typically causes neck discomfort or tenderness near the thyroid gland. When the infection leaves, the condition improves.), or Lymphocytic thyroiditis and postpartum thyroiditis (These can cause the thyroid to become inflamed and release too much thyroid hormone into your system.).

Treatments: Antithyroid Drugs: These drugs work to decrease the amount of hormone the thyroid gland makes. Beta-blockers: **Beta-blocker** drugs, like atenolol, do not block the

production of thyroid hormone. Instead they control many troubling symptoms, especially rapid heart rate, trembling, anxiety, and the high amount of heat the body produces with this condition. **Beta-blockers:** Beta-blocker drugs, like atenolol, do not block the production of thyroid hormone. Instead they control many troubling symptoms, especially rapid heart rate, trembling, anxiety, and the high amount of heat the body produces with this condition. **Radioactive iodine:** The natural element, iodine, is normally collected by the thyroid gland out of the bloodstream. Radioactive iodine treatment involves taking a radioactive form of iodine that causes the permanent destruction of the thyroid. **Surgery:** Removal of the thyroid gland (thyroidectomy) is another permanent solution, but is often the least preferred option.

Hyperthyroidism caused by thyroid adenoma



Hyperfunctioning thyroid (goiter)

ADAM.

Your ICEPAGE

Is there something you would like to see in the ICE PAGES? Do you have an idea for a column?

Contact Corinne Stasiewicz at
(780) 453-9672
or cstasiewicz@icenterprises.com

OH&S

January 2007

- 1 Calgary
- 8 Edmonton
 - 4 lost time
 - 1 MVA (1 day)
 - 1 behavior
 - 1 Allergic Reaction
 - 4 No Lost Time
 - 2 MVA
 - 1 Behavior (Medical did not support time off)
 - 1 Slip & fall

February 2007

- 2 Calgary
 - (backstrain; slip & fall).
- 8 Edmonton
 - 2 Lost Time
 - 2 client behaviors
 - 6 NO Lost Time
 - 4 client behaviors;
 - 2 MVA's

CREATING EXCELLENCE TOGETHER - STANDARDS

#2 Individuals make decisions about everyday matters

What decisions do you make every day? Think about it! Do you need to set your alarm clock to get up at a certain time the next morning? What clothing are you planning to wear? What groceries will you pick up to plan meals for the following week? How will you spend your free time this week? Everyone has some way of making their personal likes, dislikes, needs and wishes known, provided others will take the time to listen. Even individuals who don't communicate verbally can usually express their preferences in other ways, such as through their facial expressions, gestures or other behavior.

In order to make decisions, individuals need meaningful options from which to choose. Sometimes this involves direct experience in the option. When an individual is able to exercise decision-making skills, they will feel that they have more control over their own lives. Unless their decisions jeopardize their health and safety, or that of others, the individuals' choices should be respected and supported by the service provider wherever possible.

The criteria to meet this standard involve evidence that individuals make decisions about everyday matters. This could be reflected in documentation such as the logbook entries, client c-views, contact notes and /or client meeting minutes. This may also be confirmed through conversations with the individual, and then documented.

See the following examples taken from one of the above noted areas of documentation:

CET indicator – The individual identifies her wants, needs, likes and dislikes in regard to daily decisions.

- Example from c-views: Feb 7 – Blank shared with her support worker that some of her likes are: bowling, reading, playing, and watching sports. Blank also likes math. Blank does not like mopping, cleaning her room or walking.

CET indicator – The individual has been provided with information about the possible outcomes of decisions.

CET indicator – The individual indicates she has been given opportunities to experience the outcomes of daily decisions.

- Example from c-views: Blank continues to work towards his goal of obtaining a learner's license. He studies the driver's handbook at home, and took a computer test two weeks ago (he achieved a score of 56%). Blank understands that he must obtain a score of 75% in order to pass and receive a learner's license. Blank and his support worker are looking into the possibility of Blank taking a verbal test.

CET indicator - The individual says she has been fully included in the decision-making process and has made choices about everyday decisions in the areas identified.

- Example from logbook entry: A group of individuals had gotten together to take part in a craft activity. At that time Blank was working at the front desk answering phones. Staff asked Blank if she would like to join in crafts and make a Popsicle stick picture frame, and she stated that she would rather stay and answer phones. Staff gave her the information about what craft they were doing and asked again if she would like to stay and answer the phones, or join them. Blank again stated that she would like to stay at the phones. Staff respected this decision and Blank stayed at the front desk.

CET indicator – The individual has made choices that have been honored and supported (e.g., she wears the clothes she wants to wear).

- Example from c-views: Staff have supported Blank to save some of the money he has earned, to purchase new sheets and pillows for his bed, as well as Christmas gifts.



Find frequently used forms at
www.icenterprises.com
 go to the "ICE Staff" section by entering
 User name "iceuser" and password "100smiles"