

EMPLOYEE *Spotlight* Lorraine

Lorraine Nowlin has always worked hard and loves to explore new horizons. She started working part-time for a Vet clinic when she was 14 years old. She has lived in Alberta most of her life, and has been self-employed for the majority of her working time. She has worked mostly with animals, and then started an Antique store about 20 years ago.

She had a feeling that she would like to make a change in her life. Her son was employed with a company that worked with handicapped individuals. He liked that so much, and thought that his mother would like it too.

In April of 2005, Lorraine went to the training at I.C.E. and hoped so much she would get a position with them, which she did. She really enjoys the challenge of helping someone's day be a little brighter. She works with 2 clients at the present time, and loves to see her clients interacting with others, and being confident in their lives. Watching her clients laugh, is the best part of her day.

In her off time, Lorraine runs a 'Devon Rex' cat cattery, and maintains her own website, where she is able to place all her kittens, locally and internationally. She lives a very busy life, and enjoys every minute of it.

Being a part of the I.C.E. team is very rewarding. The staff is very supportive, wonderful to work with.



Did you know?

Claresholm is a small community located about midway between Calgary and Lethbridge in southern Alberta, Canada along Highway 2.

The location was originally a watering stop for steam engines on the Canadian Pacific Railway line along the Macleod Trail. The first settlers arrived in 1902, and the village was established in 1903. Claresholm

was incorporated as a town in 1905, the year when Alberta became a province of Canada.

RCAF Station Claresholm was established near the town in 1941 to train pilots for service in World War II. The station was reopened for a period in the 1950s to train NATO pilots.

Source: Wikipedia

ECAT

Employee &
Client Assistance Team

461-7236

after office
hours



MEETINGS

Health &
Safety Meeting

Wed, April 2, 10:00 AM

Team Leader Meetings

Tues April 15, 1-3 PM

RPAC

Thurs April 17, 2 PM



TIME SHEET HAND-IN



Hand-in day will be:

Tue April 15, 2008

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

Wed April 30, 2008

for all shifts worked
between
April 16th and 31st

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success story: Daniel

Daniel Nadeau was born in Grande Prairie and moved to Spirit River when he was very young. He moved back to Grande Prairie in January 2007, into a support home with ICE. Daniel immediately started school at the Composite High School, and shortly after began working in the Goodwill store and attending the workshops.

Daniel graduated high school in May 2007, when he began looking for paid employment. He started at Norwood Esso in June 2007, and just began getting paid in February 2008. Daniel works four times per week for four hours. He continues to attend the Goodwill workshops on Wednesdays, and is also volunteering at the SPCA on Mondays.

Daniel likes to play games on the



computer, Playstation and handheld Nintendo DS. He likes all animals (except mice), especially dogs, cats and horses. Daniel participates in the Special Olympics 5 pin bowling on Sundays, and plans to go on the bowling trip to St. Albert. He enjoys Joy Chapel church supper on Mondays. Daniel is looking forward to camping trips this summer.

In addition to his already busy schedule, Daniel would like to volunteer at PARDS and at McKenzie Place. He states that he would like to play games with and help the seniors get around.

Congratulations on all of your success, Daniel! ICE looks forward to continuing to assist you into the future with all of your goals, and appreciates how much your giving spirit benefits our community.

A Health and Safety Interview with Jackie Wells, Alberta Manager of Operations

Q What are some of your key responsibilities in relation to the ICE Health and Safety program?

A -

- Assisting with ongoing agency policy development in consultation with the Vice President of Administration, Wendy Rutherford, and other agency management.
- Talking with staff about Health and Safety to raise awareness of the need to work safely.

Policy development evolves as the agency receives new information/ legislation and as situations occur. As questions or circumstances arise, existing ICE policies are reviewed and revised as required. Staff have input into the policy process through: staff meetings, the Health and Safety Committee and even via the suggestion boxes in our office reception areas.

Once something goes into policy the work starts to communicate this information out to everyone in the organization. This information is shared via meetings, articles in the ICE page and on the Web

site, memos etc and ICE policy manuals are updated.

Q What aspect of Health and Safety do you find the most challenging?

A- Its hard work keeping people safe. The most challenging task is getting people to listen to the message. We write policies designed to keep people safe, we inform people of these safe procedures, but we need people to listen to the message and to accept the responsibility to protect their own health and safety. Policy and directives can only go so far. Example: We have a policy re wearing proper work shoes. We tell everyone about this policy and agency supervisors monitor work sites in an effort to ensure our employees are wearing safe footwear, but in the end it is each employee who makes a good or poor choice each shift.

Q What aspect(s) of ICE's Health and Safety program do you take the most pride in?

A- The work: training, communication via meetings, audits, follow up etc. that has gone into our Health and Safety program in the last six years has been immense. It

took a lot of effort from a lot of people to get this far. It isn't perfect as it is hard to achieve "buy in" from everyone, but we are making progress. People are taking more personal responsibility for working safely and they are definitely more aware of the hazards in their environment. We are reducing the number of staff being injured and that is a huge success for everyone associated with the program.



EDMONTON REFERRAL INCENTIVE WINNER

This month we have 3 recipients receiving the ICE referral incentive. These employees will receive an additional \$50.00 on their pay cheque. Congratulations to all for their wonderful referrals!



Lorena Mencias



Fidele Mparirwa



Milena Tesfaye

Here is how the Employee Referral Incentive works!

If you refer a person to us who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, you will receive \$50.00.

Take advantage of this great opportunity.

Will you be one of next month's featured employees receiving a \$50 incentive payment?

TRAINING

Proactive Behavior Intervention
April 3rd, 10th, 17th, 24th,
9am-5pm

Documentation & Reporting Practices
April 24th
9am-1pm

Positive Behaviour Supports
April 3rd
9am-5pm

TRAINING

Thank  You!

Incentive Thank-you Card Draw Winners



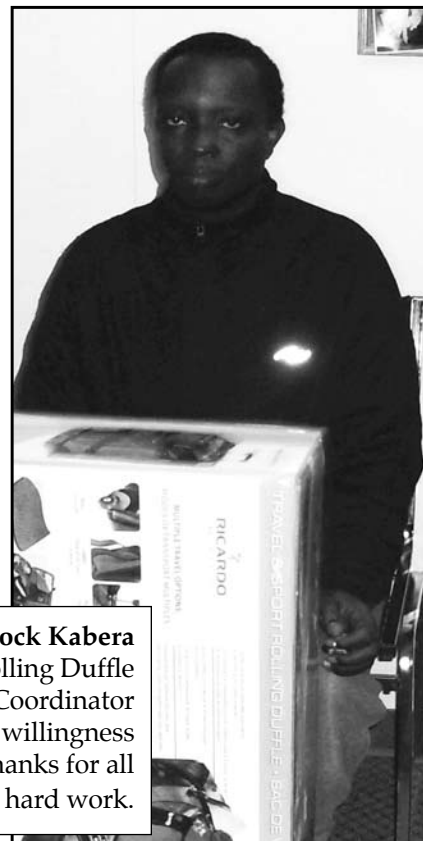
Elizabeth Burd

Prize: Fifth Avenue 20 pc Dinnerware Set
From: Quality Assurance & Risk Management Consultant
For: I am always impressed with the level of care you provide. You have done great work and should be recognized for it.



Janet Sesay

Prize: 7 pc Bakeware Set
From: Booking Coordinator
For: Are always so helpful to all the individuals ICE supports.



Enock Kabera

Prize: Richardo Travel Rolling Duffle
From: Booking Coordinator
For: For all your help and your willingness to take shifts at the last minute. Thanks for all your hard work.

FIRE SAFETY

Fires in dryers – they can happen



In the fall, winter and spring, cool weather leads people to wear thicker, fuzzier clothing and to use warm fluffy blankets and throws. Laundering such fabrics relates to safety as these types of fabrics leave an increased amount of lint behind which can catch fire. Lint filters must be checked and cleaned ongoing. Lack of maintenance and appropriate use is the number one cause of dryer fires.

To avoid fires in clothes dryers, follow these safety tips:

- ◆ Clean the lint filter before or after each use and wipe away any lint that has accumulated around the drum.
- ◆ Make sure the dryer is plugged into an outlet suitable for its electrical needs.
- ◆ Never run the dryer without the lint filter in place.
- ◆ Don't leave the dryer operating when you go out, in case it malfunctions.
- ◆ Perform periodic checks to ensure that the air exhaust vent pipe is unobstructed (lint has not accumulated in it) and the outdoor vent flap opens readily.
- ◆ Keep combustible material, such as boxes and clothing away from the dryer.
- ◆ Dryers should be installed and serviced by a professional. Gas dryers should be inspected periodically by a professional to make sure the gas line and connection are intact and leak free.
- ◆ Aging dryers may need to be replaced.
- ◆ Never launder clothes that are soaked in flammable liquids, such as gasoline, in a washing machine or dry them in a clothes dryer. Vapors could ignite causing serious personal injury and property damage.

Concerns related to clothes dryers at ICE programs should be brought to the attention of a supervisor to ensure that potential hazards are addressed.

Statistics and information courtesy of: Fire Prevention Canada



Health Corner

Back Pain

Back pain is a problem that can range from a dull, constant ache to a sudden, sharp pain that leaves you incapacitated. It can come on suddenly – from an accident, a fall, or lifting something too heavy – or it can develop slowly, perhaps as the result of age-related changes to the spine. Regardless of how it happens or how it feels, you know it when you have it. And chances are, if you don't have it now, you will eventually. At some point, back pain affects an estimated 8 out of 10 people. It is one of our society's most common medical problems

Prevention of back pain/ injury

One of the best things you can do to prevent back pain is to exercise regularly and keep your back muscles strong. Exercises that increase balance and strength can decrease your risk of falling and injuring your back or breaking bones. Exercises such as Tai Chi and yoga – or any weight-bearing exercise that challenges your balance – are good ones to try.

Eating a healthy diet also is important. For one thing, eating to maintain a healthy weight – or to lose weight, if you are overweight – helps you avoid putting unnecessary and injury-causing stress and strain on your back. To keep your spine strong, as with all bones, you need to get enough calcium and vitamin D every day. These nutrients help prevent osteoporosis, which is responsible for a lot of the bone fractures that lead to back pain. Calcium is found in dairy products; green, leafy vegetables; and fortified products, like orange juice. Your skin makes vitamin D when you are in the sun. If you are not outside much, you can obtain vitamin D from your diet: almost all milk and some other foods are fortified with this nutrient. Most adults don't get enough calcium and vitamin D, so talk to your doctor about how much you need per day, and consider taking a nutritional supplement or a multivitamin.

Practicing good posture, supporting your back properly, and avoiding heavy lifting when you can may all help you prevent injury. If you do lift something heavy, keep your back straight. Don't bend over the item; instead, lift it by putting the stress on your legs and hips.

Back Pain – continued on page 5



Back Pain – continued

Body Mechanics:

Body mechanics refers to the way we move our body. Posture is an important component in body mechanics. Good posture generally means the spine is in a 'neutral' or 'resting' position. The four normal curves of the spine are natural.

Principles of Body Mechanics:

a. Maintain a stable center of gravity.

- Keep your center of gravity low.
- Keep your back straight.
- Bend at the knees and hips.

b. Maintain a Wide Base of Support.

This will provide you with maximum stability while lifting.

- Keep your feet apart.
- Place one foot slightly ahead of the other.
- Flex your knees to absorb jolts.
- Turn with your feet.

c. Maintain the Line of Gravity. The line should pass vertically through the base of support.

- Keep your back straight.
- Keep the object being lifted close to your body.

d. Maintain Proper Body Alignment.

- Tuck in your buttocks.
- Pull your abdomen in and up.
- Keep your back flat.



Tai Chi

- Keep your head up.
- Keep your chin in.
- Keep your weight forward and supported on the outside of your feet

Techniques of Body Mechanics

a. Lifting.

- Use the stronger leg muscles for lifting.
- Bend at the knees and hips; keep your back straight.
- Lift straight upward, in one smooth motion.

b. Reaching.

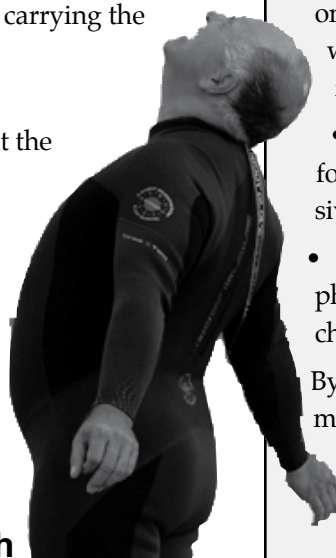
- Stand directly in front of and close to the object.
- Avoid twisting or stretching.
- Use a stool or ladder for high objects.
- Maintain a good balance and a firm base of support.
- Before moving the object, be sure that it is not too large or too heavy.

c. Pivoting.

- Place one foot slightly ahead of the other.
- Turn both feet at the same time, pivoting on the heel of one foot and the toe of the other.
- Maintain a good center of gravity while holding or carrying the object.

d. Avoid Stooping.

- Squat (bending at the hips and knees).
- Avoid stooping (bending at the waist).
- Use your leg muscles to return to an upright position.



Stretch



Push – Don't Pull

General Considerations for Performing Physical Tasks

- It is easier to pull, push, or roll an object than it is to lift it.
- Movements should be smooth and coordinated rather than jerky.
- Less energy or force is required to keep an object moving than it is to start and stop it.
- Use the arm and leg muscles as much as possible, the back muscles as little as possible.
- Keep the work as close as possible to your body. It puts less of a strain on your back, legs, and arms.
- Rock backward or forward on your feet to use your body weight as a pushing or pulling force.
 - Keep the work at a comfortable height to avoid excessive bending at the waist.
 - Keep your body in good physical condition to reduce the chance of injury.

By practicing good body mechanics and using good body posture, you can decrease your risk of injury to yourself and to your clients.

3.8.10 SMOKING

All ICE policies including those regarding Health and Safety can be found in the ICE Policy Manual. In residential programs the Policy Manual will be located in the home's office. Workers in community programs may access a Policy Manual in the reception area at the ICE office.

1. Staff cannot smoke while in client homes or while accompanying clients on outings in the community. This holds even if clients are smoking. Clients under the age of 18 years will not be permitted smoking privileges.
2. Smoking is **not permitted** in any of the work settings operated by Independent Counselling Enterprises.
3. **I.C.E. staff who smoke while on shift** must be on an approved coffee/lunch break, ensure the clients have the required supports in place during the break, and must do so in accordance with the Tobacco Regulation Act.
4. For staff who smoke while on shift as per the Act the prescribed distance for the purpose of smoking is 5 meters from a doorway, window, or air intake of a workplace. As per the Act, a "window" means a window that can be opened to admit air.

Revised February, 2008



Creating Excellence Together (CET)

As you may have heard we are preparing for a CET survey for certification in June 2008. There are forty-six standards that ICE will be evaluated on. The standards are divided into three areas: Quality of Life Standards, Quality of Service Standards and Organizational Framework Standards.

The Quality of Service standards are linked to the Quality of Life standards. They look at the role of staff who are closest to the individuals, and how those staff support the individual to achieve each of the Quality of Life standards.

The First Six Standards In Quality Of Life Are:

Homes

Standard 1: Individuals have homes

Choices and Decision-Making

Standard 2: Individuals make decisions about everyday matters

Relationships

Standard 3: Individuals have strong, positive relationships

Rights

Standard 4: Individuals are treated with dignity and respect

Standard 5: Individuals' rights are upheld
ie: Aware of their rights, offered choice.

Personal Control

Standard 6: Individuals achieve personal control

The First Six Standards In Quality Of Service Are:

Homes

Standard 13: Individual are supported to have homes

Choices and Decision-Making

Standard 14: Individuals are supported to make decisions about everyday matters

Relationships

Standard 15: Individuals are supported in building strong, positive relationships

Rights

Standard 16: Individuals are treated with dignity and respect

Standard 17: Individuals' rights are upheld

Personal Control

Standard 18: Individuals are supported to achieve personal control

Please look at these standards in regards to your clients and talk to your Team Coordinators or CSC with concerns we need to address. We would also appreciate any great examples of meeting the above standards. (ie: contact notes, meeting minutes, log book entries etc.)

Start reviewing your CET Audit tool book and policies now.

It is important that we pass this certification for the overall continued success of the agency.

Any further questions please call: Colette Tancsics @ 453-9825 or email @ ctancsics@icenterprises.com

Health and Safety Minutes

3.2 Evaluation of current Injury/Near Miss Investigations

• Employee injury involving neck/shoulder/back due repetitive strain. Program was challenged by inconsistent staffing supports, worker did not inform Manager or ECAT that second staff had not shown up. Lift/tracking in home may not be meeting required client supports. Assistance/assessment through Aids to Daily Living (ADL) has been sought but resource responses are a slow process.

Supervisor to follow up with employee to ensure education on policy and safety requirements re reporting staff not showing up for shift.

Lifts and Transfers action plan has been developed and is being implemented.

Client health and wellness plans are required to be completed. Continue advocacy (ADL) actions to secure appropriate equipment to

meet client needs.

- Client in agitated state, punching staff

Clarification is required regarding antecedent for incident. Incident requires further investigation.

- Employee slipped and fell on wheelchair ramp while transporting groceries into clients home. Walk was clear of snow. Injury sustained – sprained ankle.

Recommendations: Review with employee: use of appropriate footwear, slow down, use handrail (if available)

- Bedbugs discovered at program during ongoing monitoring as per bedbug protocol (repeat occurrence at this program). Bed bug protocol followed. Home was fumigated to rid of bed bugs, staff and clients advised to stay away from home for 4 hours. When they came back after the allotted time frame, staff and clients became ill.

Recommendations: Review fumigation hazards and MSDS. Inform/ educate employees and clients re same. Book

fumigation for early in the morning, stay away from home for a longer period of time (arrange to stay at an alternate location overnight), open windows.

- Staff was handling an expired epi-pen (being used as training equipment), was stuck with needle after removing epi-pen from plastic canister.

Recommendations: Use only training pens for training (not real epi-pens)

Dispose of dead meds (epi-pen) as per policy.

Ensure medications (epi-pens) on ICE

premises are secured in a locked location as per policy.

- Staff was hit by a car when crossing the street in a marked (flashing lights) crosswalk at 9:30 PM. Worker sustained multiple injuries.

Recommendations: Practice defensive pedestrian habits for self protection: i.e.

Health and Safety Minutes, continued on pg 8

The Role of Pets at Independent Counseling Enterprises

Pets can have a beneficial effect on clients in a home setting. Studies have shown that pets can help a person feel psychologically and even physically feel better. Pets however can pose a serious risk to ICE employees.

What risks do pets pose?

- Pets can interfere when employees are performing various tasks
- Cause slips or falls
- Cause allergic reactions
- Show aggressive behavior towards staff resulting in scratches and/ or bites.

For these reasons special precautions need to be taken when dealing with pets in the home of clients in order to avoid potential injury.

What can I do to prevent incidents with pets?

- You need to make it known if you have any allergies or any other concerns pertaining to animals to your ECAT booking coordinators.
- You need to ask if there are any safety concerns in the home prior to your visit.
- You need to review the care plan or speak to your team

leader as to the proper procedure to follow for each individual pet you may encounter.

What is being done to protect me?

- In home care, Capital Health Case Managers perform an initial assessment where they will ask if there is a pet in the home
- Clients need to make ICE booking coordinators aware of the presence of any animals that may be in the home.
- The presence of an animal in the home needs to be documented in the care plan or client file along with the proper procedure to follow with the animal
- In home care the client should be informed to remove the animal into a separate room for the entire duration of the visit.

A distinction needs to be made between pets and service animals. Service animals play a vital role in the care of clients. They go through a great deal of training and therefore do not pose the same risks as a non- service animal. Service animals would need to be identified and noted in the care plan or client file. These animals would not need to be contained during your shift.

If we are prepared and follow these procedures we can prevent potential critical incidents while allowing clients to gain the maximum benefit of having a pet in their home.

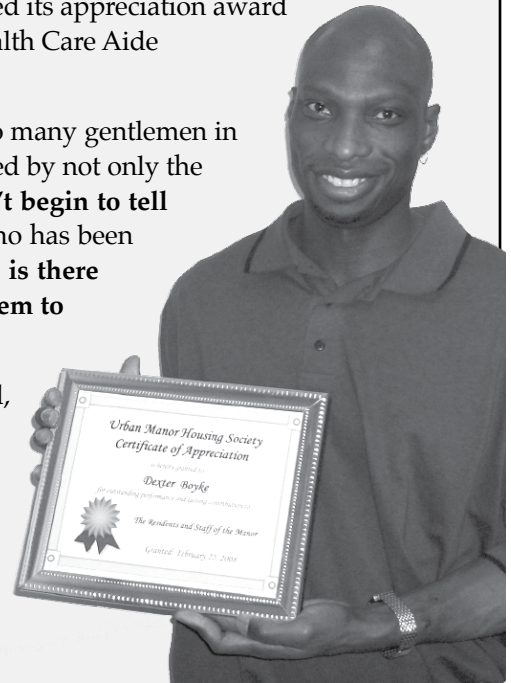
Urban Manor Housing Society Certification of Appreciation

On February 22, 2008, a very important and special award was given to a very important and special person. **The Urban Manor Housing Society** on behalf of its staff and residents bestowed its appreciation award for outstanding performance and lasting contribution upon **Dexter Boyke**, Health Care Aide from the Homecare Department at ICE.

For the past 14 years, Dexter has provided personal care and a helping hand to many gentlemen in the inner city hostels. Dexter is a person who is loved, respected and appreciated by not only the residents he serves but the staff who are proud to call him a colleague. **"I can't begin to tell you how valuable Dexter is to us...he is absolutely fabulous!"** said Peter who has been working the desk at Urban Manor for the past 6 months. **"Even in a crisis he is there to help out and he has an amazing rapport with the residents and can get them to cooperate with him, even the really difficult ones. They really respect him."**

Dennis, who has been working the desk at Urban Manor for 24 yrs said, **"Dexter is phenomenal! We are so lucky to have him!"**

Like the gleaming silver frame that surrounds the award Dexter received, he is a shining example of compassion and dedication to his vocation. In addition to the award itself, Dexter was given a gift certificate to one of the city's restaurants for a much deserved night out. We are honored to have him as part of the ICE team and hope to have him with us for many years to come.



Congratulations Dexter! You are very worthy of this award and we are all very proud of you!

Health and Safety Minutes, continued from pg 7

check all lanes for traffic; proceed carefully, use controlled crossings (stop lights) as much as possible. Wear bright clothing at night to 'be seen'.

- Client was sleeping on couch, staff woke client and directed client to sleep in bedroom. Client became agitated and threw water at staff and spat in worker's face

Recommendations: Require staff to re-attend PBI / PBS courses (enhance employee understanding of effective intervention techniques and client rights to avoid power struggles. This in turn will enhance worker safety.)

- Client returned home from being out in the community to find door unlocked and no one in the home. Client became verbally abusive regarding lack of home security, directing this towards staff.

Recommendations: Coordinator to follow up with staff training /supervision re locking doors (security) when leaving home, to protect clients and belongings/contents.

Assist client to develop self advocacy skills to address their concerns without

aggression.

- Non-res client's apartment building was found to have bedbugs. Landlord has made arrangements for fumigation. Coordinator has informed staff of hazards associated with bugs and fumigation and client and support staff are following the: Bed Bug Protocol

Recommendations: Follow through with bed bug protocol and fumigation. Ensure staff booked to work at program (ongoing) are made aware of hazards re fumigation and bed bugs. Caution re return to program to ensure no ill effects to clients and workers.

Continue ongoing bed bug monitoring

- Client was on the phone was upset upon completion of conversation, started throwing items

Recommendations: Ensure positive approaches are in place for this client's support including giving client space to calm down. If already in place, offer training to staff ongoing re following approaches.

4.1 Health and Safety Article for April issue ICE Page

Health Corner article: safe lifting, avoiding repetitive strain and back injuries

4.2 Edmonton III Health and Safety Conference

Kelly and Corinne attended the EDMONTON III: Enhancing Safety in Home, Community and Long Term Care conference on February 25, 26th and 27th.

Development of a presentation for the ICE semi-annual strategic planning session re potential ideas to enhance Health and Safety/ other programs at ICE.

4.3 Promoting Safety Training

Train the Trainer sessions (March 18 from 1-4PM with Diann and March 28 from 9-12PM with Corinne) All employees must take this training annually. H&S committee members may be called on to assist with training staff.

4.4 Plug In air fresheners

Information was brought forward to the committee that Plug In air fresheners have the potential to be hazardous i.e. start fires.

Plug in air fresheners should not be used in ICE programs due to the potential danger. Use other types of air fresheners (stick). Discuss concern with management team and bring forward to unit meetings at all levels.