

EMPLOYEE *Spotlight* SAM



Sam Goslin works hard and starts each day with a smile on his face. He carries out his work for ICE with a positive attitude. Sam was taught to do everything to the best of his ability; this is a philosophy he practices daily. When a client requires support, Sam can be counted on, as he is committed and reliable.

Sam has many duties and roles in his life; he is a Christian, Husband, Father, Grandfather and Support Worker and enjoys being all of these. Sam lives in Claresholm, Alberta and will have been married to his wife for 30 years in October. They have a son and a daughter (both married) and four grandchildren.

Sam has worked with ICE since November of 2007 and his weekday position requires him to work in and around Nanton, Alberta. Nanton is a small town between High River and Claresholm, with a population of approximately 2200 people. Sam and his day program client deliver Meals on Wheels to the elderly one week every month. Sam also supports his ICE client in running and operating a successful recycling business. Sam reports that his goal has always been to share his skills and abilities, love and kindness with all mankind.

Above and beyond his regular weekly roles, Sam supports various other persons involved in Special Olympic events and community activities such as visiting seniors and playing bingo. Through these activities Sam supports these individuals to develop their social skills and most importantly to have FUN! Sam says, "ICE is a very good program and I am enjoying being on board and part of it. I enjoy my clients and my duties and try to make a difference in their lives."

ECAT

Employee &
Client Assis-
tance Team

780-461-7236

after office
hours



MEETINGS

Health & Safety
Meeting

April 1, 2009,
1:30 PM

RPAC

April 21, 2009,
2:00 PM



TIME SHEET HAND-IN



Hand-in day will be:

April 15th, 2009

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

April 30, 2009

for all shifts worked
between
April 16th and 30th

CONTENTS

Success Story pg 2

Training..... pg 3

Mould..... pg 4

Personal Safety pg 5

Policy Review pg 6

Client Success Story: Sunny

Sunny is 22 years old, lives in Grande Prairie, and is one of the busiest men you will ever meet. Every day of the week you will find Sunny in the community working, hanging out, or participating in some kind of activity. Sunny is a role-model for anybody searching for a balance between work and leisure. When Sunny is in the community you will also find him socializing with his large network of friends. His staff say that Sunny is a very popular guy and Sunny says that "Everybody says hi to me."

Sunny works two jobs through the week. On Sunday Sunny works as a cashier at his dad's store, Mission Fas Gas. On Tuesdays and Fridays Sunny works at the Woodland Tim-br Mart stocking shelves. Sunny says he enjoys both of his jobs very much.

Outside of work time, Sunny keeps busy doing numerous activities in the community. Every Wednesday Sunny joins the Wolverines Active Living when they go bowling, play games, and engage in other activities. On Thursdays Sunny hangs out at the Leisure Center with staff, socializes and eats lunch. On Monday Sunny goes to Special Olympics powerlifting. Also with Special Olympics, Sunny goes swimming on Saturdays and plays floor hockey on Tuesdays, but currently floor hockey is done for the year. Sundays after work, when the weather is warm enough, Sunny goes to Muskosepi Park with his staff and skates on the frozen pond. Sunny and his staff also go bike-riding, walking, and swimming, watch movies, play pool, exercise at the gym, and hang out at the mall. When Sunny isn't busy with activities in the community he likes to hang out with his family.

If that doesn't seem like enough, Sunny is also graduating from the Grande Prairie Regional College's department of Physical Education. Although his graduation date is May 9th, 2009 he said he does not have any celebration plans yet. While he finishes his program at the college, Sunny is the equipment manager of the men's basketball team. As equipment manager, Sunny is responsible for the jerseys and for filling the water bottles and basketballs.

Sunny's long-term goals are to take over his dad's Fas Gas store, get married and have kids, and get his driver's license. Everybody at ICE wishes Sunny the best of luck with his graduation and long-term goals. Sunny is an inspiration to us all.



All ICE offices will be closed for
Good Friday

Friday April 10th

All ICE offices will be closed for
Easter Monday

Monday April 13th

Please direct all
calls to the Employee Client
Assistance Team for these days.



CPI

April 6th, 2009, 9am – 4pm

April 7th, 2009, 9am – 4pm

Positive Behaviour Intervention

April 2nd, 2009, 9am-5pm

April 30th, 2009, 9am-5pm

Documentation and Reporting Practices

April 23rd, 2009, 1pm - 5pm

TRAINING

EDMONTON REFERRAL INCENTIVE WINNER


This month we have 1 recipient receiving the ICE referral incentive. This employee will receive an additional \$50.00 on their pay cheque.

Congratulations for your wonderful referral!

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.

Thank  You!

WILL YOU BE ONE OF NEXT MONTH'S FEATURED EMPLOYEES RECEIVING A \$50.00 INCENTIVE PAYMENT?



Irene Dixon

Prize: Cordless Phones From: Behavior and Health & Safety Specialist

For: Attended an ICE Health and Safety Committee meeting. Your interest and contributions to bring health and safety information back to your unit are appreciated.



Lorraine Doherty

Prize: 14K Gold Earrings From: CR Manager

For: Assisted clients with purchasing ice cleats so they will be safer when walking on the winter streets and sidewalks.

Health Corner

SNOW MOULD

The arrival of spring is a welcome event for most people. However, spring may not be so pleasant for people fighting itchy, watery eyes, congestion and runny noses due to allergies.

Spring is typically a difficult time for people who suffer from allergies because of the increased amount of dust and allergens in the air. As the snow melts, snow mould is uncovered and grows while spring cleaning and the start of farming and gardening season also contribute to allergy symptoms. Common allergic reactions include sneezing, inflamed and itchy skin, wheezing, hay fever or difficulty breathing.

Snow Mould

Lurking beneath the piles of melting snow is a fungus called snow mould, one of the biggest contributors to seasonal allergies. Snow mould looks grey. They are circular patches of mouldy grass on the lawn. Snow mould creates problems for allergy sufferers. Once the snow begins melting, the spores from the mould are in the air and anyone with sensitivity to them will start developing some symptoms such as watery eyes and runny nose. Even if a person has never experienced seasonal allergies before, they can develop suddenly, especially in adults.

People allergic to mould may have symptoms from spring to late fall. The mould season often peaks from July to late summer. Unlike pollens, moulds may persist after the first killing frost. Some can grow at subfreezing temperatures, but most become dormant. Snow cover lowers the outdoor mould count dramatically but does not kill moulds. After the spring thaw, moulds thrive on the plants that has been killed by the winter cold.

What Are the Symptoms?

The symptoms of mould allergy are very similar to the symptoms of other allergies, such as sneezing, itching, nasal discharge, congestion and dry, scaling skin. Some people with mould allergies may have allergy symptoms the entire summer because of outdoor moulds or year-round if symptoms are due to indoor moulds.

Mould spores can deposit on the lining of the nose and cause hay fever symptoms. They also can reach the lungs, thereby causing asthma. Sometimes the reaction is immediate, and sometimes the reaction is delayed. Symptoms often worsen in a damp or mouldy room such as a basement; this may suggest mould allergy.

Asthma is a chronic inflammatory disease of the airways. The American Academy of Allergy Asthma and Immunology estimates that as many as 38 per cent of people with allergic rhinitis may also have asthma.

How Is Mould Allergy Treated?

- Avoid contact with the spores. Wear a dust mask when cutting grass, digging around plants, picking up leaves and disturbing other plant materials.
- Take medications for nasal or other allergic symptoms. Antihistamines and decongestants are available over the counter—without a prescription

Preventing Allergic Reactions

Allergies cannot be cured. But the symptoms of the allergy can be reduced by avoiding contact with allergens. Several measures will help:

- Stay indoors during peak pollen hours - usually early to mid-morning. Keep your windows and doors closed.
- Clean your home frequently to avoid the build-up of dust and other allergy triggers.
- Keep the windows of your car and home closed. Use an air conditioner, especially one with HEPA filtration, to help clean the air.
- Don't mow grass and avoid freshly cut grass without wearing a filter mask
- In the fall, rake up and remove leaves and keep thatch to a minimum to discourage the growth of snow mould over the winter months.
- Avoid hanging your laundry outdoors as it may collect pollen.
- Avoid having too many household plants as mould thrives in wet dirt.
- If you need to get out of the house on days when pollen counts are high or it's windy outside, consider going to air conditioned venues for your leisure activities.
- Change your sheets and pillowcases often.



Personal Safety – Tips for Staying Safe – Part 2

The least expensive and most effective measures staff and clients can take to protect themselves in the community are to adopt habits of personal safety and security. Everyone can incorporate positive routines into their daily life that make them less vulnerable.

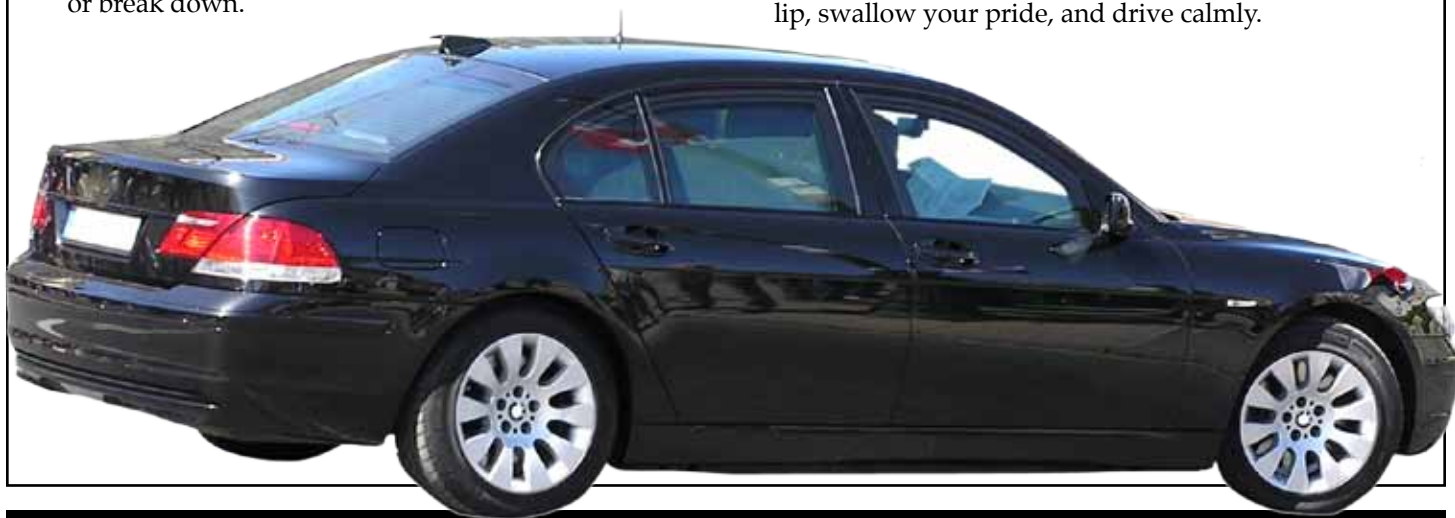
USING PUBLIC TRANSPORTATION

- Try to use convenient, well-lighted and frequently used bus stops.
- Make sure that you aren't alone at an isolated bus stop for a long period of time. If you must walk home late at night from a bus stop, call ahead and arrange for someone to meet you.
- Know where you are going, where you have to transfer and how to get back home.
- When boarding the bus, try to choose a seat close to the bus driver. Buses have two way radios and can summon police rapidly if they are required.
- Be alert to who gets on and off the bus with you. Trust your instincts. If you feel uncomfortable, walk immediately to a public place where there are people present.

IN YOUR CAR

- Have your keys ready in your hand when you leave your home or office. (If your key set has a "panic button," hold your keys in a manner that will allow you easy access of this feature if you need it.)
- Check the floor and backseat of your vehicle for intruders before getting in.
- Once safely inside, keep car doors locked and the windows up.
- If you commute, consider a cell phone. It is the best safety device you can have in the event of an accident or break down.

- Never pick up hitchhikers of either sex.
- Park your car in well lighted areas where there is pedestrian or vehicle traffic.
- Don't forget to lock your car! Use a club type device as an additional deterrent to would be thieves.
- Keep your car free of items including: clothes, jackets, bags, CD's, cell phones, boxes, sporting equipment and anything else that could draw the attention of a thief. Keep anything, even of minimal value in the trunk.
- Have the house keys in your hand before exiting your vehicle at home or at your workplace.
- Avoid stopping to aid others during your commute. If someone requires assistance, stop at the earliest safe opportunity, call the police and inform them that help is required.
- Underground parking lots can be dangerous, avoid these where possible.
- If someone is following you, drive to the nearest police station, restaurant, gas station where there will be other people and then remaining inside your vehicle, sound your horn.
- If you observe a vehicle driving carelessly or erratically do not try to pass it to get away from it. Slow down to let it get ahead of you, and if possible record the license plate number. Report the license plate number to the police as soon as possible.
- If involved in a minor motor vehicle accident, quickly assess the damage, then remove the damaged vehicles from the roadway and exchange particulars in a safe place. Avoid discussion of blame.
- Avoid road rage. Using verbal retaliation or a gesture on a foolish driver could end in a tragedy. Bite your lip, swallow your pride, and drive calmly.



3.4.6 LATENESS AND ABSENTEEISM

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. Employees are responsible for notifying supervisors of lateness or absenteeism as soon as they become aware of these circumstances either in regards to their own circumstances or that of others.
2. Employees are to be prepared to commence their shift at the assigned shift start time that was provided during booking. Being present and unprepared to commence a shift does not constitute availability to complete work assignments and as such will be addressed during employee performance evaluations.
3. If an employee does not arrive at the scheduled time to relieve another employee, the employee who is waiting to be relieved will contact the supervisor. The supervisor will make alternative arrangements for coverage.
4. If the employee finds his/her shift has been canceled or the client has not shown up, the supervisor should be contacted immediately.
5. If an employee is repeatedly late or absent, disciplinary measures will be implemented.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

South Region – February 2, 2009 meeting minutes

Recommend recording in Minutes "No Injuries/Near Misses reported" .

Calgary – February 19th, 2009 meeting minutes Re: Near Miss: Immediately after a client left a bathroom, light cover fell off and broke on the floor. Staff cleaned up glass and TL contacted landlord. This could have been attributed to light fixtures age, or perhaps the last time bulb was changed perhaps fasteners on cover were not tightened enough etc.

Recommendations: double check after changing light bulbs that the coverings are secure.

Northwest Region – February 17th, 2009 meeting minutes

Re: Employee Injury: Jan 16/09: staff slipped on ice on a step and scraped their knee. All follow up action has taken place except for the discussion at the Team Meeting as one has not occurred yet.

Requesting information: what follow up action was taken, and what will be reviewed with the team? Requesting that follow –up information (non-corrective) be provided in meeting minutes for the benefit of other regions

reviewing the injury / near miss reports.

4.6 Water Temperature Testing

3.2 Evaluation of current Injury

February 24th, 2009: A field staff member was leaving the ICE offices with a client and the parking lot was very icy due to snow. The staff helped the client into the car, when staff opened the driver's door staff slipped, lost balance and fell injuring hand. The staff was wearing proper footwear at the time of fall.

Recommendations: Traction aids for shoes, be mindful of the weather conditions, don't hurry.

February 26th, 2009: Office staff was out in the community, staff was getting back into vehicle wearing dress boots (within policy requirement) and banged a previously injured ankle on the running board of the vehicle and re-injured ankle.

Recommendation: Shoes may meet policy requirements and still not be the best choice for planned activities. All staff to consider planned activities related to proper footwear, traction aids, be mindful of the weather conditions, don't hurry.

January 20th, 2009: Support Home Operator was assisting a client who had soiled the floor and fallen. When the SHO was approaching the client, client became aggressive and began

kicking out. While SHO was attempting to assist the client both fell. SHO injured leg, minor swelling and bruising.

Recommendations: if the clients behavior is escalating allow client space until calmer, appropriate footwear for task, assistive equipment (i.e. grab bar) may be installed in washroom if mobility and balance are of concerns for the client. Review injury reporting requirements / and process with all SHO's at monthly meetings as this is a new requirement.

3.3 Evaluation of Near Miss Investigations

A field staff was in the Booking office and mistook the bathroom door for the exit door, the employee pushed the already open door and it hit a full length mirror that had been held on the wall behind the door with a tack. This caused the mirror to fall and crash/shatter on the floor. The glass was cleaned up and disposed of immediately after incident.

Recommendations: Ensure that anything being hung on the wall is secured, if you are unsure of how to hang/install ask for help. If other employees spot something that could present a hazard they should report it to their supervisor or a H&S Committee Member immediately.

Staff and client were traveling by car,

the roads were icy, staff was driving for the conditions. The car was turning left (on a turning arrow) and was hit by an oncoming car on the passenger side door. Staff and client were not harmed.

Recommendations: Drive defensively for icy conditions. Having the right-of-way can not guarantee other drivers are able to stop. When making left turns watch carefully that there are no oncoming vehicles. Be aware of the road conditions at all times. Mission Possible training.

Staff was preparing lunches in a residence, reached into a utensil drawer for a utensil and felt a sharp object (no injury), the staff looked into the drawer and discovered a knife had been placed in the drawer

Recommendations: Always look into drawer/cupboards before reaching for something. Follow up with Team at Team Meeting re: properly securing sharps, and a review of sharps policy.

3.4 Review of 2008 COR Audit Action Plan.

The group reviewed the COR General Overview Pg 5

The following summarizes the key areas for improvement that were identified during the audit:

- **Improve Senior Management Visibility** – Senior managers to consider visiting South region.
- **Communicate Hazard Assessment** – When changes are made to the existing hazard assessment, ensure that these changes are communicated with employees.
- **Clearly State Hazard Controls** – edit the controls section of the master hazard assessment to give clear direction on how to effectively manage hazards.
- **Improve Availability of PPE** – ensure this is readily available.
- **Provide Additional Inspection Skills Training** – offer employees the opportunity to take inspection skills training in relation to their responsibilities.
- **Continue Enhancing C-Views Func-**

tions – utilize C-Views functions to track employee training and to effectively monitor when refresher training is needed.

- **Define Program Needs Training**
- **Mandate Cross Shift Emergency Response Drills.**
- **Communicate Parameters for Reporting** – re-iterate the definitions and importance of reporting workplace illnesses and near misses with staff.
- **Build Investigation Skills** – Ensure employees responsible for conducting and taking part in investigations have training.
- **Enhance ICE Pages Communications** – use monthly meetings to discuss ICE Pages or have staff sign off that they have reviewed and are aware of the content of the newsletter

Management is developing and implementing a COR action plan related to recommendations for further enhancement of ICE's current H&S program.

Note: Some members of each region's Health and Safety Committee must have Incident Investigation training as per COR recommendations. (There are currently 9 Edmonton H&S committee members with this training.)

3.5 Review of hazard assessment and control document

Tabled, an updated document has been drafted, COR audit feedback in consultation with other regions will be reviewed prior to implementing an updated version.

Corinne is currently making further draft revisions to the Master Hazard Assessment Documents related to the 2008 COR recommendations. The suggested revisions will be presented at the semi-annual SWOT meeting.

4.1 Health and Safety Article for ICE Page

Personal Safety Part 2 – Safety while commuting by vehicle.

Mold & Allergies - Health. Epilepsy was recommended as another good

topic for the Health feature.

4.2 Feedback & process review re: implementation of Site Specific Staff, Contractor/Visitor Orientations

*Recommended that the forms include lines for printed staff names as well as signatures for both employees receiving and giving Site Specific Orientations.

*Recommended that answer keys be developed for the Site Specific quizzes for those facilitating the orientation.

*Recommend that staff facilitating Site Specific orientations receive training to understand their responsibilities to correct the quizzes and to re-teach (immediately) the questions where errors were made and documenting the employee's success during the correction review. It needs to be noted on the quiz that the staff understood the information prior to completing shifts supporting the clients.

* ICE establishes a measure qualifying the employees who will be providing Site Specific orientations.

Feedback collected will be shared with other ICE regions during a review of this pilot project.

4.3 Policy Review

Policy 3.5.1 EMPLOYEE HEALTH AND SAFETY – INTRODUCTION AND RESPONSIBILITIES was reviewed. Employer and Employee responsibilities were discussed.

It was recommended this policy be reviewed regularly with all ICE employees.

4.4 2009 Policy Manual review committee

Members of the Committee volunteering to assist with review of Health and Safety Policies will meet for their first review session, Monday, March 9th (1:30 pm – 3:30 pm) in Conference Room 1.

4.5 Committee Identification

Committee photos were taken for Health and Safety Posters, Committee Identification cards, and to appear in the ICE page. Consent for Media Release forms to be completed.