

Sharon grew up in Southern Alberta and has lived here her whole life. She currently lives in Lethbridge with her husband and four children ages 5,8,11 & 13. Sharon and her family live an active healthy lifestyle, keeping busy with swimming, music and many extra curricular activities throughout the days and evenings. .

Sharon has a degree in psychology from the University of Lethbridge and has also worked at the University as a Research Assistant for Health Sciences. One of her main studies was on psychotropic medications. Sharon has also worked at the health region as a volunteer coordinator and has worked for another agency under Persons with Developmental Disabilities (PDD).

Sharon started working with ICE's South Region in July 2005. Since then she has worked in staff positions for two residential homes. Her shifts are overnights and weekends, but occasionally Sharon will fill in the odd relief shifts.

We appreciate Sharon for her active involvement with ICE clients. She works well with clients and adapts to their needs and abilities. Our clients enjoy Sharon as a staff due to her in-



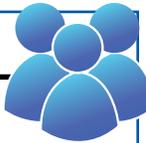
terest in involving them in activities in the community. Sharon brings a wealth of experience and promotes a safe and fun working environment.



All ICE offices
will be closed
Friday, April 6
&
Monday, April 9

Please direct all calls to the Employee Client Assistance Team for this day.

ECAT
Employee & Client Assistance Team
780-461-7236
after office hours 

MEETINGS 
Health & Safety Meeting
APRIL 4TH, 2012, 1:30 PM
RPAC
APRIL 17TH, 2012, 2:00 PM

TIME SHEET HAND-IN 
Hand-in day will be:
April 16th, 2012
for all shifts worked between April 1st and 15th and
April 30th 2012
for all shifts worked between April 16th and 30th

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Client Success Story:

Mike is a very energetic and polite man who has achieved many successes with ICE. Always forthcoming and wanting to learn, it is no wonder that we admire him.

Mike began with ICE in August of 2005 when he moved into a support home with the agency. He lived there for 2 years and then in 2007 Mike moved into a shared residence where he lives today.

Mike is a very hard worker with two jobs. One of Mike's jobs is at the Daily Herald Tribune, (DHT). ICE support staff helped Mike connect with a courier position at DHT in 2006 and Mike has successfully maintained his job there for the past six years. At first ICE staff were required to support Mike on his route to ensure he knew the houses and area. Now Mike does a wonderful job remembering this on his own. A year ago the paper changed their afternoon delivery to a morning delivery and ICE supports again stepped in to provide assistance to Mike short-term while he learned new skills and transitioned through the required changes.

Nowadays staff at Mike's home help to make sure he is up with enough time to get his papers ready without feeling rushed. They also ensure Mike has a good breakfast in order to start the day off right. Every morning Mike awakes at 5:15 am to complete the preparation work for his paper delivery. This is something that most of us would have difficulty with, but not Mike. He enjoys his walks in the morning and does a fantastic job. Mike has not received any complaints from his customers.

Kim Letendre, Mike's contact person at DHT says, "Mike is always in touch with us to see if we need anything and to ensure that he is doing his job properly. Mike is a valued employee at D.H.T. We have loved having him as part of our family since 2006."

Peter Meyerhoffer, the publisher at DHT comments, "We

wish we had more reliable couriers like Mike."

Mike works his second job at Goodwill on Mondays, Tuesdays and Wednesdays. Mike always wanted to be part of the Goodwill team. He enjoys his job there because he gets to see all the treasures that people bring in. He adores his fellow workers and the customers that shop at the store. Mike takes pride in a job well done.

In his free time Mike is a "social butterfly". He enjoys going for coffee and visiting with friends as he likes to talk about hot topics that have hit the news. Mike is an active participant in Power Lifting and he just recently he joined water aerobics at the East-link Center. ICE staff supports are also helping him to get involved with a Creative Arts class.



Left to Right: Peter Meyerhoffer – Publisher Daily Herald Tribune (DHT), Mike, Kim Letendre (DHT)



\$100 Employee Referral Incentive

ICE Employees and Support Home Operators are encouraged to take advantage of this excellent opportunity!

Here is how the Employee Referral Incentive works! If you refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, you will receive \$100.00.



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.

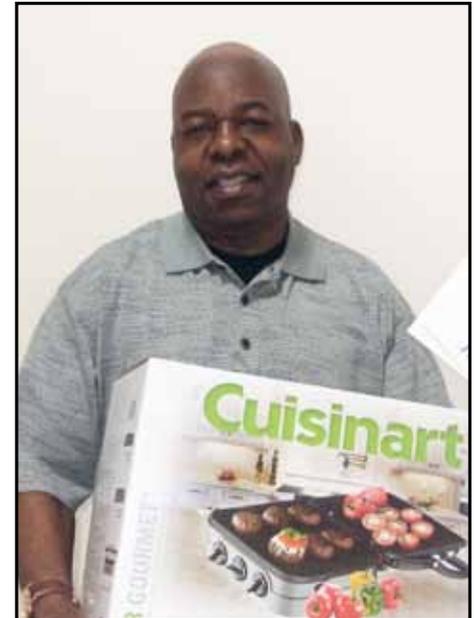
Thank You!



David Gbamanga was thanked by his CR Manager for participating in specialized training for Risk Management and Health and Safety at his program. David won a 52 piece Gala Gourmet Setting set (flatware). Your dedication is appreciated!



Marie Ikokwu was thanked by a Booking Coordinator for being more than willing to help out with covering at a residential program. Marie won a deluxe Magic Bullet set. Your hard work and dedication to the individuals we support is greatly appreciated!



Jean Pierre Tanguy received one Thank you card from his Team Coordinator for taking on extra duties while his TC was on vacation. Jean Pierre received a second Thank you card for ensuring the residence he works at is being maintained to Health and Safety standards. His input towards EQA preparations assisted the program passing their inspection with 100%! Jean Pierre won a Cuisinart Gourmet Grill. You are an asset to your program and the agency!

TRAINING

Proactive Behavior Intervention

April 26, 9am-5pm
As described on the ICE website

Documentation & Reporting Practices

April 17, 2012, 9am-1pm
As described on the ICE website

Time Management

April 19, 2012, 9am-12:30pm
The ability to organize can be learned, practiced and perfected. This workshop will show you how. Plan to attend and learn how to meet deadlines, gain more control over your time, get more done in less time everyday. In addition, you will learn ways to add personal value time and make your life more meaningful.



MOULD AND SEASONAL ALLERGIES

The arrival of spring is a welcome event for most people. However, spring may not be so pleasant for people suffering from allergies. Spring is typically a difficult time for those individuals because of the increased amount of dust and allergens in the air. As the snow melts, snow mould is uncovered and grows. Spring cleaning and the start of farming and gardening season also contribute to allergy symptoms.

Snow Mould

Lurking beneath the piles of melting snow is a fungus called snow mould, it is one of the biggest contributors to seasonal allergies. Snow mould looks grey and appears in circular patches of mouldy grass. Once the snow begins melting, the spores from the mould are released into the air and anyone with sensitivity will develop symptoms. Even if a person has never experienced seasonal allergies before, they can develop these suddenly. People may experience symptoms from spring to late fall.

Mould: 1) Peaks from July to late summer, 2) Can persist after first killing frost; 3) survives at subfreezing temperatures. 4) Snow cover lowers the mould spore count but does not kill the mould.

Other Allergens

In the early spring, the major culprit of allergies is wind-borne pollen from trees. Pollens are tiny egg-shaped powdery grains released from flowering plants, which are carried by the wind or insects. The worst springtime allergy signs and symptoms occur during hot, dry or windy days when there's a lot of pollen and mould in the air. In late spring and early summer, grass starts to cause trouble.

Symptoms

- The symptoms of mould allergy are very similar to the symptoms of other allergies, and reaction can be immediate, or delayed.
- Sneezing, itching, nasal discharge, congestion and dry, scaling skin.
- Mould spores can deposit on the lining of the nose and cause hay fever symptoms.
- Spores can reach the lungs, causing asthma, 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.
- Symptoms can last the entire summer because of outdoor moulds or year-round if symptoms are due to indoor moulds.
- Symptoms often worsen in a damp or mouldy room such as a basement.

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 (early to mid-morning).
- 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, with HEPA filtration, to help clean the air.
- Wear a filter mask when mowing the grass.
- In the fall, rake up and remove fallen leaves to discourage the growth of snow mould over the winter.
- 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 go out on days when it's windy, consider an air conditioned venue for your activities.
- Change your sheets and pillowcases often.
- Take medications to treat/ prevent allergic reactions as recommended by your doctor.



3.6.3 EMPLOYEE APPEAL PROCEDURE

Any employee with an appeal will follow this procedure:

A verbal discussion should be initiated with the appropriate supervisor within 24 hours of the events leading to the appeal. The supervisor will attempt to resolve the appeal to the satisfaction of all parties. Informal documentation is required to be entered into C-Views at this stage.

If the supervisor and the employee cannot reach resolution, they can meet with the appropriate Manager for a further meeting. This meeting will take place no later than 72 hours after the original meeting with the supervisor. Minutes of the meeting will be documented.

Should the appeal require further mediation due to extraordinary circumstances, the Manager or the employee may request an additional meeting with the Alberta Manager of Operation or Chief Operating Officer. This meeting should take place no later

than 72 hours after the Chief Operating Officer receives the request. The President is to be notified of the meeting and of the outcome. If a final resolution is required the President will make the decision. The President's decision is final and all parties are bound by his decision.

Should the situation warrant (e.g. harassment, abuse) the employee has the option to bypass his / her immediate supervisor and be heard by upper management.

The employee may request to be supported by a co-worker or by mutual agreement a neutral third party will be sought at any step in this process.

Employees who have been terminated do not have the right to the Appeal Procedure.

Updated October 2009

Referral Incentive Recipients for March

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 \$100.00. Take advantage of this great opportunity.



Conteh, Saidu, Incentive Winner



Kabba, Joseph, Incentive Winner



Khan, Nisha, Incentive Winner



Manhango, Symantha, Incentive Winner



Tancsics, Colette, Incentive Winner



Tilby, Lorena, Incentive Winner

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Calgary Region – Minutes Feb 22, 2012

No Injury investigations

No Near Miss Investigations

Northwest Region – Feb 9, 2012 Meeting

Injury Investigations: No injury investigations to review

Near Miss Investigations: No Near Miss investigations to review

South Region – Feb 14, 2012 meeting

Injury Investigations: No injury investigations to review

Near Miss Investigations:

January 12, 2012 When staff realized that vehicle wasn't operating properly she pulled off to the side of the road safely & called on-call. The root cause was inadequate equipment-tire went flat during travel.

Near Miss Investigation Completed.

Recommendations: Observing equipment/ tires before travel.

No Additional recommendations

3.2 Evaluation of current Injury Investigations

Edmonton Region

Employee Injury Feb. 16/12 – Injury-Client Behavior

Client had a bath. Afterwards the staff was assisting him to dress when the client bit the staff on their wrist. A co-worker came to assist the staff and redirect the client. The client was given space to calm. First Aid was provided to the staff. Afterwards medical care was provided by a physician to the staff for the bite.

Injury Investigation to be completed.

Recommendations: Staff to review PBI training

Client has a Positive Approaches – perhaps additions should be made regarding strategies for provision of personal care.

Review and refresh training regarding this client's positive approaches with the staff member and rest of the team to ensure everyone is clear and effective regarding use of the strategies.

Feb. 27/12 – Slip and Fall

Client had thrown or spilled water on the floor but SHO was initially unaware of this. SHO slipped and fell down due to the water on the floor and injured their right arm and hip.

Injury Investigation to be completed.

Recommendations: Make sure that proper footwear is worn.

Try to always check the path that you are traveling and be aware of your surroundings.

Feb. 24/12 – Injury

HC worker reported that their back and neck were hurting. Medical follow up determined that the worker had a pinched nerve in their neck possibly from a pre-existing injury.

Injury Investigation to be completed.

Recommendations: Possible re-evaluation to ensure the employee has the physical capacity to complete the requirements of the job role.

Self assessment by the employee of their capacity to safely complete tasks as they arise.

Possibly a pre-existing condition, employee to follow up physical concerns with their doctor.

Feb. 29/12 – Injury

A visitor had been upstairs on the second floor of the office. Upon starting down the stairs, their feet slipped forward and they fell backwards to a seated position on the stairs. Another person was walking behind them. The visitor reported that their left ankle was sore after the incident. (The visitor reported holding the banister and having a clear view of the stairs. They were wearing boots).

Recommendations: Use stair handrails and avoid rushing. (The visitor may have been hurrying due to person following them), Use caution when floor /boot surfaces may be wet. Spring weather melting ice and snow outside causes footwear to become wet and increasing slip and fall hazards.

ICE staff offer could provide reminders for use of banisters and to proceed with caution for safety when they escort visitors to the pathway down the stairs.

3.3 Evaluation of Near Miss Investigations

Near Miss Investigations

Feb. 22/12 – Client Behavior

A client became agitated and threatening when staff assisted to clean his room.

The Team plans to involve the client's family in developing a plan for maintenance of a clean and healthy environment in the client's room.

Recommendations: Make up a chore list and post it for the client

Use positive approaches to encourage cleaning such as a reward/ incentive system.

Explanation of Health and Safety and PDD standards / requirements could be made to the client by the Manager.

3.4 Review 2011 COR External Audit

Group Review – Qualifications, Orientation and Training

Section 5 – 5.1 – pg. 42

3.5 Review of Hazard Assessment and Control Document - Master

Calgary Region:

Reviewed Page 25-32

Completing First Aid and CPR

Recommendations

Policies – add policy 3.3.4 mandatory training

Use of gloves

Recommendations

Supplies- typo: states nitrile non-non powdered

Personal Care- Bathing/Showering Client

Training – add bath shadow

Policies – change 3.5.8 to 2.3.14

Equipment and supplies-water thermometers at applicable homes rather than just residential

Add thermostatic mixing valves

Edmonton committee in agreement with Calgary's recommendations. Clearly Bathing /showering controls need to be added.

Northwest

1.Exposure to natural disasters

2. Extended workday

South - Pages 28 - 29

Use of Gloves

Add Vinyl as some staff are allergic to latex

Recommendations:

Addition to be made re vinyl gloves

Edmonton Region:

Accessing Community - Page 8 through to 12

Recommendations:

Use of Sharps: (pg. 10)

Group made changes to the "Hazard Probability" column from a value of 2 to 3.

Group made changes to the "Total" column from a value of 9 to 10.

Group made change of the "Priority" column from a value of 2 to 1.

4.1 ICE Page Health & Safety Article suggestions for April/12

Suggestions were made to run an article on Allergies i.e. mould

4.2 Policy Review

3.5 – All of this section

3.9 – Security

2.7.3 – GI's & CI's

2.3.14 – Bath/Shower Assist

Corinne is asking that all in attendance of this meeting read through these Policies carefully. The policy is coming up for review and any recommendations, concerns or suggestions in regards to these policies, need to be forwarded to Corinne in the form of an email and in proper format.

4.3 Retakes

Retake H&S Membership Cards

Update photos and information on everyone's membership cards will take place at the next meeting in April.