

Ali was born in south England and came to Canada as a child. Her parents were involved in community services so volunteering with Special Olympics, community food programs and summer inclusive camps were all part of her growing up.

Ali started in the field of rehabilitation services as a summer lifeguard at Huronia Regional Institute followed by a summer program planner position and exercise team leader. Ali pursued her education in human services with a diploma in Rehabilitation. Her second job is a yoga instructor which incorporates her beliefs of self awareness, kindness to her body and being grateful for the world around her.

Ali loves to garden herbs and perennials. Cooking is a passion with lots of experimentation. Ali's motto is "happiness is a habit" and is incorporated everyday.

Ali is happily married with 3 daughters, 3 grand-children and numerous relatives.

She enjoys ICE for the flexibility

EMPLOYEE *Spotlight* Ali



the clients have to explore different lifestyle options available such as: employment, volunteer placements, and special interest community classes.

Good health is the number 1 priority for Ali. She and her client have been actively involved in the Building Healthy Lifestyles Program through the Lethbridge Health Unit. They make more informed food choices, have supportive exercise group and assist with packing Good Food boxes.

Ali and her client start every day with a good joke. They both love music so concerts are a part of their program as well as singing. Ali is very grateful to fellow ICE employees for the support and thoughtful feedback given over the last year.

All ICE offices will be closed
for
the Civic Holiday

Monday August 3rd

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

ECAT

Employee &
Client Assis-
tance Team

780-461-7236

after office
hours



MEETINGS

Health & Safety
Meeting

August 5, 2009
1:30 PM

RPAC

August 25, 2009
2:00 PM



TIME SHEET HAND-IN



Hand-in day will be:

August 18th, 2009

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

August 31st, 2009

for all shifts worked
between
August 16th and 31st

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Client Success Story – Michael

Michael was born in Peace River, Alberta and came to Grande Prairie two and a half years ago. Michael says he came to Grande Prairie because there was more to do and that he stays in Grande Prairie because he likes the people. In his spare time, Michael likes to walk, bike, and listen to music.

On July 2, 2009 Michael travelled from Grande Prairie to the 2009 Calgary Stampede. Michael said that going to the Calgary Stampede was his goal for a long time and he was glad to finally achieve it. Michael said that while there he saw the bull riding, the bareback horse riding, and the chuck wagon races.

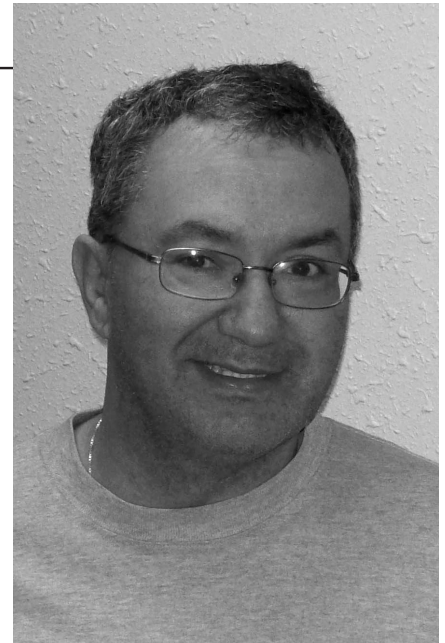
Michael stayed at the International Hostel and said he enjoyed almost the whole experience. He said the only bad thing about staying at the hostel was that one of his roommates had his alarm set for 6:00am every morning and, of course, always slept through it. But other than the rude awakenings, Michael said he really enjoyed meeting and chatting with all the people staying there from other countries.

Michael reports he did lots of sightseeing in Calgary. He went to the top of the Calgary Tower and said it was so high he was almost too scared to look down. Michael also visited the Glenbow museum, Heritage Park, Fort Calgary, and saw the Calgary Stampede Parade. He took lots of pictures during his trip.

Michael topped off his Calgary experience by buying a cowboy hat that turned out to be lucky. Michael said that it was because of his cowboy hat that he found himself on Calgary's main street square-dancing with a beautiful woman. He reported that he was just walking along the street

where a band was playing and people were dancing and the next thing he knew he was being led into a square-dance line by a beautiful lady. He says this was his favorite part of the whole trip. Michael said that his only regret was that he didn't have on his cowboy boots.

When asked what he was going to do now that he had accomplished this goal, Michael promptly replied that he was going to start saving up for next year's trip!



JOIN US FOR A FUN IN THE SUN STAFF BARBECUE

(RAIN OR SHINE)

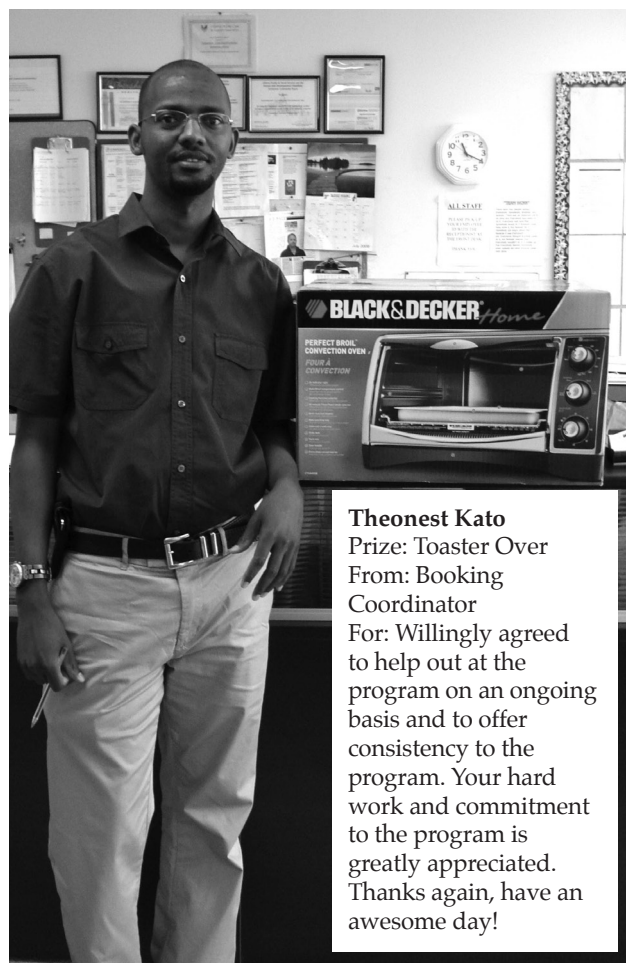
FRIDAY, AUGUST 28TH, 2008

11 AM – 4 PM

ICE MAIN OFFICE / STAFF LUNCH ROOM

15031 118 AVE

Thank You!



Theonest Kato
Prize: Toaster Oven
From: Booking Coordinator
For: Willingly agreed to help out at the program on an ongoing basis and to offer consistency to the program. Your hard work and commitment to the program is greatly appreciated. Thanks again, have an awesome day!

**Mission Possible Education
Session for Speed and
Distracted Driving- Part 2**
August 23rd, 2009 9:30-12:30pm

Proactive Behaviour Intervention
August 6th and August 20th, 2009,
9:00am - 5:00pm

TRAINING



Ken Popowich
Prize: Food Processor
From: Client
For: For when you have helped me out with our light and apartment and finances and everything.

EDMONTON REFERRAL INCENTIVE WINNER

This month we have 2 recipients receiving the ICE referral incentive. Charles Afayo (left) and Salem Tesfaye (right) will receive an additional \$50.00 on their pay cheques. Congratulations for your wonderful referrals!



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 \$50.00 INCENTIVE PAYMENT?**

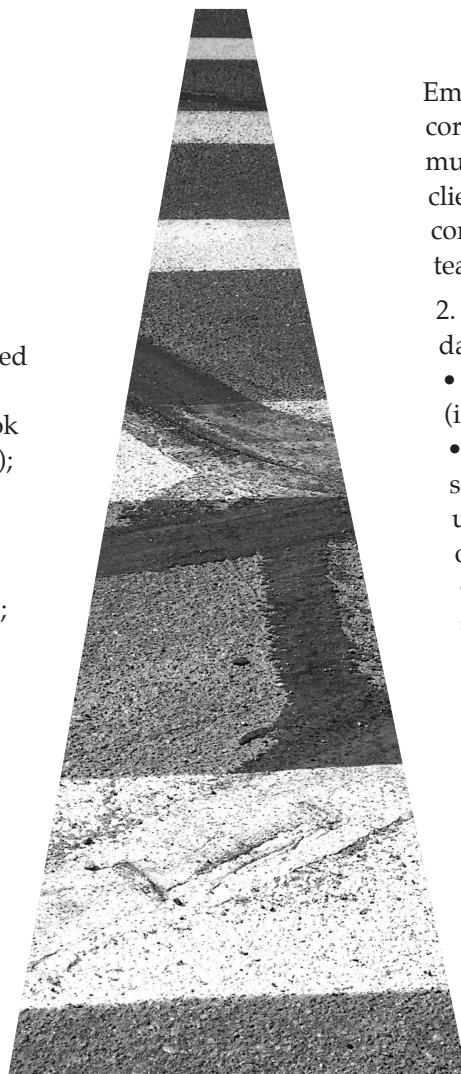
Pedestrian Safety – a Requirement not a Choice

ICE employees on shift are **REQUIRED** to consistently use and model good pedestrian safety skills for several very important reasons:

1. ICE clients are vulnerable to street safety risks. Research suggests that people with learning difficulties or disabilities are more at risk of being hurt or killed on roads. A 15-year study in California indicated that the risk of adults with learning difficulties and disabilities being killed while walking was nearly three times greater than among adults without such challenges.

Reasons for these additional risks include:

- Hyperactivity;
- Impulsiveness;
- Little regard for personal safety (often acting without fear or consideration of consequences);
- Forgetfulness and being easily distracted (likely to be distracted while crossing the road, or simply forget to “stop, look and listen” or apply other safety rules);
- Difficulties thinking and behaving flexibly (example a client with autism spectrum disorder may not generalize skills from one intersection to another);
- Difficulties understanding social contexts;
- Difficulties communicating with and understanding others;
- Over or under sensitivity to sights and sounds (panic in reaction to certain noises or sights (over-sensitivity) and or a lack of awareness of dangers like approaching traffic (under-sensitivity);
- Strong interests which can cause distractions (i.e. a strong interest in



cars could cause someone to walk into a road without care for their safety);

- Co-ordination difficulties (i.e. at particular risk of stumbling or falling into the road);
- Problems judging distance
- Inability to tell left from right consistently (difficulties following instructions);
- Problems doing two things at once or completing complex tasks;
- Difficulties reading (i.e. understanding road signs or markings).

Employees are required to model and teach correct pedestrian skills consistently. Staff must also carefully support and monitor client safety at all times while in the community. Modeling skills is a powerful teaching tool for client safety.

2. Breaking the law is unacceptable and dangerous:

- Fines for traffic offences can be costly (i.e. Jaywalking - \$250 Edmonton)
- The Occupational Health and Safety Act states that workers have a responsibility under legislation to keep themselves and others safe while working.
- Breaking the law and endangering the safety of clients is grounds for corrective action / termination of employment with I.C.E. (Refer to Policies 3.5.1 Employee Health and Safety – Introduction and Responsibilities, 3.7.1 Process of Corrective Action, 3.7.2 Termination of Employment for Just Cause.).
- In traffic incidents involving pedestrians and motorists, it is the pedestrian who suffers, often with tragic results. (In many cases it is not the driver's fault. It is responsibility

Pedestrian Safety can't

of both driver and pedestrians to ensure each other's safety by following the rules.)

What are some key requirements for staff regarding pedestrian safety?

- Teach clients and reinforce through consistent modeling the proper techniques for crossing the road safely according to bylaws and safety rules (i.e. cross at marked cross walks or traffic lights, look both ways, cross when you are sure traffic has come to a complete stop, walk along-side clients not ahead of them, make sure drivers have seen you before you cross, etc.)
- Do NOT break the law or complete unsafe actions (jaywalking, cross from between parked cars, cross on a yellow or red light etc.)
- Stress the importance of walking on the inside of the sidewalk or if there are no sidewalks, as far away as possible from the travelled portion of the road.

Information resource – Ontario Ministry of Transportation



Health Corner



We are in the midst of the summer. Most of us enjoy outdoor activities and can't get enough of them. It is important for each of us to keep in mind that for every minute we stay out in the sun; ultraviolet rays penetrate our body causing damages to our skin if left unprotected. Insect bites (particularly from mosquitoes) are also on-going concerns during the warm summer months

Ultraviolet rays are part of the sun's energy that reaches the earth. There are three types of UV rays: UVA, UVB, and UVC rays. UVA rays are not absorbed by the ozone. UVA rays

penetrate more deeply into the skin and are responsible for 90% of the damage that cause premature aging. UVB rays are mostly absorbed by ozone. UVB rays penetrate the outer layer of the skin and cause sunburn. And finally, UVC rays are completely absorbed by the ozone, therefore, does affect the skin. In short, UVA causes aging and UVB rays causes sunburn.

Sunburn is a visible type of damage, which appears just a few hours after sun exposure. In many people, this type of damage also causes tanning. Freckles, which occur in people with fair skin, are usually due to sun exposure. Ultraviolet light rays also cause invisible damage to skin cells. Some of the injury is repairable, but some of the cell damage adds up year after year. After 20 to 30 years or more, the built-up damage appears as wrinkles, age spots, and even skin cancer.

Severe sunburns may be related to the development many years later of the most dangerous kind of skin cancer called melanoma. Melanomas can develop in all age groups, including teenagers and young adults. Melanomas can spread to other parts of the body and are potentially fatal.

There are ways you can protect yourself when participating in outdoor activities.

- Avoid the sun's rays between the hours of 10:00 a.m. and 4:00 p.m.
- Use sun block with a sun protection factor (SPF) of 15 or more when exposed to the sun. The lighter your skin, the higher the SPF number should be. To be effective, sun-screen should be reapplied every hour and after swimming. Makeup is now available with sun screening protection.
- Wear muted colors such as tan. Brilliant colors and white reflect the sun onto the face. Wearing long sleeved shirt and long pants prevent sun exposure to arms and legs.
- Wear a broad brimmed hat when in the sun
- There are many companies that manufacture clothing that will offer sun protection.

Remember to drink plenty of liquids. By avoiding long exposure to the sun and using appropriate clothing and sun block, you can make your outdoor activity a safer one.

Ticks, bees, wasps, hornets, horse flies and "no see 'ums" can also inflict painful, itchy bites. Most flying insects are active during the early-morning (dawn) and early-evening (dusk) hours.

- As with sun protection, try to avoid being outdoors during these times.
- Use an insect repellent with DEET, in addition to sunscreen. (Apply sunscreen first). Follow the instructions on the product label. The higher the DEET concentration number, the longer the repellent will be effective.
- Wear light-colored clothing with long sleeves, full length pants, enclosed shoes and socks.
- Stay away from standing pools of water.
- Make sure the screens on your doors and windows are intact, and that doors seal properly when closed.
- For infants under 6 months, it is advisable NOT to use insect repellents; instead, use mosquito netting to protect the child.

First-aid measures to reduce pain, itching and reactions are dependent on the type of bite and the individual's response. Generally, immediate application of a cold compress to the bite area will help to reduce inflammation and itching. In addition, there are several types of creams, lotions, and sprays available to soothe bites – again, READ THE LABEL and use accordingly. In extreme cases, an allergic reaction to the bite may develop, sometimes even a few hours after the

bite. This is a MEDICAL EMERGENCY, if the person has an Epi-pen, use it. Allergic reactions to insect bites can develop rapidly and may be fatal. Call 911 if there is any indication of shock: shortness of breath; swelling of face, hands, and throat; facial pallor; rapid, faint pulse; cool, clammy skin.

Some insects can carry diseases such as Malaria, West Nile Virus, Lyme Disease, and Rocky Mountain Spotted Fever. In these instances, symptoms may not appear until weeks or months after the bite; therefore, PREVENTION IS BETTER THAN CURE.

Be prepared for your enjoyment of summer fun by staying informed and using the protective measures available.



Leadership Perspectives on Health and Safety

An Interview with I.C.E. Vice President of Administration – Wendy Rutherford

1. What are some of your key responsibilities for ICE?

- Setting core performance standards
- Ensuring documentation and monitoring systems are in place
- Promoting health and safety in the workplace
- Performance audits
- Reviewing processes and relating these back to policies

2. How does “promoting health and safety” relate to your role?

Taking workplace Health and Safety and making sure workers follow policies on Health and Safety which I write along with the Chief Operating Officer and the Alberta Manager of Operations. We want to ensure that I.C.E. policies reflect employee safety in the workplace as well as client safety.

3. Policy Development for the agency must involve significant research and review.

Yes, there is both internal and external review of information involved.

Internal reviews are used to examine and ensure the agency’s processes are operating effectively.

External review involves research and review of current legislation and operational standards to ensure we understand and reflect current legislation and requirements in our policies and procedures.

4. Every three years, ICE reviews all of its policies and procedures (manuals), and involves employees from all levels and regions of the province. How does this process work?

Every three years we look at what we’ve accomplished through our efforts everyday. Feedback is requested from everyone in the agency, not just from management. Information is collected in the form of written suggestions and through an agency wide consultation process. All employees who want to be involved are provided options to be included in the process. Usually this process takes several months to complete.

5. This process/method appears ambitious, complex and time consuming, why does ICE management choose to complete policy review this way?

This method is appropriate as we want to include



everyone. The process is complex and intensive but the review then does not just reflect one mindset. I think this demonstrates positive leadership as our review process considers all perspectives.

6. Would you say that revisions in ICE Policies and Procedures reflect changes occurring in the world outside of the agency? Are there trends reflected in this? If so what are some these trends?

Yes, Definitely. Because we take both an internal and external look at what is current. For example we look at the Creating Excellence Together (C.E.T) standards, Certificate of Recognition (C.O.R.) audit results, legislation etc. and include this information when reviewing our policies and procedures. Our policies are written to reflect all aspects the company needs to include.

There are definitely trends and the focus of these varies from clients to employees. Changes in policies are often reflective of what the funding sources want.

7. What aspects of your role and ICE policy and procedure development do you take the most pride in?

The documentation and manuals that we provide to assist employees in their job.

They are intensive but fairly straightforward to understand and the information is consistent across all the manuals.

8. If you were speaking to ICE staff directly what would you want to draw to their attention about Health and Safety and ICE Policies and Procedures?

There isn’t one thing that I could say, “Read this,” but employees need to read the Health and Safety policy and regularly review it. They need to participate to enhance their health and safety.

1.1.1 VISION AND MISSION VISION: EMPOWERMENT, INTEGRITY, AND CARING

MISSION: To provide a comprehensive range of community based services and training to individuals and their support network, in a way that will empower them to discover, pursue, and maintain choices in their lives and involvement in their communities. To be a leading organization, employing skilled and dedicated people.

1.1.2 PHILOSOPHY

- **Excellence and Consistency in Service Delivery**

To develop and maintain high standards of service delivery based on the values of honesty, respect for the individual, confidentiality, empowerment and client focused services.

- **Choices**

To support people in a way that acknowledges the person as the center of their own lives. Our employees will achieve this by assisting people to discover their preferences, honor their choices and find opportunities for connecting to valued roles.

- **Flexible Service**

To be flexible and responsive to the individual needs of the client.

- **Communication**

To enable our employees to provide high quality service through the use of effective information processes. To support our stakeholders to make informed decisions.

- **Employee Support**

To support and supervise our employees to enable them to achieve the best from themselves, and contribute based on their individual skills and talents. Our goal is that employees will understand the importance of their commitment to excellent service.

- **Employee Training**

To provide training opportunities to enable our employees to be leaders in their provision of support to individuals.

- **Increasing the Capacity of the Community**

To create and recognize opportunities to connect the people that we support within their communities.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Northwest Region – Meeting minutes date: June 11/09

Review of Employee Injuries

May 19/09: Staff bumped head on filing cabinet when bending down to retrieve a piece of paper

Recommendations: Staff are to be careful and aware of their surroundings at all times and not in a rush

Additional: proper body mechanics

Review of Employee Near Misses :

May 11/09: A support home client exhibited agitated behavior throughout the day.

Recommendations: The Support Home

Operator will be attending PBS training on June 23/09, and is currently certified in CPI. A Positive Approach Document is in process. The support home operator is no longer working outside of the home, so will be more available to provide support to this person. A medication review was completed at a psychiatrist appointment on June 3/09. All sharps in the home were instantly locked up. Skill building is also occurring with Goodwill

Additional: no additional recommendations

South Region – Meeting minutes date: June 3/09

Review of Employee Injuries

No reported injuries

Review of Employee Near Misses :

No reported near misses

Calgary– Meeting minutes date: June 18/09

Review of Employee Injuries

No reported injuries

Review of Employee Near Misses :

June 4/09: Staff and client involved in a MVA. Rear-ended another vehicle with it came to a sudden stop. Neither sustained injuries as a result.

Recommendations: Staff will be attending Mission Possible – Speed and Distraction Session in July. (8th & 29th)

Additional: no additional recommendations

3.4 Review of COR Audit Action Plan. (2008)

The group reviewed Element 5 (page 12) Executive Summary.

Element 5 – Qualifications, Orientation and Training

Key Strengths: Employees are introduced to ICE's organization in pre-employment training (PET) sessions. These orientation give employees a comprehensive overview of the agency and discusses in detail the health and safety program. Employees are evaluated on their technical, problem solving, and decision making skills. PET covers topics such as policies and procedures, medication administration, workplace health and safety, right to refuse unsafe work, incident reporting and other issues. It is mandatory that all employees working at ICE have Standard First Aid training, and workers are responsible to cooperate in keeping their first aid qualifications current. Full time trainers are on staff for the specific purpose of providing on-going training for employees. Specific training programs, such as schizophrenia awareness, have been developed by the trainers to address working conditions that may apply to certain workers.

Key Recommendations;

Define Training Specific to the Program Needs: Consider developing a system which outlines qualifications that staff need in order to work within the various programs. (Ref 5.5)

Utilize C-Views to Track Employee Training: C-Views is a computer program available to the staff to track training. Increase the use of this program to track all employee training and to note refresher dates. Enhancing the use of the program's features will help the organization to manage the currency of its training. (Ref 5.6)

3.5 Review of Master Hazard assessment and Control Document

The committee reviewed Job Type: General Pg. 11. The committee gave

recommendations for additions to activities and Frequency and Priority Ratings

Recommendations:

Activity and/or Task:

Assisting with client mobility

Frequency of exposure recommended a change from 2 to 4. The resulting Total would change from 9 to 11 making it a 1st Priority Rating.

Verbal/Physical/Sexual Abuse (see working with high behavior).

Potential Consequences recommended a change from 2 to 3. The resulting Total would change from 10 to 11.

Harassment (sexual, other) – no changes recommended.

Client having matches, lighters, candles

Frequency of Exposure recommended a change from 3 to 4, Potential Consequences recommended a change from 2 to 4. The resulting Total would change from 7 to 10 making it a 1st Priority Rating.

4.1 2009 Internal COR Audit

- Dates have been set for the internal COR Audit

- o Edmonton & Calgary – August 17th – 21st, 2009

- o Grande Prairie – August 10th – 14th, 2009

- Promoting Safety “Train the Trainer” sessions have been scheduled throughout July. TC's will be responsible for training their staff

Staff to review their knowledge of ICE Policies and the Promoting Safety course.

4.1 2009 Internal COR Audit

4.2 Review of H1N1 Precautions and Updates as per AB Health

On June 11th, 2009 the World Health Organization raised the H1N1 Flu Pandemic to a level 6. A memo from Corinne Stasiewicz was circulated to

all employees advising what the alert meant and how to take preventive action which includes:

- Washing hands thoroughly and often
- Cover your cough
- Clean and disinfect common surfaces

And what staff should do if they have influenza-like symptoms

Memo should be reviewed at all team and unit meetings.

Further updates will be provided by Corinne as further information is shared by Public Health.

4.3 Health & Safety Articles for August ICE Pages

ICE Page Health and Safety Article Suggestions for August ICE Page.

The following suggestions were received:

- Street Safety and By Laws.
- Mosquitoes, bug bites and sun protection

A severe weather information sheet was circulated in June by Health & Safety Specialist Corinne Stasiewicz into all house mail boxes

The information sheet should be reviewed by all staff

4.4 Policy Review

Policy 3.5.11 Fire Emergency Procedures was reviewed by the committee

All programs to review Policy 3.5.11 in team and unit meetings