

Hilary came to ICE South Region in October of 2010 after moving from Nova Scotia. Hilary was born and raised in Antigonish, NS where she graduated from Dr. John Gillis High School and then later attended St. Francis Xavier University where she studied social policy and research.

Over the years Hilary worked in different community employment organizations in Nova Scotia. There she provided supports to individuals who were looking for work but who required job coaching or extra support.

Since moving to southern Alberta, Hilary has been working in residential and non-residential settings in Nanton and Claresholm. She loves getting the individuals she supports out in the community, trying new things, going on outings, and getting her residential clients "baking up a storm". Hilary states she enjoys living in Alberta and likes working for ICE.

Hilary is an advocate for her clients, and she excels with the individuals she works with. She has a fun, upbeat outlook and this transfers over into her work. She is able to make her clients laugh and see the fun in life. She is a team player and has good relationships with her co-workers.



EMPLOYEE Spotlight Hilary

tionships with her co-workers.

When Hilary is not working she enjoys playing sports and staying active. She has a dog that she adores and she loves to travel. She loves to see different parts of the world, exploring the different cultures and trying new things.

Hilary was a great help in the recent CET survey. ICE appreciates Hilary's support for her clients, her dedication and her willingness to help out when needed.

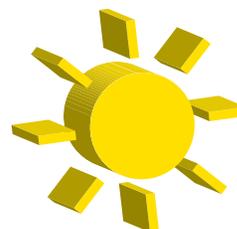
This fall Hilary will be starting a new chapter in her life, she will be moving to Lethbridge where she will continue working for ICE while studying to become a Recreation Therapist at the Lethbridge College.

Reminder!



PDD Grant Dollars are available for training opportunities for Community Rehabilitation staff.

Submit your "Letter of Intent for Training" soon.



All ICE offices will be closed **Monday August 1** for the Civic Holiday

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
 AUGUST 17TH, 2011, 1:30 PM

RPAC
 AUGUST 16TH, 2011, 2:00 PM

TIME SHEET HAND-IN

Hand-in day will be:
August 15th, 2011
 for all shifts worked between August 1st and 15th and **August 31st, 2011**
 for all shifts worked between August 15th and 31st

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Client Success Story: Lyle

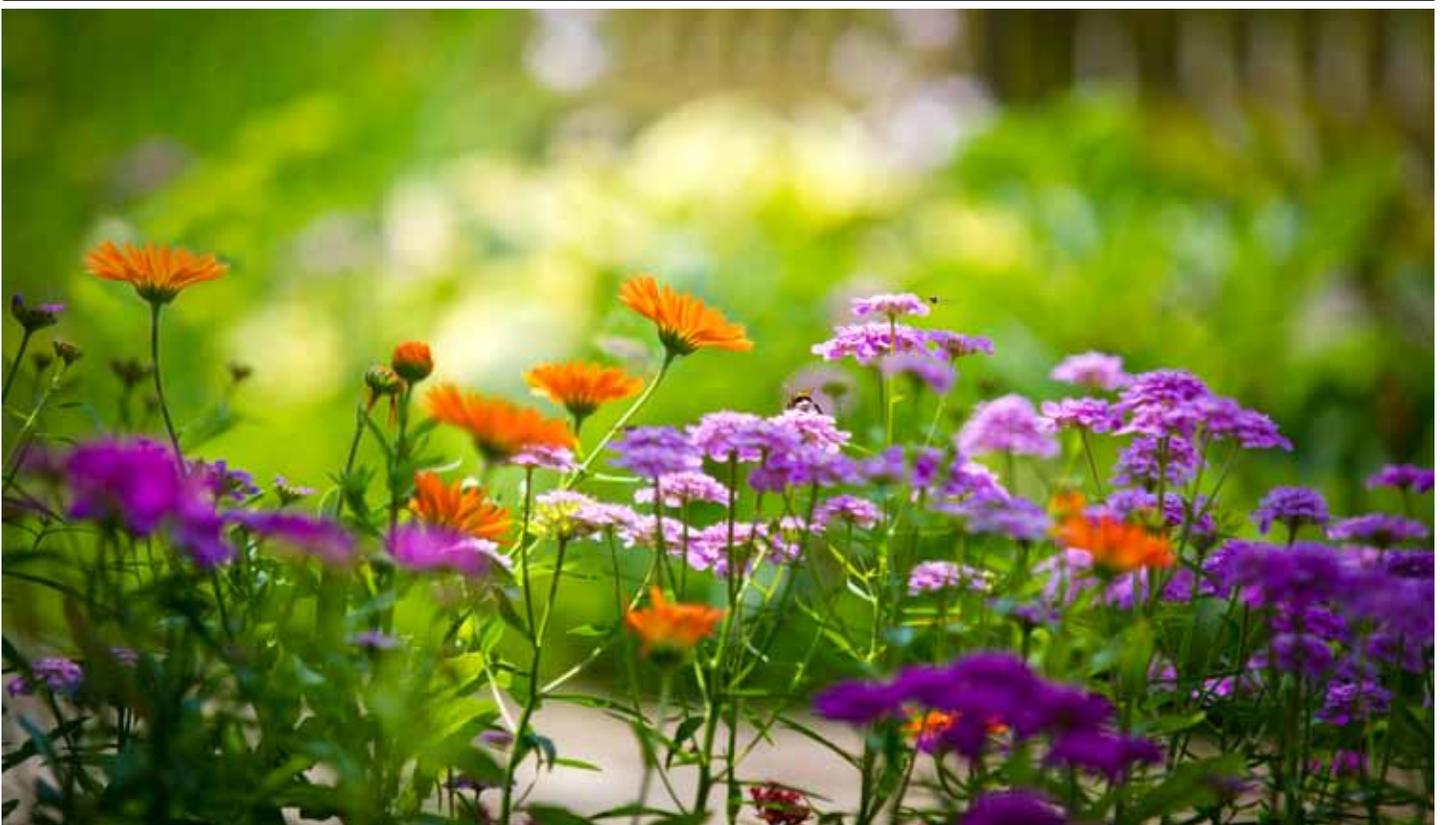
Lyle is an active man in the Grande Prairie community who lives in an ICE operated support home. He also receives community access supports through the agency.

Lyle works Monday to Friday at three different jobs, his favourite position being a job at the cinema. At the cinema Lyle works on the busiest night of the week taking tickets, filling the ice box, sweeping floors, and cleaning up the showroom. Lyle has held this job for about six years. Lyle's second job is for a recycling depot which requires him to travel around town and collect bottles from businesses to deliver back to the depot. Finally Lyle works at a woodshop operated through a day support agency. Lyle has worked at the recycling depot and woodshop for about five years. He prides himself on being a good worker and says he is dedicated to his jobs. The certificates and other acknowledgments Lyle has received from his employers show that they agree.

One of Lyle's future goals is to buy himself a house. His support home operator has been helping him to learn about home ownership responsibilities by involving him in the chores and upkeep at his current home. While excited to someday be a home owner, Lyle confesses he is not excited about having to mow a large lawn. A practical man, Lyle has already been planning to look for a roommate to live with him to help him cover the monthly expenses of home ownership.



Beyond his employment, Lyle also contributes to his community through his active participation in sporting events. His current favourite sports are golf and bowling. With the support of his ICE staff, Lyle attends weekly events for each of these activities with a group of friends through Special Olympics. At the end of April this year Lyle was excited to travel to Saskatoon, Saskatchewan with his bowling team to compete in a bowling tournament. In July he joined the Special Olympics team on their float in the Canada Day parade. Lyle also enjoys camping and he says he is looking forward to a trip with his family to their favourite campground this summer.



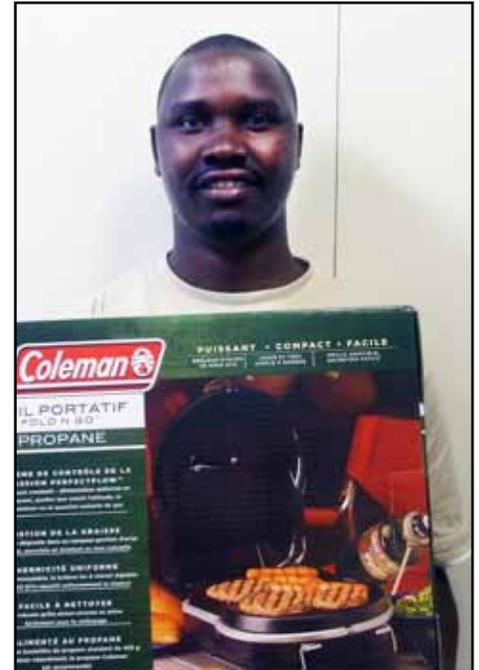
Thank You!



Kinjal Khandival won a Bionare Fan for a Thank You card given by her Manager for consistently inspecting her clients' Assistive Technology / Environmental Intervention equipment. Your efficiency is truly admirable!



Odile Niyonsaba received a Mini Stepper for identifying a hazard at a residential home. Odile immediately contacted the landlord and posted a, "Do Not Use" sign to warn co-workers and clients of the hazard. Congratulations, Odile!



Pontien Nsengiyumva collected a Thank You card from his Team Coordinator for coming in early to cover his co-worker's shift. Pontien received a Coleman Portable Barbeque Grill. Thank you for your work flexibility, Pontien!

Proactive Behavior Intervention

August 11th, 2011, 9am-5pm
 August 25th, 2011, 9am-5pm
 As described on the ICE website

Client Goals & Outcomes

August 31st, 2011
 The purpose of the session is to learn the best way to assist the individuals we support to achieve maximum independence through development of clear and achievable goals followed by a plan to achieve those goals.

- To assist with meeting the goals and objectives in the Individual Service Agreements
- To complete monthly and annual progress reports from data collected for the purpose of outcome measurement.

Promoting Safety

August 2nd, 2011, 1pm-4pm
 August 17th, 2011, 9am-12pm
 August 30th, 2011, 1pm-4pm
 As described on the ICE website

TRAINING

Summer Health Considerations



Summer is here and that usually means fun in the sun, but it is also important to be health conscious during these hot summer months. There are four important things to think about when heading outdoors: 1. Harmful UVA and UVB rays from the sun; 2. Insects that bite or sting; 3. Dehydration; and 4. Heat exhaustion.

The first two are easy to handle. Use sun block with a 50 SPF or higher rating to protect from UVA and UVB rays. Apply this approximately 2 hours prior to sun exposure and on a regular basis while outdoors. Use an insect repellent that contains DEET for adults and insect repellent that does not contain DEET for children. There are also all natural "insect repellent patches" available at your local drugstore.

Dehydration occurs when your body has less water and fluids than it requires. This can become life-threatening if not treated. Symptoms of dehydration include dry mouth, lethargy and /or dark or low

urine output. Dehydration is usually treated by drinking fluids; but in more serious cases, IV Fluid Therapy may be needed. Adults need to drink 8 cups of water a day (about 1L) when they are not active; however, when active, they require an extra cup of water for every 15 minutes of activity.



Our bodies cool themselves most efficiently by sweating and then the sweat evaporates. Should sweating be unable to meet the cooling demands of the body, heat-related illness can occur. This is a spectrum of conditions with minor symptoms such as heat rash progressing to heat cramps, then heat exhaustion, and finally to heat stroke. Heat stroke is a life-threatening medical condition. Heat exhaustion occurs when the body gets too hot. Symptoms of heat exhaustion include profuse sweating, weakness, nausea, vomiting, headache, lightheadedness, and muscle cramps. Heat Exhaustion can be treated by drinking water and moving to a cooler area. If treated quickly and appropriately, we can prevent heat stroke.

Informal Hazard Assessment

ICE has many formal assessment and documentation processes for hazards such as workplace inspections; however a lot of important hazard assessment activity is informal.

Employees complete informal hazard assessments as part of their everyday actions. The identification of such hazards doesn't take an inspection or a report; it just involves workers taking the responsibility to protect themselves and others by watching out for things that may cause harm. Examples: Moving cords away from traffic paths, watching for and wiping up water spilled on the floor, closing the door to keep mosquitoes out of the house.

Workers may further enhance informal hazard assessment by asking themselves a few basic questions before starting work tasks and as they complete their work:

- Do I clearly understand my task?
- Am I physically and mentally prepared to do the task?
- What could go wrong?
- Is there a risk to others or myself?
- What can change that could create a new risk?
- Could other persons, equipment or conditions pose risks to me?

How could the above questions be used to enhance employee health and safety? Let's consider an example scenario for Bob, a new employee of ICE.

Today Bob's Team Coordinator (TC) asked him to mow the lawn at the residential program he works at. Using the above questions here are some thoughts and considerations that Bob could have applied to the questions re the mowing task:

Q - Do I clearly understand my task?

Bob's considerations: *I live in an apartment so I don't have much experience with mowing lawns. The Team Coordinator (TC) gave me an orientation for operating the lawn mower at this residence a month ago, but I've forgotten how to start the lawnmower, how to remove the clipping bag and how to mow around the trees. I'll need to ask the TC to re-explain those parts for safety.*

Q - Am I physically and mentally prepared to do the task?

Bob's considerations: *I feel well rested and physically fit, but the lawn is large. The lawnmower is also quite heavy so I might want to take a short break between mowing the front yard area and the back lawn.*

Q - What could go wrong?

Bob's considerations: *I could harm my feet or eyes if I don't wear safe shoes and eye protection while mowing.*

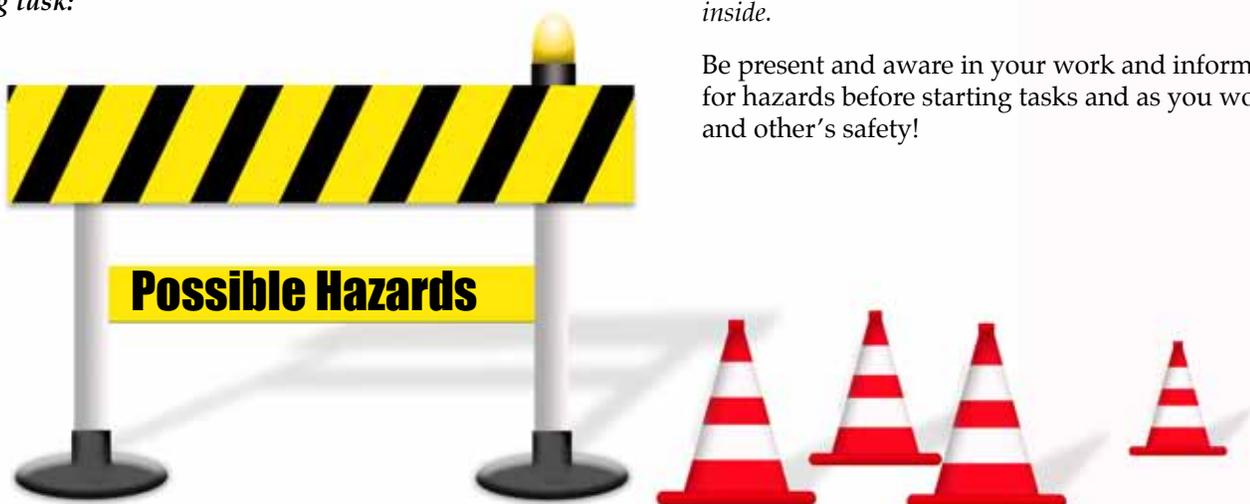
Q - Is there a risk to others or myself?

Bob's considerations: *There could be rocks and sticks that could get thrown up while I'm mowing. Thrown rocks/debris could injure myself, others or property. I better check the yard and pickup any loose debris before I mow. The grass is thick and tall so I'll need to empty the grass catcher often so that I don't risk hurting my back. I better wear mosquito repellent as there are so many mosquitoes this year and they are all hungry!*

Q - What can change that could create a new risk?

Bob's considerations: *It looks like the weather could possibly develop into a storm. It's not safe to mow when there is a risk of an electrical storm. If the weather continues to deteriorate, I'll need to postpone the mowing for a safer time and take shelter inside.*

Be present and aware in your work and informally check for hazards before starting tasks and as you work for your and other's safety!



3.5.4 WORKING ALONE

Independent Counselling Enterprises will take reasonable and prudent action to prevent and minimize risks to employees that are working alone. The agency is committed to the following:

1. The health and safety of the employees in the work place. Incidents that do occur are investigated and corrective action is taken by the agency.
2. Assessing the hazards of the workplace.
3. Taking corrective action or measures to prevent or minimize hazards or incidents from occurring.
4. Training and educating employees to perform job duties effectively.
5. Reviewing policies and procedures on a regular basis to ensure these measures are effective in meeting the existing needs and potential changes in business operations.

A. TRAINING OF EMPLOYEES

1. Prior to employment with the agency an employee must have attended Pre-Employment Training. This will educate the employee in his/her performance of job duties, Standard Precautions, universal health and safety issues, and key policies and procedures of I.C.E. Employees are requested to read the entire policy manual within their first three months of employment, which is available at main offices in the homes operated by I.C.E.
2. Assessment of client needs and the working environment by the funding source and through the I.C.E. intake process will identify if additional training is required for employees in order to meet client needs and to ensure a safe working environment for both the employee and the client. Often additional training is client specific and may include more intensive proactive behaviour intervention, specific use of adaptive equipment or a delegation of a medical procedure. Supervisors will ensure employees are provided with the identified training to meet client needs and they are informed of client support requirements at the time of shift assignment. When appropriate, employees will overlap for a designated time period prior to working alone if the employee is not familiar with the work site or the client. Employees are responsible for informing the ECAT Coordinator, at the time of shift assignment, their familiarity with the client(s).
3. I.C.E. has employed training personnel who provide employees with continual training and support as required when on the job or through the provision of in-services and workshops.

(see **Policy 3.3.4 Mandatory Employee Training**)

B. COMMUNICATION SYSTEM

1. Service provision and employee work schedules are accessible to all supervisors during office hours and to the ECAT supervisor after office hours via computer. The agency is aware of when an employee is working alone and at what work site. Supervisors will ensure updated computer data is provided for client and employee scheduling.
2. All employees are to contact their supervisor or ECAT supervisor if after hours, to inform the agency of a change to their work schedule for any reason.
3. All employees are provided with the agency's 24-hour ECAT phone number. This number is posted in the main office and printed monthly in the newsletter provided to employees. In all homes operated by I.C.E. this number in addition to other emergency numbers are posted by the telephones in the home. In addition each home has an identified safe house with the address and telephone number listed on the posted evacuation procedures plan.
4. During the booking of services, clients are provided with contact numbers for the agency during and after office hours and requested to call should a worker be more than 15 minutes late for their shift.
5. Employees are to contact the office or the ECAT supervisor if at a work site and an employee next on shift is late for their assigned shift by more than 15 minutes.
6. In all homes operated by I.C.E., employees have access to a telephone. Portable phones are made available at the home if client support requirements indicate a need for it.
7. Supervisors ensure that employees are provided with direction/support and if necessary additional staffing when situations arise and the supervisor or ECAT supervisor is contacted at this time. Employees who find themselves in a situation that they decide is personally unsafe are to remove themselves from the situation to a safe location and proceed to immediately contact the main office or ECAT supervisor for further direction. The situation that the employee feels is unsafe can be at the work site or while travelling to the work site. A safe location may mean that the employee leaves the client's home immediately, as in the case of working with a home care client or the employee working in a home operated by I.C.E., may remove themselves to another room in the home or go to a neighbours.

8. Supervisors will ensure that employees communicate client status or changes and proper documentation is in place and accessible by the employee i.e. Logbooks, contact notes, general and critical reporting incidents forms. Supervisors will ensure follow up if client support requirements change.
9. Supervisors will ensure that documentation concerning clients is up to date and available to employees as appropriate, i.e. care plans, home orientation manuals, and that the location of the same is provided to the employee for easy access.

(see Policy 3.3.3 Staff Support and 3.3.6 ECAT Supervision)

C. HEALTH AND SAFETY

1. Supervisors and co-workers will ensure that employees know and practice safety procedures when working alone at all times.
2. Supervisors will ensure that this policy is part of the employee's orientation.
3. All employees must report any situation that they feel is or could be unsafe.
4. The agency has a joint health and safety committee that meets once per month. The committee reviews incidents and assists in identifying potential work place hazards to assist in minimizing risks in the work place.
5. Environmental Quality Audits and Random Inspection Audits are conducted on a regular basis in all homes that are operated by I.C.E.
6. Employees working within an office setting will familiarize themselves with office security system, inform supervisors when working after hours and ensure only employees of I.C.E. and/or individuals asked to attend meetings have access to the main office after business

hours. After hours all doors must be kept locked that have access to the outside of the building.

7. Employees who work in residential settings operated by I.C.E. will not permit unidentified individuals to enter the home. Doors to the outside are to remain locked when an employee is working alone.
8. I.C.E. employees should be prepared to identify themselves by presenting their I.C.E. identifications cards when entering work sites of the agency. (see Policy 3.5.7 Visitors/Contractors)

D. SERVICE PROVISION

1. Prior to service delivery clients and the working environment will be assessed by the funding source. I.C.E. accepts assessments from Persons with Developmental Disabilities, Family Supports to Children with Disabilities, Child and Family Services, and Alberta Health Services/Capital Health. An I.C.E. supervisor or coordinator will assess all clients coming from any other source before starting service with that client.
2. Supervisors will ensure that shift assignment is based on client support requirements and employee skill level to meet those requirements. Employees are responsible for informing supervisors of any discrepancies noted in their skill level as per shifts assigned. **Employees are free, without penalty, to refuse shifts if they feel their health or safety is at risk.**
3. Supervisors will ensure that employee computer files are updated i.e. skills, training, to facilitate shift assignment.
4. If, upon arrival at the work site, the employee decides the skill requirements for service provision exceed what they are able to do, the employee is to ensure their safety and immediately contact their supervisor or the ECAT supervisor for further direction. Replacement coverage will be provided as soon as possible.

INCENTIVE FOR REFERRING EMPLOYEES

Here's how it works!
If you refer a person to ICE who successfully meets our hiring requirements and completes three-month probation with a minimum of 120 hours worked, you will receive \$100.00.
Take advantage of this great opportunity.



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.



Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

South Meeting minutes date: June 22, 2011

No Employee Injuries

No Near Miss

Recommendation: Remind staff that it is importance to report all near misses in order to prevent future incidents

Calgary Region Meeting minutes date: May 18, 2011

April 17/11 Client experienced escalation and threw phone at SHO; missed.

Employee Near Miss Investigation completed.

Recommendations: Client agitation was increased as a result of SHO approach with client. Recommend SHO be invited to attend PBI.

Northwest Region Meeting minutes date: June 16, 2011

Review of Employee Injuries

May 11, 2011 Staff was providing personal care to her client and suddenly the client started having a biting episode. The client unexpectedly grabbed staff's arm and pinched. This left a bruise to the staff's arm.

Injury Investigation completed.

Recommendations: Avoid providing personal care to client when she is upset, give space and time to calm down prior to continuing with personal care. Additional Recommendations: Continue to provide training and feedback to staff on PBI safe practices.

Near Miss

May 31, 2011 Staff was cooking dinner on stove top, noticed smoke coming from the burner. Removed the pot and the smoke went away, put pot back on the burner, noted a flame came up from the burner. Staff removed the pot from the burner

and turned off element. Flame went out. No injuries to staff/client. No damage to property.

Near Miss Investigation Completed

Recommendations: Program staff to review fire safety videos. Ensure that staff are cleaning the elements on the stove regularly to prevent grease build up. Additional Recommendations: Check if the bottom of the pot is being cleaned effectively i.e. for grease build-up on base. This incident presents a good opportunity to remind all staff that careful monitoring should always be completed while cooking which is what permitted this situation to be resolved successfully.

3.2 Evaluation of current Injury Investigations

June 6, 2011 Garbage truck passed by collecting trash in the back alley. Staff found one more bag of garbage and decided to rush the bag to the garbage truck. Staff stumbled on an incline in the lane and fell on the ground. Staff suffered minor abrasions on hands, face and knee.

Injury Investigation to be completed.

Recommendations: Review with staff that their safety is more important than such tasks. Better to leave garbage for the next pick up.

3.3 Evaluation of Near Miss Investigations

June 14, 2011 Client had shown signs of agitation at their day program and upon their arrival at home. When client was preparing to take their bath staff was assisting them. Client became agitated and pushed staff and then staff fell. Client was reported anxious because client was scheduled to go camping the next day.

Near Miss Investigation being completed.

Recommendations: Clearly outline the support requirements for assisting this client with bathing and for supporting them when anxious. Review PBI with

staff involved.

3.4 Review 2010 COR Internal Audit

Review of COR action Plan:

Hazard Assessment and Control Training for TC's, Managers and TL's from 9am – 1pm, July 7th.

Fire Extinguisher Training July 20th and 21st.

Ergonomic inspections. Kelly has completed Edmonton and Lethbridge. Managers and TC's to make arrangements to attend.

Robin (GP) and Kim (South) will be taking the Ergonomic Assessment course through Millard and Robin to complete assessments for GP office and Kim for the Nanton and Calgary offices.

3.5 Review of Hazard Assessment and Control Document - Master

The group reviewed pages 15 to 20 of the HACD. Revision recommendations were recorded. HACD review to continue.

4.1 August ICE page articles and reminders

- Kelly will write an article on Heat Stroke
- Corinne will add a Safety article on informal Hazard Assessment
- Corinne will be writing the H&S article for Sept on "Expectations and Enforcement"

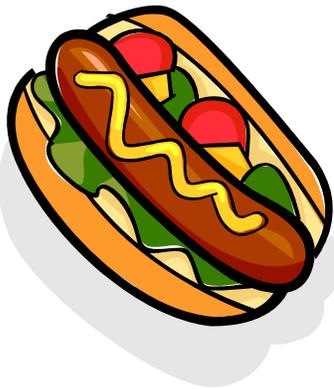
4.2 Policy Review

Group reviewed 4.4.3 Quality Assurance Audits (parts B&C) Revisions were suggested for policy revision to be brought forward at the next review in 2012 by Corinne related to:

Ergonomic Checklists (i.e. Revisions to: Ergonomic Checklists completed by staff with training in Ergonomic assessments not specifically RN's). Monthly Safety Inspection Checklist #2 revisions re completion of these inspections under the supervision of a staff person with Workplace Inspections Training.

ICE Staff Appreciation Barbeque!

ICE employees
Please Join Us for the 2011 Staff BBQ



When: Wednesday, August 31st
drop in from
11:00 am to 3:00 pm

Where: The ICE Office



Door Prizes!

HOPE TO SEE YOU THERE!