

ICE PAGE

EDMONTON/NORTHEAST

2012

Contents:**CLIENT SUCCESS STORY..... PG 2****HEALTH CORNER..... PG 4****POLICY REVIEW.... PG 5****TIME SHEET HAND-IN:****August 15th, 2012**

For all shifts worked between August 1st and August 15th, 2012.

August 31st, 2012

For all shifts worked between August 16th and August 31st.

Health and Safety Meeting

August 1st, 2012 @ 1:30 pm

RPAC Meeting

August 21st, @ 2:00 pm

**ECAT**

Employee & Client Assistance Team

780-461-7236

after office hours

EMPLOYEE SPOTLIGHT

Connie G

Please allow us to introduce you to Connie, a valuable ICE South region employee since November 2009. We are grateful for her every day. Connie says that her favorite thing about working at ICE is the way that everyone works as a team; she notes, "We all help each other, but of course I love the clients too. Without them, life would be very boring." Connie works with a client who lives in Claresholm, where she herself moved in 2009 as a new bride. By the time she moved to Claresholm she had moved 38 times in 37 years, all between Vancouver and eastern Saskatchewan.

Connie came to ICE with experience in two very different fields: she worked half her life as a nursing aid or

home care nurse and the other half with horses; she even had the chance to drive a horse and carriage for awhile!



Connie has taken advantage of ICE extra training sessions and is always looking for ways to make herself a more knowledgeable and better support staff. It is clear when speaking with Connie that she genuinely cares about the people she works with, and that she is willing to go above and

beyond the call of duty. Connie's supervisors can always count on her!

In her off time Connie enjoys cross stitching and putting around in her flower beds and watching a good movie in the evening. She also spends time helping her husband of three years to run his home based snow removal and lawn maintenance business. As a new adventure, this summer Connie is getting ready to raise chickens!

Connie's client delivers water and porters residents at a senior's residence. Each and every day, this individual gets more independent at her position with Connie's support. Connie says that she loves the fresh challenge of going to work each day and the big smiles and the high fives when client goals are accomplished, "It is a privilege to be a part of someone's life!" It is because of this attitude that we are so proud to call Connie one of our own!

Client Success Story: Lyndon



Lyndon has been with ICE since 2001. He has many hobbies that keep him busy, such as volunteering at the local church, learning how to cook, baking treats, keeping everything tidy and attending social activities with his family and within the community. This summer Lyndon attended his first overnight camping experience at Joy Camp. Joy Camp is located near Grande Prairie and made available by Bear Lake Bible Camp staff and volunteers and offers both a day and overnight program. Campers are provided with opportunities to participate in many activities such as crafts, a climbing wall, swimming, archery, horseback riding, scavenger hunts, campfire stories and eating lots of good food.

With ICE support staff there to assist him Lyndon was prepared to achieve his goal of attending the overnight camp. His camping experience was a great success and he had a blast! His favorite activity was the climbing wall which he mastered. Lyndon is thrilled to be adding so many great pictures to his scrapbook and he is already looking forward to attending next year's overnight Joy Camp. ICE is very proud of Lyndon's achievement and realizes that this experience represents a milestone for him; Lyndon now has the confidence he needs to set bigger goals and put his plans into action!

**Attention all ICE employees:
Important contact
information is needed!**

Please submit your email address to your supervisor as soon as possible.



THANK YOU INCENTIVE WINNERS!



ODILE NIYONSABA

Odile Niyonsaba was thanked for consistently providing leadership to her staff to help them manage the increasing support needs of the clients at her program. Odile won an Oster 20 cup Multi-Use Digital Rice Cooker. Thanks for keeping your clients and staff safe!



LE DING

Le Ding was thanked by her Team Coordinator for the excellent support she provides to clients at her program during fire and emergency drills. She won an Altec Lansing Portable Stereo for iPhone and iPod with rechargeable battery. Great work, Le!



VESNA VILA

Vesna Vila was thanked for consistently following up with staff to provide training and orientations as needed. Vesna won a Hamilton Beach Toaster Oven. Your care and concern for your client's health and safety is highly appreciated!

TRAINING

Proactive Behavior Intervention (PBI)

As described on the ICE website
August 2nd, 2012
August 16th, 2012
August 30th 2012
9am-5pm

Promoting Safety

As described on the ICE website
August 9th, 2012
August 23rd, 2012
9am-12pm
1pm-4pm

CPI Non Violent Crisis Intervention Training

Refresher Course (as per website)
August 21st, 2012
9:00 – 4:00 pm



ICE has a TD Group RSP plan!

Refer to Policy 3.4.18 ICE Future Builders RSP.

If you are eligible, ICE will match your contributions!

To sign up, please contact Linna Roem at 780-453-9664.

Employee Referral Incentive Program \$100 Recipients for July



Colette Tancsics



Salem Tesafaye

Health Corner

Dementia and Alzheimer's

Dementia is not a specific disease, but describes a group of symptoms affecting intellectual and social abilities severely enough to interfere with daily functioning. Dementia is a progressive condition which means that the symptoms will get worse.

Alzheimer's disease is the most common cause of progressive dementia.

Early Warning Signs:

- Withdrawal from work or social activities
- Confusion with time or place
- Decreased or poor judgment
- Changes in mood and personality
- Misplacing things and losing the ability to retrace steps
- Difficulty completing familiar tasks at home, at work or at leisure
- Memory loss that disrupts daily life
- Challenges in planning or solving problems
- Trouble understanding visual images and spatial relationships
- New problems with words in speaking or writing

Facts: Alzheimer's is not a normal part of aging. Alzheimer's worsens over time. Alzheimer's has no current cure, but treatments for symptoms are available and research continues.



If you notice signs of Alzheimer's in yourself or someone you know, don't ignore them. Schedule an appointment with your doctor. With early detection you have more time to begin on treatment, and plan for the future.



Dementia generally affects people with learning disabilities in similar ways to people without a learning disability, but people with a learning disability are at greater risk of developing dementia at a younger age – particularly those with Down's syndrome. The numbers indicate a risk about three to four times higher than in the general population.

Living with and/or supporting someone with dementia can be very challenging. It is important to ask for help. The most effective caregiver is one that is well-informed, prepared, and asks for help and support from all resources that are available. For more information and tips on living with Alzheimer's, visit the Alzheimer's Association website: <http://www.alzheimer.ca>

Employee Referral Incentive Program

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

POLICY REVIEW

***Note: only part of Policy 3.5.1 is reproduced here.
Please consult the ICE Policy Manual for the complete
version of Policy 3.5.1.*

3.5.1 EMPLOYEE HEALTH AND SAFETY - INTRODUCTION & RESPONSIBILITIES

Independent Counselling Enterprises will take reasonable and prudent action to prevent and to minimize risks in the workplace. (**See policy 4.4.2 Risk Management**) This is best done by having written policies, practices and procedures in place, training and educating employees, employing competent supervisors and communicating to employees their responsibilities. The agency is aware of its responsibilities and complies with legislation as outlined in the Occupational Health and Safety Act and Worker's Compensation Board (W.C.B.).

The employee has the responsibility to:

- Work in compliance with the agency's health and safety regulations.
- Practice Standard Precautions.
- Use or wear any equipment, protective devices or clothing required by the employer.
- Report to the employer or supervisor any known defective equipment or protective device that may be dangerous, missing or defective.
- Report any known workplace hazard to the employer or supervisor.
- Not remove or disable any protective device.
- Work safely and not use or operate any equipment in a way that may endanger any worker.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger.
- **The employee has the right and the responsibility, at all times and without penalty, to refuse work that the employee feels is a threat to his/her health and safety.** The employee is to ensure their own and the clients' immediate safety and immediately contact their supervisor or after hours ECAT supervisor for further

direction. Replacement coverage will be provided if required.

- Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the type of work the employee can complete.
- In the event of an injury to follow all agency policy and procedures.

The Visitor or Contractor has the responsibility to:

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.
- To do nothing that increases the normal hazards to clients of I.C.E. or to employees engaged in work for the agency. (see **Policy 3.5.7 Visitors/Contractors**).

ICE offices will be closed

Monday,

August 6th, 2012

**for the Alberta Heritage Day
holiday**



Monday,

September 3rd, 2012

for Labour Day

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

HEALTH AND SAFETY MINUTES

3.1 Review of Regional Health and Safety Minutes

Calgary Region – Meeting June 20th, 2012
No Meeting Minutes available.

Northwest Region – Meeting June 14th 2012

Injury Investigations: No injury investigations to review

Near Miss Investigations: March 13/12: Staff was bringing up a logbook from downstairs to finish her notes. Staff went to take a pen out of a drawer in the kitchen. A client grabbed the logbook and wouldn't let go, he then grabbed staff's hand and tried to bite staff.

Recommendations:

Staff to take PBI training. CSC to review with staff RPAC. recommendations to not reinforce "joking/pranks" by the client in the house and add similar strategies to the client's positive approaches. Ensure pens are available in the office and staff should write in the logbooks while in the office, i.e. don't bring the logbooks upstairs.

South Region –Meeting June 5th, 2012

Injury Investigations: No current injuries
Near Miss Investigations: No near misses

3.2 Evaluation of current Injury Investigations

Edmonton Region

June 28, 2012

Staff was trimming the lawn edges and the cutting line on the weed eater clipped her left foot on the top causing an injury. Staff was wearing running shoes that fit securely but the top of the foot was exposed.

Injury Investigation completed.

Recommendations:

Footwear and other clothing need to be selected with work tasks and safety in mind. Footwear worn for high hazard tasks such as lawn care should cover the foot completely and be sturdy enough to protect the employee's foot.

Review safe use of equipment with the team (weed eater).

3.3 Evaluation of Near Miss Investigations

Near Miss Investigations: None for review.

3.4 Review 2011 COR External Audit and Action Plan Items

The group reviewed: Section 8 Program Administration – and the 2011 Audit recommendations for Continuous Improvement for section 8.1 (Pg 59) Enhancing communication systems with relief staff, section 8.7 (pg 62) Outcome Measurement and section 8.10 (pg 62) Implementation of the COR Action plan. Discussion was held re: actions for enhancing ICE's H&S performance in these areas.
Follow up as per 2011- 2012 COR action plan.

3.5 Review of Master Hazard Assessment and Control Document

Calgary

No Meeting Minutes available.

Northwest

Tabled for Health and Safety Policy review

South

Reviewed pages 36, 37 & 38

Client Seizures

Contact with Visitors, Contractors or Intruders/Strangers

Entering or leaving worksite after dark

Recommendations:

No Additional Recommendations

Edmonton Region:

Hazard Assessment review was tabled for this meeting as the 2012 Hazard Assessment document is in the revision process. The new document will be circulated by August and review of the 2012 document by the committee will be implemented then.

4.1 ICE Page Health & Safety Article suggestions for August, 2012

Discussion was held recommending an article on Dementia and Alzheimer's due to recent developments in this area for ICE clients.

4.2 Health and Safety Membership Cards

Committee members present signed their H&S Identification cards. Kelly's and May's ID cards will be signed at the next H&S Meeting.

4.3 Review of Revised Policy

The Committee reviewed the following policies together:

3.8.6 Dress, Hygiene Grooming

Additional discussion was held regarding concerns with some staff wearing strong perfume/cologne during working hours negatively affecting other employees who have breathing problems, scent allergies, asthma.

Recommendations:

Consideration is given to including a notation re employees avoiding use of strong scents in Policy 3.8.6. Posting a sign requesting consideration for avoiding the use of strong scents at work sites where employees are sensitive/allergic.

4.4 Other

1. Office Cooling System concern:

A concern was reported by employees in the HC /Booking area of the office. The office is very hot in the HC area in summer and the office ventilation system is not working well. The landlord has been informed of the concern and has had repair services in the building in the last week.

Recommendations:

Corinne will continue to follow up with the land lord and his hired repair service to determine what actions have been completed and when the repairs may be completed.

Staff are encouraged to contact Corinne or their manager directly with office H&S concerns for the most effective response/ updates on follow up actions.

2. Office Telephone Service Interruption

The office has Emergency plans in place for power disruptions but recently the Telus phone service went down causing some communication disruption.

Recommendations:

An emergency protocol for disruption of office phone service is being developed by Corinne. This (and power outage protocols) will also be brought forward for emergency planning in other ICE regions.

3. Summer Luncheon / Potluck

A summer potluck luncheon was proposed by committee members for the August meeting. Members are requested to bring light snacks. The luncheon will start at 1:00 pm and the H&S Meeting will start as usual at 1:30 p.m.

5.0 Next meeting * Wednesday, Aug 1st, 2012.**

Committee Potluck at 1:00 pm, Meeting at 1:30 pm

Edmonton ICE Clients to complete the PDD My Life: Personal Outcomes Index Survey

Please see the attached Fact Sheet on page 7. Your manager will review the process with you.

Tell us about your life

PDD wants to know how life is for adults with developmental disabilities. PDD believes that to know how well PDD is doing it should ask the people who use the supports and services: adults with developmental disabilities.



Beginning in 2011, PDD will use the *My Life: Personal Outcomes Index™* to measure the personal outcomes of adults with developmental disabilities.

By adding your voice to the *My Life: Personal Outcomes Index™* you can tell

PDD and service providers what your quality of life is like.

What are Personal Outcomes?

Personal outcomes are looked at in eight areas:

Emotional Well Being

Positive experiences, self esteem, life satisfactions, acknowledgement, being appreciated

Physical Well Being

Physical health, rest and relaxation, diet, physical activity

Material Well Being

Ability to meet basic needs, ability to make extra purchases, income, housing

Personal Development

Opportunities to acquire skills, reach goals, feel successful, experience enjoyment

Self Determination

Life control, choices, opportunity to express own views

Interpersonal Relations

Quality and strength of relationships, trust, satisfaction with family relations, being valued by others, availability of help and support

Social Inclusion

Access to support networks, identification with a community, ability to participate in desired social and community activities

Rights

Experience of human and civil rights, respect, exercise citizenship

My Life: Personal Outcomes Index™

The *My Life: Personal Outcomes Index™* survey was developed for and with individuals with developmental disabilities.

Answering the survey is your choice, but your answers are important. The more people who join in, the more accurate the end results will be.

Say "Yes", when you are asked to take part in the *My Life* survey.

*"It could help me" ...
individual who had completed
the My Life survey*

It takes about half an hour to complete the survey. Trained surveyors will collect your answers. Two people who know the individual well can answer for adults who are not able to speak for themselves.

Your answers are kept private and do not have your name on it.

Everyone's answers are grouped together to give a report to PDD and service providers to use to identify areas they can improve in with the goal to better personal outcomes for adults with developmental disabilities.

"It's not just another form to fill out. It's a form with meaning. You are capturing the essence of someone's life experience." ...

My Life surveyor

ICE Staff Appreciation Barbeque!

ICE employees,
Please join us for the 2012 Staff
BBQ

When: Friday, August 31st
Drop in from 11:00 am to 2:00 pm

Where: The ICE Office
Door Prizes!



HOPE TO SEE
YOU THERE!