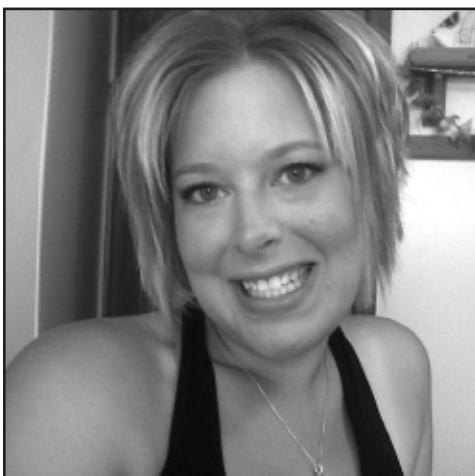


Employee Spotlight Kristin

My name is Kristin Roberts and I have been a devoted ICE employee for just under two and a half years. Born and raised in the rural community of Claresholm, AB. I am the oldest of four kids-two sisters and a brother. Upon high school graduation in 2005, I chose to pursue my on-going interest in rehabilitation and support and soon discovered ICE located 20 minutes from home.

When I joined the ICE team, I began as relief staff which allowed me to work around multiple schedules while still getting to know the clients in my re-

gion. Soon after, I had the privilege of working in several programs on a more regular basis and developed close relationships with those around me. At the beginning of 2007 I signed on to work in a local program and also made the



decision to make ICE my full time employment.

Since being with ICE, I have also become involved with Foothills Special Olympics. Beginning as "athlete transportation", I have progressively become more involved to where I now volunteer in the bowling, swimming & baseball programs, in the towns of High River & Claresholm.

Coming from no previous experience or training, ICE has given me the tools, training and opportunities to receive a hands-on look at the activities and involvement that individuals with disabilities need. I now have work experience needed to take the next step and pursue post secondary education in rehabilitation next fall.

Did you know?

European fur traders entered the Peace River Country as early as 1770 and in 1881, Grande Prairie began as a Hudson Bay trading post. The city was so named because in the late 19th Century, Father Grouard, a French-Canadian Roman Catholic missionary, was said to have described the rolling

plains and the large open prairies of the aspen parkland as "la grande prairie".

Grande Prairie is the largest city between Edmonton and Fairbanks, Alaska

The city has adopted the endangered Trumpeter swan as an official symbol because it is near the migration route and summer nesting grounds of this large and graceful swan. For that

reason, Grande Prairie is sometimes nicknamed the "Swan City".

Grande Prairie has 314 sunshine days per year on average.

The average January temperature is -15°C and the average July temperature is 15.9°C. However, temperatures as low as -52°C and as high as 36°C have been recorded.

ECAT

Employee &
Client Assistance
Team

461-7236

after office
hours



MEETINGS

Health &
Safety Meeting

Wed, Dec 5, 10:00 AM

Team Leader Meetings

WED, Dec 19, 1 PM

RPAC

Thurs, Dec 6, 2PM - 5PM



TIME SHEET HAND-IN



Hand-in day will be:

Mon Dec 17, 2007

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

Mon, Dec 31, 2007

for all shifts worked
between
December 16th and 31st

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Congratulations

On October 19th, 2007 Francine Bérubé a community liaison worker with Edmonton ICE office was honoured with a nomination at the sixth annual Norm McLeod Community Inclusion Awards in Calgary.

Francine received a Leadership Award – Recognizing an individual who is dedicated to improving the quality of life for people with developmental disabilities and community inclusion. Francine is a tireless worker who supports and encourages everyone she comes in contact with and educates the public about people with developmental disabilities.

Congratulations Francine on all your hard work!



SUCCESS STORY: ALISSHA

Alissha Schnell lives with her husband Brad in an apartment in Grande Prairie. She receives a lot of support from her parents, and speaks to her mom almost every day. Alissha has been with ICE for one and a half years, and has had her support worker Stephanie for most of this time. Stephanie assists Alissha to attend college, complete her homework, help out around the home, and shop. Stephanie also helps with esthetics and appearance, such as painting Alissha's nails, and recently cut her hair. Alissha states that she and Stephanie have become close.

Alissha is working on her second year in the modified Teacher Assistant program at Grande Prairie Regional College (GPRC). She attends two classes per semester, and currently goes four days per week. Alissha says that GPRC is enjoyable; she has met new people and made a lot of nice friends. She reports that her instructors are awesome; they are like her family. She can talk to them, and feels that they are there for her. Alissha says that GPRC is 'like home to me'. Alissha has been able to access information on everything from campus safety to substance abuse prevention and personal relationships via various guest speakers and pamphlets that are made available by the college. Alissha expects to graduate in 2010.

Brad was a part of Leadership Today, and took the leadership training several years ago. He helped to get Alissha involved. She took the training, and reports that it has really helped her to become more successful with her goals. Alissha has been a director on the Leadership Today board for almost two years, and they meet approximately once every two months for a two day conference.



One of Alissha's support workers assisted her to register with the Disabled Transportation Society one year ago. Alissha states that it has greatly increased her independence; she can now phone to book a ride to get out and see friends, whereas before, she depended on her parents and husband for transportation.

Alissha and Brad have begun the process of meetings to explore their options for purchasing a home. Congratulations on all of your successes, Alissha, and good luck in the future! ICE hopes to be a continued part of your success.

Health & Safety Minutes

3.3 Review and discussion of Injury/Near Miss Investigations

1. Client was cleaning in kitchen. Client usually takes 2 Tylenol (independently) around 14:00 hours before going for a rest. When staff checked with client about his medication (a usual occurrence), client became agitated and verbally aggressive. Staff stood to remove themselves from the immediate area to give client space. Client became physically aggressive (punching and wrestling staff). Both fell to the floor. Client glasses were broken and staff was injured. Staff and Coordinator are developing a planned positive procedure for this client. Careful monitoring of client affect and staff training regarding planned procedure is recommended.

3.4 Review of COR Audit

Debbie confirmed that the response to the COR Internal Audit has been received. The results of the internal audit will be reviewed at the January Health and Safety meeting. The external audit is set for August 2008.

3.5 Site Specific Hazard Assessment Document

- A copy of the revised ICE Hazard Assessment and Control Document was provided to Committee members. It was recommended adding date of original Hazard Control Document / revision dates to the footer of the document.

Review of Hazard Controls – Page 1 Working with People Working Alone

- Suggestion of a control addition – that a landline phone, the type that works even when the power goes off be available in each program / home.

Review of Hazard Controls – Page 2 Meeting / Communication with clients, guardians, funders, or other persons associated with service delivery.

- Suggestion of a control addition – that orientation of visitors, new employees or contractors includes review of the site specific hazards as per Site Specific Hazard Control Document.

Driving with Clients – Page 2

- Revision of controls listed as Mission Possible Training is no longer available.

4.1 Stair Rail Measurements

Clarification was requested on how to correctly measure stair hand and guardrails. Debbie provided

clarification regarding how to measure from the rail to the “nose” of each step. Debbie noted that the measurements could not be less than 32 inches and not more than 36 inches.

Discussion was held regarding Contractors (Repair) wishing to access ICE program homes during times when staff would not be present. Debbie provided clarification that as per policy (confidentiality), ICE staff is required to be present whenever visitors / contractors are accessing the property.

4.2 Bath Water Temperature

Clarification was requested on what staff should do when there was a concern regarding the water temperature and the water heater is not within the control of the individual client program (such as in an apartment building). It was recommended that staff contact the building manager of the apartment to register their concern. This contact and the specifics of the concern should be documented fully. This approach would also be the correct one for situations where there were other hazards associated with an apartment site such as slippery walkways, security concerns etc.

Corinne noted to the group that water temperature standards also apply to water that is too cool for bathing. The temperature should be adjusted and then retaken and recorded 2 hours later

4.3 Committee Resignations

Noreen O'Donahue and Alice Romanchuk expressed their intention to resign from the Health and Safety Committee. Discussion was held regarding means to increase interest and the numbers of members on the committee. Corinne suggested a representative system where each unit (CR units, payroll, personnel, Homecare etc.) has a delegate (or alternate) attend monthly to take back the information to their units.

4.4 December H&S meeting

It was suggested that it would benefit all H&S members that have not taken the Food Safety Course to attend this training. As this training is offered weekly through P.E.T it was recommended that committee members plan to attend this course with the P.E.T. class on Wednesday December 5th from 9:00 am – 10:30 am. The December Health and Safety Meeting will be a social potluck to start at 10:30 am.

Jack - Success Story



Jack is a man valued by his family, friends and community. As Jack says, “I get along pretty well with everybody.” Jack is well known for his kind and generous nature and his strong work ethic. He readily pitches in at his home to complete household tasks such as taking out the trash and cutting the grass and in the winter months Jack helps his neighbours with shoveling snow.

Jack has a full social schedule which includes attending church, family gatherings and a weekly social club. He also likes to access the library in his neighbourhood for reading materials and movies. At the local YMCA they count on Jack as a regular volunteer that can brighten just about anyone's day with his cheery hello.

On November 9th, 2007 Jack's family, roommates and staff members were pleased to gather to celebrate Jack's 10 happy years in his current residence with Independent Counselling Enterprises.

***Congratulations,
Jack, on 10 terrific years!***



TRAINING

Promoting Safety
Dec 20, 9am-12pm

Proactive Behavior
Intervention
Dec 6 & Dec 20th,
9am-5pm

Health Corner



Unlike most weather conditions, cold weather is unforgiving and merciless. If you mistakenly go out on a spring day without an umbrella, you might end up with pneumonia but the likelihood is that you will just have a wet head. On a summer day without a hat and sun block you could end up with sunstroke but will probably just suffer a bad sunburn. In the winter, however, if you are not adequately prepared for the conditions, you can very easily end up without fingers, toes or even your life.

The key to surviving and enjoying your winter experience is preparation and prevention. Dress appropriately, know the weather conditions (including temperature, precipitation, and the expected wind chill index), protect your extremities and remove wet clothing as soon as dry clothes are available. Three complications of winter include hypothermia, frostbite and frost nip.

Hypothermia

This is a condition where the core body temperature decreases to a level at which normal muscle and brain functions are impaired. Your core body temperature is the temperature of the core of the body (the heart, lungs, and brain) that is essential to the overall metabolic rate of the body. The conditions that can lead to hypothermia include cold temperatures, wetness, improper dress/equipment, alcohol intake, and poor food intake.

There are three levels of hypothermia: mild, moderate and severe. With mild hypothermia, there is mild shivering and the person cannot do complex motor functions, such as skiing. With moderate hypothermia, the person has a slurred speech, violent shivering, is dazed, irrational and has a loss of fine motor functions. With severe hypothermia, the person has pale skin, decreased heart rate, dilated pupils, rigid muscles, shivering may stop, falls to the ground, unable to walk or may become unconscious. Then breathing and heart beat may stop, which may lead to death.

Tips to prevent Hypothermia

- Wear clothes in layers
- Drink warm fluids, and no alcohol

- If you start to sweat, cool off a little. Wet clothes will accelerate other cold weather injuries.
- Wear a hat - up to 40% of body heat loss can occur through the head.
- Wear gloves or mittens or both!
- Wear a scarf to protect the chin, lips and cheeks - all are extremely susceptible to cold weather injuries.

What to do in case of Hypothermia

- Remove wet clothing that promotes hypothermia.
- Get to a warm place as soon as possible. Use several layers of blankets heated in your home dryer if possible.
- If the person is alert, give warm beverages. Never give alcoholic beverages.
- Seek immediate medical attention.

Frost Bites

Frostbite is defined as damage of the skin from exposure to cold weather. Extremely cold weather can lead to serious complications, the worst being amputation. Injuries from frostbite are extremely common, yet preventable.

Frostbite mostly affects areas where the circulation is poor. Since cold weather will cause the body to take preventive measures by constricting (making smaller) the blood vessel, this opens the door to frostbite injuries.

Look for the 4 Ps of frostbite:

- Pink - affected areas will be reddish in colour. This is the first sign of frostbite.
- Pain - affected areas will become painful.
- Patches - white, waxy feeling patches show up - skin is dying.
- Pricklies - the areas will then feel numb.

Tips to prevent frostbite:

- Get to a warm area before frostbite sets in. If it's too cold outside, consider staying indoors.
- Protect areas of poor circulation (ears, nose, fingers and toes).

- Keep extra mittens and gloves in the car, or house.
- Wear larger sized mittens over your gloves.
- Wear a scarf to protect the chin, lips and cheeks. They are all extremely susceptible to frostbite.
- Wear two pairs of socks - wool if possible
- Keep feet warm and dry
- Do not drink alcohol. Alcohol narrows blood vessels, which promotes frostbite and then hypothermia
- Remove any wet clothing.

What to do in case of frostbite:

- Do not rub or massage affected areas. It may cause more damage.
- NOT HOT - warm up the area slowly. Use warm compresses or your own body heat to re-warm the area. Underarms are a good place.
- If toes or feet are frostbitten, try not to walk on them.
- Seek immediate medical attention if you see white or grey coloured patches or if the re-warmed area is numb.
- Always be on the lookout for the symptoms of frostbite. In case of serious cold weather injury, seek immediate medical attention.

Frost Nips

Frost nip can cause the skin to look very white and waxy. The top layers of skin can feel hard, but the tissue underneath will still feel soft. There may be some numbness associated with frost nip. To treat frost nip, gently warm the affected area by placing it against a warm body part (your own, another person or even your dog if you travel with one), or by blowing warm air on the affected area.

NEVER rub skin that is affected by frost nip. Ice crystals form within cells during the freezing of tissue. Rubbing affected skin can cause the destruction of cells as they are torn from the ice crystals.

Slips, trips and falls.

Did you know that last year in Alberta 14.6 percent of Alberta's workplace lost time injuries were the result of falls? The severity of falls is often underestimated as serious injury can result from falls of as little as one metre. Slips and trips also cause injuries as although individuals often manage to recover from such mishaps, they often strain their muscles while trying to regain their balance.

As all employees are responsible to work as safely as possible here are some tips for protecting yourself and your co-workers and avoiding slips, trips and falls.

Slips

- Wear appropriate footwear as per ICE policy and keep walking surfaces clean.
- Post warnings and use extra caution regarding wet surfaces such as mopped floors.
- Ice and snow on sidewalks and steps must be cleared and /or salted immediately after employees become aware of such hazards.

Trips

- Maintain clear traffic paths.
- Mark hazards such as uneven sidewalks and unusual changes in surface height in order to avoid misjudging the height of a surface or a step.

Falls

- Always use handrails.
- Ensure a clear view of steps, and traffic paths. (Many injuries occur when individuals do not maintain a clear view of where they are going and /or when they neglect to use handrails

as their hands are carrying objects.)

- Use appropriate laundry bags as per ICE policy.

Winter Tips for avoiding Weather Related Slips

Use of deicing salt to remove ice from sidewalks and stairs and to improve traction on driveways can be effective if applied appropriately.

It is important to understand how deicers work and the

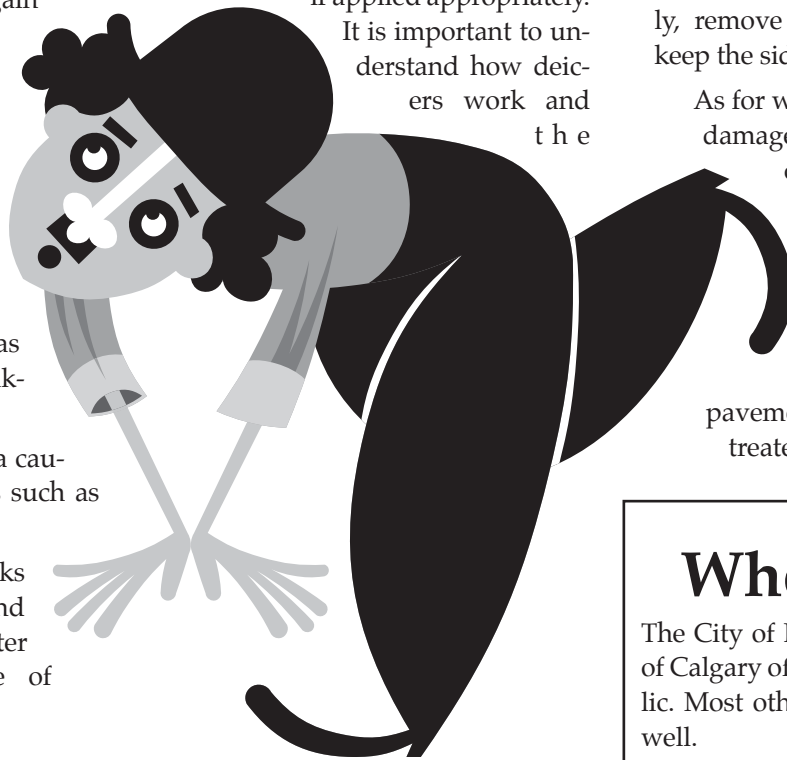
half to one cup of deicing salt per square yard.

- Leave a gap between the surface being deiced and any nearby vegetation. Plow or shovel away from and do not pile snow up in grassy areas. This will help prevent damage to surrounding vegetation.
- Once the treated ice melts completely, remove the remaining slush to keep the sidewalk safe.

As for whether or not deicers can damage a sidewalk or driveway, deicers do not technically deteriorate pavement.

They do, however, speed up and increase the frequency of the freeze / thaw cycle.

Under these conditions, pavement that was not properly treated during installation can deteriorate.



Who to call!

The City of Edmonton and the City of Calgary offer free sand to the public. Most other municipalities do as well.

- In Edmonton go to: www.edmonton.ca and click on "roads and traffic", then "snow and Ice control", then "public sand distribution".
- In Calgary go to: www.calgary.ca and click on "City Transportation", then "Road Maintenance Services" then "Snow and Ice Control" then "sanding materials pickup location".
- In Grande Prairie call 538-0354
- In Lethbridge call 320-3074.

3.5.9 HAZARD ASSESSMENT AND CONTROL DOCUMENT

The hazard assessment and control document is a continual evolving document that details all hazards known to the employees of Independent Counselling Enterprises and the controls in place to eliminate or contain them.

The Master Hazard Control Document will be reviewed for updates and required actions monthly at all regional Employee Health and Safety Committee Meetings, and at every Strategic Planning Meeting of Management and under any of the following circumstances:

1. With the receipt of critical incident reports indicating employee injuries or near misses
2. With the identification of new hazards
3. With a change in work procedures
4. With the occurrence of renovation/ construction
5. With the report of workplace health and safety concerns in the community (e.g. flu)

New employees will be advised about the hazard identification and control document during Pre-employment Training. Employees will be informed of their site-specific hazards and controls during Orientation.

All tasks deemed hazardous and all administrative and engineering controls and personal protective equipment controls are listed on the form, rated as to frequency of exposure, degree of potential consequences, and probability. All controls (Administrative, Engineering or Personal Protective Equipment) in place at each site are listed for each hazard.

A copy of the Hazard Assessment Document will be available at all sites where more than one employee works, in all Health and Safety Binders, and in every office. This document will also contain any hazards and control measures unique to that particular work-site.

The Health and Safety Specialist is responsible to ensure that the document remains an

accurate reflection of the Hazards and Controls of the agency. The Health and Safety Specialist is also responsible to ensure that action is taken as needed to minimize or eliminate priority-rated hazards to employees of the company.



EDMONTON REFERRAL INCENTIVE WINNER

Four employees' will receive an additional \$50.00 on their next cheque. Congratulations go out to the winners with thanks for the referrals!

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

On November 12th, 2007 the Edmonton ICE office was pleased to offer an information session facilitated by Glen Devlin of the Schizophrenia Society of Alberta. This in-service provided excellent information and dispelled many common myths regarding mental illness. Individuals interested in information on this topic are encouraged to visit the Schizophrenia web site at www.ssa-edmonton.com.



Thank You!

Incentive Thank-you Card Draw Winners

Samantha Halstead won a 9 piece Cookware set for a card from Rhonda Leyte: Always dedicated to Client Care with great work ethic.

Bedee Karso won a Classic Jewelry Box for a card from Jaji Olajide: Aug/15/2007 went in on short notice for an overnight shift.

Robin Ould won a Bonaire 2200 Professional Jump starter Car Boost for a card from Natalie Bishai: Oct/29/2007 Assisted another program on short notice.

Thank You!

Our second annual Home Support Worker week celebration has come and gone for another year. Some laughs and good times were enjoyed by all who attended. The Home Care Department would like to thank all who turned out to join in the fun. We were glad to have been able to have some lovely prizes donated from local businesses in appreciation of our incredible field staff, among them Telus World of Science, Chapters/Indigo, Safeway, Holes Greenhouses, etc. Also we would like to thank the nurses for their participation, especially Pam Warriach who so generously donated the food for

the two day event. The event was held on Tuesday Oct 16th and Wednesday October 17th to accommodate everyone's busy schedule. Presentations were made by Sandra Perkin from payroll and Tera Doherty from the Nursing Department distributed books that she assembled detailing Policy and Procedure. Sam Obaloker from the ECAT Department held a question and answer period at the end that proved very informative. Rounding out the celebrations was an inspirational speech from Jackie Wells and Geneve Fausak in thanks and appreciation.



Back Row: Joyce Carter, Tera Doherty, Magnayon Owacan, Crystal Elko, Maria Mederios, Lynda Buck, Wanda Mahan, Judi Duda, Geri Cole

Front Row: Lynn Elko, Kelly Wong, Stefania Burnell, Schenette Valencia, Pam Vollmershausen



Back Row: Stefania Burnell, Geri Cole, Genevive Ashwell, Ester Poudrier, John Muwanga, Dexter Boyke, Pam Vollmershausen

Front Row: Maria Gunday, Kelly Wong, Annette Moss, Barb Shanari, Amina Ali, Mirosława Sherwood

Open House/Annual Awards

This year's Christmas Open House and Awards Presentations will be held Thursday, December 13th 2007 at St. Micheal's Ukrainian Parish Hall located at 12918 122 Street.. The Open House will begin at 12:00 pm, with annual awards and 10 year service longevity awards to follow at 1:00 pm. Refreshments will be served. Everyone is welcome to join us in congratulating these individuals. Award recipient's names will be featured in the January 2008 ICE Page.

October 31st Staff Appreciation Day

The Staff Appreciation Day held at the ICE office on October 31st was a Hallowe'en success!

The event included great food, door prizes and several "scary" guests.

Winners of the prize draws included:



Ramilyn Medrano



Maria Luz Gunday



Jacqueline Yangonde

ICE would like to take this opportunity to thank all our Field Staff for their excellent effort and caring support of our clients!