

Gloria was born in Windsor, Newfoundland and is the youngest of 11 children. She was married at the age of twenty and has three children. Gloria moved to Alberta in 1979 and has lived throughout Alberta, mostly in small rural communities.

Gloria started working for ICE in December of 2000 providing community access support to a client three days a week. From there she moved onto working five days a week in an ICE residential home for many years. After a three month break this summer, Gloria has returned to working the overnights with three wonderful ICE clients in a residential home. She also works three evenings a week with the same individuals completing community access activities. She assists her clients to go swimming, go to the seniors centre for evening events and for walks around the community.

Gloria enjoys her work with ICE and is happy knowing that she is supporting her clients to lead more independent lives. She loves to see her clients smiling and happy. Gloria also enjoys the team

EMPLOYEE *Spotlight* Gloria



support and interaction that she has with her co-workers. She states it is nice to work in an environment where she feels supported by her co-workers; she says it is rare to work in a place where everyone gets along so well.

Gloria has many interests; she enjoys reading and swimming. She is actively involved in her church and enjoys attending church functions as well as spending time with family and friends.

Gloria's patience and positive attitude have made a positive difference in each of her clients' lives, and ICE is pleased to have Gloria as part of our ICE family.

All ICE offices will be closed

December 25th,

December 28th,

and

January 1

Please direct all
calls to the Employee Client
Assistance Team for these days.

ECAT

**Employee &
Client**

Assistance Team

780-461-7236

**after office
hours**



MEETINGS

**Health & Safety
Meeting**

WEDNESDAY,
DEC 2ND AT 1:30 PM.

RPAC

TUESDAY,
DECEMBER 15TH AT 2:00 PM



TIME SHEET HAND-IN



Hand-in day will be:

December 15th, 2009

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

December 31, 2009

for all shifts worked
between
December 16th and 31st

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Client Success Story – Amanda

Amanda moved in with her current support home operator over a year ago. She lives in Grande Prairie and spends 6 hours a week with her community access staff. With support, Amanda is achieving her goals.

One of Amanda's goals is to learn to read and write. Recognizing this, her support home operator helped Amanda sign up at the Lion's Learning Centre. Amanda, supported by staff, now attends there twice a week to develop her literacy and math skills and to discuss current news events. Amanda's staff reports that Amanda is learning in leaps and bounds and is very hardworking and motivated. Amanda even takes work home with her to study on the weekends with help from her support home operator.

Another of Amanda's goals is to obtain paid work. Amanda is currently working towards this goal at Goodwill, training in the store and completing other employment development activities. Amanda's support home operator notes that Amanda has a great work ethic. Goodwill also recognized Amanda's strength in this area and awarded her with a "Best Attitude" award.

A third goal of Amanda's is to have her own garden to plant vegetables and flowers. Her support home operator has sectioned off a part of her garden for Amanda to use next spring and summer. Amanda has plans to plant tomatoes, cucumbers, and radishes. She also wants to grow some potted flowers.

A previous goal of Amanda's, recently achieved, was learning the bus route to and from her Day Program. Amanda can now catch the number 3 bus independently both to and from Goodwill. While she is downtown, Amanda is also able to go to City Hall to pick up her own bus pass. Amanda's support home operator notes that these achievements are significant



strides in independence for Amanda.

Amanda is interested in interior design and fashion. She has decorated her room how she wants it. Her favourite colour is purple so she has a purple curtain and bedspread, and on her bench sits her purple purse. Her favorite decoration in her room hangs on the wall over her bed: two stained glass dolphins. Now, when Amanda shops for clothes, she does so with enhanced skills for choosing colours that match.

When Amanda isn't at the Learning Center or her day program, she likes to walk, "The Brats." "The Brats" are her two small dogs, Jessie and Sissy. Amanda's support home operator says that Jessie and Sissy have become very attuned to Amanda. Anytime Amanda says the word, "Walk" within earshot, the dogs get excited and run all over the place. Additional favorite activities for Amanda include visits to the pet store, Tim Horton's, and Wendy's, and watching birds at her backyard birdfeeders. She is looking forward to seeing the Christmas lights during the upcoming holidays.

BE A WINNER, IMMUNIZE!

I.C.E. is pleased to announce an exciting new incentive program.

All I.C.E. employees who receive vaccination for Influenza H1N1 2009, and submit proof of same to I.C.E., will have their name entered into an exciting prize draw. I.C.E. Support Home Providers are also included in this opportunity.

Prize draws will be completed after all employees have had an opportunity for immunization access.

Thank You!



Nelina Antonio #5946
– Received a Thank You Card from Booking Coordinator for proving that when it comes to work etiquette you stand out. This was confirmed when Nelina was personally requested by a new client.



Irene Dixon #6151 – Received a Thank You Card from Manager for quickly advising your team about H1N1 information and arranging for your clients to receive immunization as soon as possible.



Mariama Musa #5670
– Received a Thank You Card from her Manager for quickly advising her team about H1N1 vaccine and facilitating for her clients to receive immunization right away. The time you spent in line didn't stop you from taking care of your ladies.

Proactive Behavior Intervention
December 10th, 2009
9am-5pm

Part 1 - Mission Possible Education Session for Aggressive Driving and Winter Driving
November 19th, 2009 9:00-12:00pm

Part 2 - Mission Possible Education Session for Aggressive Driving and Winter Driving
December 17th, 2009 9:00-12:00pm

TRAINING

EDMONTON REFERRAL INCENTIVE WINNER



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.

This month we have 4 recipients receiving the ICE referral incentive. Ansah Dukuly (in photo), # 7607 Erwin Esteban, # 5037 Leonard Nahimana, # 4561 Yeshi Mesfin, will receive an additional \$50.00 on their pay cheques. Congratulations for your wonderful referrals!

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

Holiday Decorations – Hazard Checklist

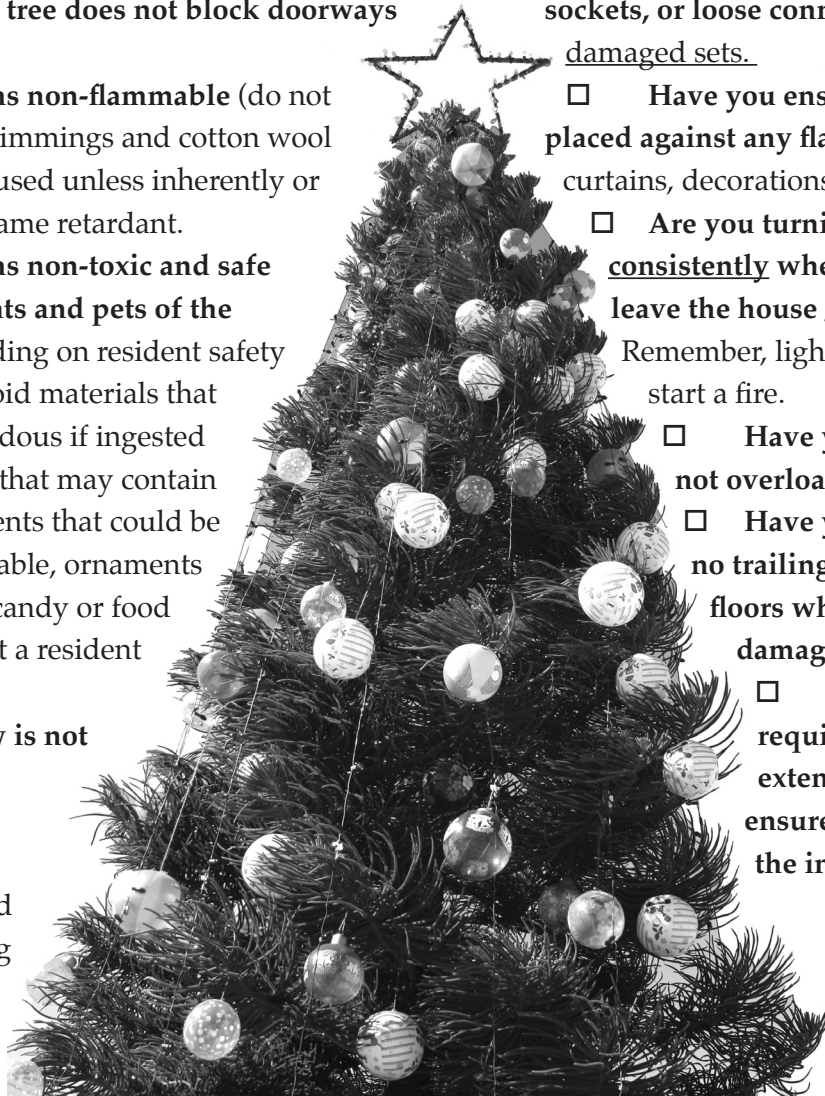
Holiday decorations add to the festive mood of the season, but when decorations are not used properly, they can result in fires, injuries and death. Here is a handy checklist to use to avoid holiday hazards:

Trees and Decorations:

- ☐ **Artificial tree (as designated by Policy 3.5.8)**
(*Note-If purchasing an artificial tree, look for the label “Fire Resistant” Although this label does not mean the tree won’t catch fire, it does indicate the tree is more resistant to burning.)
- ☐ **Is the tree set up firmly so that it will not tip or fall?** It is worth purchasing a better quality stand for this reason.
- ☐ **Is the tree set up away from radiators and other heat sources?**
- ☐ **Is the tree set up out of the way of traffic?**
Make sure the tree does not block doorways or exit paths.
- ☐ **Are decorations non-flammable** (do not burn). Paper trimmings and cotton wool should not be used unless inherently or treated to be flame retardant.
- ☐ **Are decorations non-toxic and safe for the residents and pets of the home?** Depending on resident safety awareness, avoid materials that could be hazardous if ingested i.e. ornaments that may contain lead or ornaments that could be sharp or breakable, ornaments that resemble candy or food that may tempt a resident to eat them.
- ☐ **Artificial snow is not recommended for use.** It uses flammable propellants and may cause lung irritation.

Lights:

- ☐ **Are lights being used as per the manufacturer’s designation (indoors or outdoors)?**
- ☐ **Are they newer lights that have been tested for safety by a nationally recognized testing laboratory?** Newer lights have thicker wiring and are required to have safety fuses to prevent the wires from overheating.
- ☐ **Have the lights been examined before use to ensure they are in good condition with no frayed or bare wiring, broken or cracked sockets, or loose connections?** Throw out damaged sets.
 - ☐ **Have you ensured the lights are not placed against any flammable materials i.e. curtains, decorations etc.?**
 - ☐ **Are you turning the lights off consistently when staff and residents leave the house / room or go to bed?**
Remember, lights could short out and start a fire.
 - ☐ **Have you ensured that you are not overloading electrical sockets?**
 - ☐ **Have you ensured there are no trailing cables or cords across floors where they could be damaged or cause trip hazards?**
 - ☐ **If light sets have required the use of an extension cord, have you ensured it has been rated for the intended use?**



2.3.4 CLIENT RESIDENCE

The residence is recognized as the client's and as such he/she has the right to be involved and control their physical environment to the extent that they are cognitively, physically and financially able. The following policies apply:

1. The Home and it's Contents: I.C.E. will assist the client to obtain suitable and affordable accommodation in the terms of a rental situation as I.C.E. does not own facilities/homes. It is the financial responsibility of the client to furnish that home with the exception of the contents of the staff room and the fire extinguishers. I.C.E. will not assume financial responsibility for the personal property of the client and this includes furniture. I.C.E. will assist with the purchase and maintenance of the furniture but not financially.

Any maintenance of the actual physical structure is the landlord's responsibility and the client must assume the financial responsibility for damages/destruction that is of their doing.

2. Client Involvement: The client has the right to control the temperature of the physical environment to the best of their abilities at a temperature that supports the comfort of the majority of the residents.
3. Client Involvement: The client has the right to be involved in the menu planning and preparation to the best of their abilities. When planning menus client choice and physical well - being must be considered. Three meals must be provided between the time that the client is awake in the morning until 7p.m daily. Snacks and fluids must be available. The client is financially responsible for food purchases and staff will assist with the budgeting and purchasing as required for the same.
4. Each residence holds monthly client meetings to solicit feedback from the client in a formal manner other than what is provided on a daily basis. The meetings are documented and kept on file. In addition other I.C.E. personnel will meet with clients to encourage and obtain their input and feedback about their current living situation and their well being. Guardians are welcome in

the home at any time and they may have a key to the home in order for them to provide feedback and assistance to the staff. Formal feedback is obtained from the guardian at the annual planning meeting.

5. It is the responsibility of I.C.E. to ensure that government standards are met as they apply to the agency as a service provider.
6. Prior to any residence moving into a home/residence the Minimum Housing and Health Standard form from I.C.E. must be completed and in compliance. For Support Home Operators this document is done at the onset and attached to the service agreement and completed yearly thereafter. Should the client move bedrooms within the facility, there is construction in the home or his/her home is relocated a new form must be completed during the year. Once the support home operator completes the form an I.C.E. representative must validate the accuracy of the document. For Residential programs operated by I.C.E. the Minimum Housing and Health Standard form must be completed prior to the client moving into the home. It will only be completed thereafter should the client move to a new home or change the location of his bedroom in the existing home. This document is then attached to the lease and filed in the residential office file at the main office. Any correspondence to the landlord or from the landlord in regards to Minimum Housing and Health Standards must be in the section of the file as well. All contact with the landlord in regards to these Standards must be supported by written documentation.
7. When in a client's home the employee is to ensure that he/she demonstrates respect toward the client's residence and their personal property. In addition the following policies are to apply at all times:
 - Employees are not to use the residence as a storage facility for their own personal belongings. Only bring to the shift what is required to complete your job effectively. Personal belongings (i.e. purse, money, electronic equipment such as laptops, digital cameras, iPod's, cell phones

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2.3.4 CLIENT RESIDENCE, continued from page 5

etc.) are required to be locked away to ensure safety. I.C.E will not assume responsibility for the damage or loss of an employee's personal property (see Policy 2.2.2 Client Confidentiality and Policy 3.8.12 Telephone/Cell Phone Use and other Personal Electronic Equipment).

- If your cell phone is on your person it must be turned off and it must never be used for any pictures/video clips of any client or their living arrangement and/or other I.C.E. employees property (see Policy 2.2.2 Client Confidentiality and Policy 3.8.12 Telephone/Cell Phone Use and other Personal Electronic Equipment).
 - Use of laundry facilities for personal use is not permitted.
 - Employees are not to borrow anything that belongs to the client.
 - Monetary loans are not to occur.
8. Any staff member completing a shift in a residential setting must be aware of and comply with the following:
- If you are new to the work site you must read the site-specific orientation section of the orientation manual at the onset of your shift. Once complete the employee must sign the sheet at the end of this section acknowledging that they have read the information. Any questions or concerns the employee is to contact the office or ECAT supervisor if after hours.
 - A policy manual is available in all residential setting for employee reference.
 - All appropriate paperwork is to be completed prior to leaving the home at the end of your shift. This is to include but is not limited to staff communication log book, client log books, daily planner (documentation of housework completed, outings and meals prepared) and general or critical incidents should the latter occur.
 - The staff room, if one is available, is to be locked at all times.

- The medication cupboard is to be locked at all times and employees must follow the Medication Administration Policy 2.3.5.
- Client and household routines are documented in the site specific orientation. Client files will further provide additional information if required. Any assigned procedures such as G-tube feeding or use of adaptive equipment such as a Hoyer lift, must be carried out by employees who have been trained in the procedures. For any client requiring a bath/shower assist, the employee is to follow Policy 3.5.8 for monitoring the water temperature to ensure client safety.
- When leaving the home unoccupied ensure that all windows and doors are locked, alarms are set if present, the answering machine is turned on and no appliances are operating such as a coffee pot, washer or dryer.
- If keys were provided to the employee at the onset of their shift, they must be returned to the office either at the end of your shift or the next business day.
- When accessing the community the employee will not disclose information about the residents to outside sources or permit pictures to be taken of the clients i.e. press, media etc.
- If eating meals in a restaurant the employee is financially responsible for their own meal expenses. When employees eat at the home there may or may not be a small charge for the meal. Night staff should not be eating the clients' food.
- No long distance telephone calls are to be made by employees when in the residence
- Employees are not to have personal visitors to the residence.

Failure to adhere to the above policies will result in disciplinary action up to and including dismissal.

Updated October 2009

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Northwest Region – Meeting minutes date: October 8, 2009

Review of Employee Injuries

Sept. 09/09 – Staff was boosting client in wheel chair when she felt sharp pain in her lower back. Staff stepped back, rested for a minute and boosted client again, further injuring her back.

Recommendations: Review proper body mechanics with staff in regards to lifting and boosting clients. Review techniques that are being used to boost client in wheelchair. Review Policy 2.3.7 lifting and transfers.

Additional: Have client reassessed by an OT re safest “boosting” and transfer methods. Refresher training for staff to avoid further injuries.

3.2 Evaluation of current Injury Investigations

Staff strained back and neck from painting.

Recommendations: Prior to completing tasks outside of regular duties, staff must assess if they are within their capabilities. If it isn't, plan alternate means to get the work completed i.e. staff should be asked for help from a co-worker or arrange for professional services. Use of proper equipment for tasks is important as well.

3.3 Evaluation of Near Miss Investigations

2 Motor vehicular accident –no injury.

Recommendations: Staff attend Mission Possible training through ICE. Drive defensively.

3.4 Review of COR Audit Action Plan. (2008)

The group discussed the Executive Report conclusion of our COR audit – Strengths

- Managers, Supervisors and workers are knowledgeable of their health and safety responsibilities and are held accountable for their health and safety performances both through positive and corrective measures

Waiting for final approval on COR report from CCSA, Corinne will follow up again with CCSA contact.

i.e. Resources include: ECAT service, Annual awards, Thank you cards, prizes, ICE page etc.

- Health and Safety resources are provided as required by the company. Resources include extensive training opportunities, provision of a 24 hour emergency support line, comprehensive documents and manuals, personal protective equipment, and incentives and awards.
- Effective maintenance programs and procedures involving a range of inspections are in place including excellent documentation and tracking. Managers and supervisors are held accountable for follow up action plans through a signature process involving management at two levels.
- ICE coordinates an effective communication system to ensure two way communications with employees about Health and Safety.

3.5 Review of Master Hazard assessment and Control Document

The group was asked if any additional hazards had been identified in their programs. There were none.

Review of the Master Hazard Document was tabled for this meeting so the group could assist with pandemic preparations. The group used

the time frame to package partial kits (without masks) of Personal Protective Equipment for use for the H1N1 Pandemic

Kits prepared included, garbage bag, pair of gloves, face shield, gowns.

Managers and supervisors to report new hazards as these are identified.

3.6 Policy Review

3.5.1 EMPLOYEE HEALTH AND SAFETY -INTRODUCTION & RESPONSIBILITIES was reviewed by the group in relation to employer, supervisor and worker responsibilities re legislation as outlined in the Occupational Health and Safety Act and Worker's Compensation Board (W.C.B.).

Employee responsibilities include:

- 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.

Health and Safety Minutes - continued from pg 7

- 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, as 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.

Managers / Supervisors to ensure

this policy is carefully reviewed with all employees at least annually to ensure employees understand their responsibilities in relation to working safely under legislation and reporting health and safety concerns / injuries.

4.1 Review of Influenza Prevention information and updates

The new incentive program for ICE employees who get the H1N1 vaccine was discussed. Incentive draw dates were originally planned for the Christmas Open House celebrations, but since access to the vaccine has changed, the incentive program may be extended and the draws may occur on a later date to ensure all employees are provided the oppor-

tunity to participate.

Employees who have the vaccine are to provide documentation to their manager to be entered for the draws. Managers to submit entries to Corinne.

- Make every staff aware of the symptom – both H1N1 or ILI
- For our clients who are non-verbal – assess behavior. Check for ABC (Airway, Breathing, Circulation), note other symptoms than just fever.
- Make sure that everyone is completing proper hygiene and cleaning practices (hands, work areas, social distancing. Thermometers are important.





All of us at
Independent Counselling
Enterprises
would like to join in saying
“Thank you”
and Best Wishes for the Holidays
and a Happy New Year!

Please join us at our Christmas Open House at:
St. Michael's Parish Hall
12918 121 Street
(East Door Entrance)
Edmonton
December 9th, 2009
12 noon to 3 pm.

Employee Awards will be
presented at 1 pm.

***Note: Prior to attending this event, individuals are requested to screen themselves for Influenza like Illness (ILI). If you have a cough and are feeling sick, we request that you do not attend for the health and safety of others.**

H1N1 Decision Chart

IF YOU HAVE FLU SYMPTOMS

Use the guidelines in this table to help make the best decision for you and your loved ones.

Always use hygiene and prevention measures to avoid contamination:

- Wash your hands frequently.
- Cough or sneeze into the crook of your elbow rather than into your hands.
- Keep your surroundings clean.

SITUATION FOR AN ADULT OR CHILD

WHAT TO DO?

LOW URGENCY

The person does not have a fever (temperature less than 38°C (100.4°F), but does have these symptoms:

- Sore throat
- Runny nose
- Stuffy nose
- Cough

Probably a cold.
Get some rest.

MEDIUM URGENCY

The person has a fever over 38°C (100.4°F).

The fever came on suddenly and is accompanied by these symptoms:

- Cough
- Significant fatigue
- Headache
- Sore throat
- Muscle aches

Probably the flu.
Rest at home.

HIGH URGENCY

The person has a fever over 38°C (100.4°F) and belongs to a group at risk of developing complications (children under two years of age, the elderly, pregnant women, and individuals with chronic diseases).

The person has a fever and one of these symptoms:

- Shortness of breath
- Difficulty breathing
- Painful breathing
- Vomiting for more than four hours
- Fever in a child who is too quiet and less active than normal or who refuses to play or is agitated

See a doctor today or go to an Influenza Assessment Centre.

For Influenza Assessment Centre locations, visit albertahealthservices.ca

IMMEDIATE URGENCY

The person has a fever over 38°C (100.4°F) and one of the following:

- Difficulty breathing that persists or worsens
- Blue lips
- Convulsions
- No urination for 12 hours
- Severe neck stiffness
- Drowsiness, disorientation, confusion, or difficulty being roused
- Fever in an infant under three months old

Go to the hospital emergency department immediately.

Call 911 if necessary.

CONTACT INFORMATION

Health Link Alberta
Calgary 403-943-5465
Edmonton 780-408-5465 or
Toll-Free 1-866-408-5465

Stay informed, visit
www.albertahealthservices.ca

