

Carol came to ICE in Lethbridge four years ago, and has been working in a 24 hour staffed home with three wonderful clients ever since. Carol is one of our faithful weekend staff who spends her weekends bringing joy and sharing stories with her clients.

Carol has been married for almost four decades to the same wonderful man. Her husband is a talented artist and Carol treasures her time with him. Carol also has two dogs and two cats that are a great source of love for her and her family.

Carol comes to us with diverse experience. She studied psychology in university, and she has done some work in the areas of social work, research, furniture making and has worked as a librarian and teaching assistant.

She is an avid reader and belongs to a book club with 11 others. She volunteers her time in various places and with those with special needs.

Carol and her husband built a tiny cabin in Saskatchewan many years ago, and when Carol is not working at the house, she and her husband will often retreat there for some rest and relaxation. She enjoys going there as often as possible.

Carol says she enjoys her weekends listening to the ladies share stories and memories from their pasts. She likes to hear about their dreams and hopes for the

## EMPLOYEE *Spotlight* Carol



future too. Though the job is sometimes challenging, she says it has provided her with more experiences of pure joy, than any other "work" she has ever done.

Thank you, Carol, for sharing your heart and self with us all. We are lucky to have you!



### Happy Holidays

All ICE offices will be closed on  
**December 27 & 28**  
for Christmas and  
**January 3**  
for New Year's Day

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



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#### Health & Safety Meeting

DECEMBER 1, 12:00

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#### RPAC

DECEMBER 21, 2:00 PM

### TIME SHEET HAND-IN



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Hand-in day will be:

**December 15th, 2010**  
for all shifts worked between  
December 1st and 15th  
and  
**December 31st, 2010**  
for all shifts worked between  
December 16th and 31st

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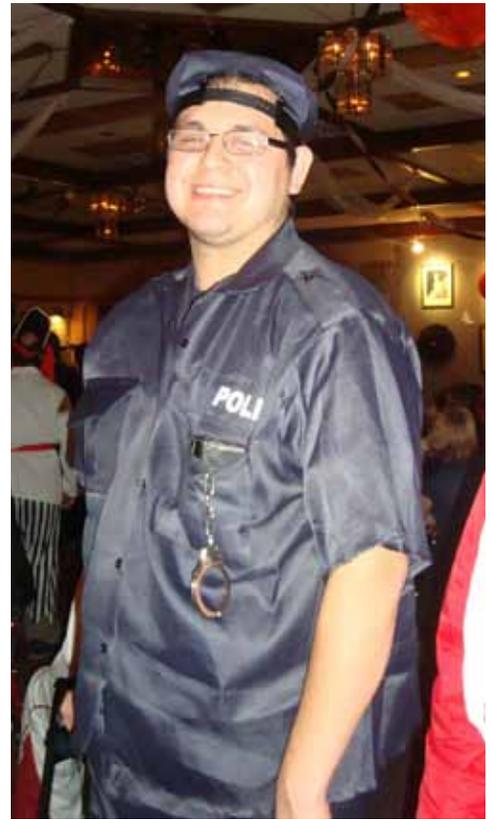
## Client Success Story – Patrick

Patrick has lived in the Grande Prairie area all his life. He currently lives in Clairmont in a support home. During the week he is busy in the community with his ICE community access staff. With his staff Patrick enjoys going to the Leisure Centre to swim (and meet the lifeguards), going bowling, and walking and fishing at Muskoseepi Park. Patrick recently started classes at the Lion's Learning Centre where he is working on: letters, typing, use of the internet, and using the phone. He has stated that learning math and numbers is not really his favorite thing, but he works on them anyways because he knows he will need math skills in a job some day. To help Patrick to learn to type he is using an internet typing program from the Lion's Learning Centre. He works on typing at the Centre and when he is at home as well. Patrick is doing very well. Patrick says that someday he wants to work in a place like ICE or to be a helper with St. John's Ambulance.

Patrick's staff recently helped Patrick

to organize and complete community exploration tours of four professional services in town. Patrick went on a tour of the inside of an ambulance, a STARS helicopter, a fire station and fire truck, and Royal Canadian Mounted Police services including seeing the inside of a police car. On the police tour, Patrick, with his typical mischievous gleam, asked the RCMP officer to handcuff his staff but was unsuccessful in getting the professional officer to play along. Patrick was, however, able to handcuff his staff and several other unlucky people during a Halloween party in October when he dressed up as a police officer (see his costume in the photo). Patrick has said that someday he would also like to be an RCMP officer so he could chase bad people and arrest bank robbers.

In his free time Patrick really enjoys the outdoors. He has always wanted go hunting. For now he especially likes bonfires and going camping with his family in their camper.



Patrick dressed and ready for Halloween fun!

## 2010 Certificate of Recognition (COR) Audit Results

Congratulations to all ICE employees! The agency achieved an excellent score of 94% on the 2010 COR Health and Safety audit conducted in September. This internal audit was completed in three regions of the province and involved multiple observation tours and more than 80 interviews. Copies of the 2010 COR report are now being distributed and will soon be available for review by all employees in Section 8 of the ICE Health and Safety Binders.

What now? Each COR audit report completed is actively used by the company for continuous improvement. These reports identify where the agency is doing well and provide recommendations for health and safety system improvements. ICE management is already at work on the 2010-2011 COR action plan which employees will hear more about in upcoming months.

Thank you again to all 2010 COR audit participants. Please continue to promote health and safety every day on every shift!

*Thank You*

### 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.



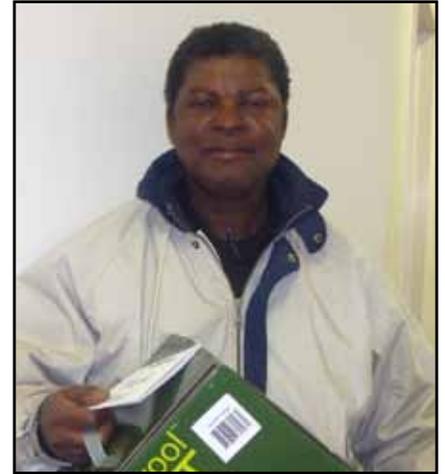
# Thank You!



**Eric Nalwango** received a Uniden 3 Pack bundle phone for his participation in the ICE Internal Certificate of Recognition (COR) interviews. Eric's assistance was greatly appreciated.



**Joanna Cabagay** received a Thank You card from the Health and Safety Specialist in gratitude for Joana's support in the ICE Internal COR Audit. Joanna received an Oral B Professional Care.

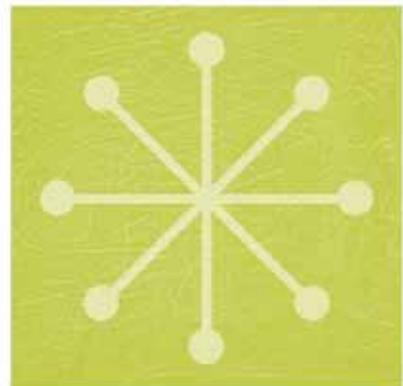


**Nicholas Sackey** received an Australian Wool Duvet for his efficiency in submitting his timesheets.

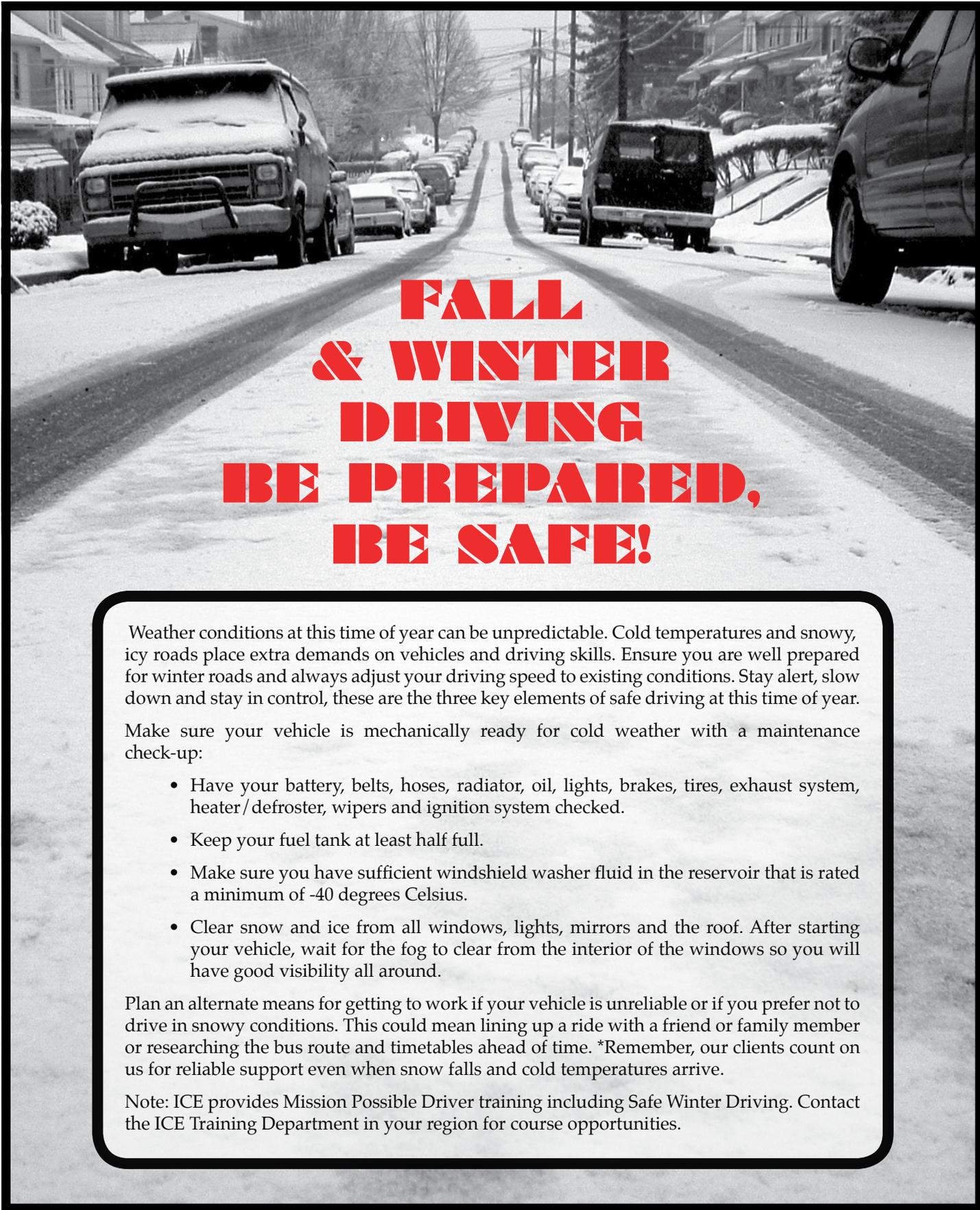
Proactive Behavior Intervention  
December 14th, 2010, 9am-5pm

## TRAINING

# ★ HAPPY 2011 ★



## HAVE A FUN & COLORFUL NEW YEAR



**FALL  
& WINTER  
DRIVING  
BE PREPARED,  
BE SAFE!**

Weather conditions at this time of year can be unpredictable. Cold temperatures and snowy, icy roads place extra demands on vehicles and driving skills. Ensure you are well prepared for winter roads and always adjust your driving speed to existing conditions. Stay alert, slow down and stay in control, these are the three key elements of safe driving at this time of year.

Make sure your vehicle is mechanically ready for cold weather with a maintenance check-up:

- Have your battery, belts, hoses, radiator, oil, lights, brakes, tires, exhaust system, heater/defroster, wipers and ignition system checked.
- Keep your fuel tank at least half full.
- Make sure you have sufficient windshield washer fluid in the reservoir that is rated a minimum of -40 degrees Celsius.
- Clear snow and ice from all windows, lights, mirrors and the roof. After starting your vehicle, wait for the fog to clear from the interior of the windows so you will have good visibility all around.

Plan an alternate means for getting to work if your vehicle is unreliable or if you prefer not to drive in snowy conditions. This could mean lining up a ride with a friend or family member or researching the bus route and timetables ahead of time. \*Remember, our clients count on us for reliable support even when snow falls and cold temperatures arrive.

Note: ICE provides Mission Possible Driver training including Safe Winter Driving. Contact the ICE Training Department in your region for course opportunities.

## COMMUNITY REHABILITATION-ADMINISTRATION OF MEDICATION 2.3.5

Refer to **Policy 2.3.6 Delegation of Restricted Activities & Other Complex Tasks To Home Support Workers (including medication delivery)** for those clients funded through Alberta Health Services-Capital Health.

Employees can administer medication only if the client's status is such that medication delivery is part of the service/care plan, a consent form is signed and on file, and only then if proper training has been provided. Independent Counselling Enterprises must be informed at Intake and throughout service of all medications and their side effects. This includes natural healing products that the client is taking. There are specific policies that apply depending on what services are being delivered. For administration of medication for AHS-Capital Health clients refer to **Policy 2.3.6 Delegation of Restricted Activities And Other Complex tasks to Home Support Workers (Including Medication Delivery)**

1. Independent Counselling Enterprises employees cannot administer medications outside an Independent Counselling Enterprises facility or home until the proper consent has been obtained, and the employee has been trained in the administration of medications. At all times I.C.E. policies and procedures must be followed. This will ensure that medication can be properly secured and stored for accurate administration and the safety of all those in the environment.

2. Consents will be required to be signed annually, and in place on the client's file, in order for medication to be administered to the client by I.C.E. employees. Typically I.C.E. does not administer medications in a non-residential setting however if deemed necessary consent must be obtained.

3. All medication delivery must comply with the Administering Medications procedures that follow this policy. All residential employees, and all other employees that may need to administer medication must complete the medication administration training and shadowing process (see **Policy 3.3.4 Mandatory Employee Training**).

4. Designated I.C.E. personnel who are knowledgeable of I.C.E. medication policies and procedures provide all medication training. A health professional reviews all I.C.E. medication policies and procedures on a regular basis.

5. I.C.E. employees cannot take direction from anyone other than I.C.E. personnel in the administration of medication in any setting, and under any circumstances.

6. Medication errors include both omissions and commissions. The following circumstances are all medication errors:

- Drug is either not administered or it is given to the wrong client.

- The wrong drug is administered.
- The drug is not given at the right time.
- The drug is not given by the proper route.
- The wrong dosage is administered.
- Administered expired medication.

7. All medication errors will be carefully documented on the appropriate reporting incident form as soon as they are recognized. A supervisor will be informed at once.

8. As per **Policy 3.3.4 Mandatory Employee Training re Medication Administration Training**, all residential employees, upon completion of training and subsequent on-the-job shadowing, will be subject to the following error limitations:

- Two (2) med. errors within a 60-day period will result in a re-shadowing of med. procedures.
- Four (4) med. errors within a one-year period will result in complete re-training, including successful completion of written exam and shadowing.
- Four (4) med. errors within 6 months will result in complete re-training, and corrective action (see **Policy 3.7.1 Process of Corrective Action**).

9. Any employee who either accidentally or knowingly and deliberately fails to report a medication error will be subject to disciplinary action up to and including dismissal, (see **Policy 3.7.1 Process of Correction Action**).

10. I.C.E. will support all individuals to be as independent as possible in administration of their own medication. A designated consent form may be signed to authorize clients that meet all of the following criteria to administer their own medications with minimal guidance and monitoring by I.C.E. employees. These criteria are:

- The client demonstrates an understanding of the purpose of each of their medications, and
- The client demonstrates an understanding of the common side effects of each of their medications and knows what to do should such side a side effect occur, and
- The client is physically able to safely remove their medication from its packaging and administer the medication to themselves in accordance with physician and pharmacist instructions, and
- The client is able to independently remember the times that their medications are to be administered, and consistently take their medications at those times without prompting.

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**I.C.E. is not responsible for direct medication delivery if the client is deemed independent as described above, and appropriate consents have been signed and are on file.**

### Residential Settings

11 All relief employees in the residences must read and understand the medication administration policy located in the home's orientation manual prior to administering any medications. Relief employees shall only administer medications when there is no regular staff available on shift to perform the administration. Wherever possible, a relief employee shall be shadowed in administering medications by a coordinator or certified regular staff, prior to performing solo administration.

12. In any and all situations and shifts where a regular home employee, who is certified for administering medications, can be present, the procedure of medication administration will automatically be their responsibility.

13 Medications in all residential settings will be properly stored and secured at all times for the safety of all residents.

**14. Sun block/lotion/Insect repellent**-Unprotected exposure to the sun's rays poses a hazard to our clients. To mitigate the risk the following applies: when out in the community, summer and winter, employees are to ensure the client's use of sun block/screen as necessary. If in the community for a prolonged period of time clients/employees are to follow the directions on the sun block/lotion as to repeated applications and to monitor the client's skin condition on a regular basis. For added protection clients will be encouraged to wear hats and sun protective clothing, drink adequate amounts of fluid, access shaded and sheltered areas and use umbrellas. Clients will also require insect/mosquito repellent to mitigate risk associated with insect bites. Sun block/lotion and insect/mosquito repellent will be purchased, labeled, and stored in the locked medication

cupboard with their other medications.

### Non-residential settings

15. Employees of I.C.E. will not administer medications in non-residential settings if at all possible. Employees will not administer medications where the guardian is present, or another person is present who is an adult over the age of 18 years and whom the guardian has previously identified as capable of delivering medication. It is expected that the client or guardian requests that the physician or pharmacist changes the time of administration to fall when the I.C.E. employee is not working with the client if possible. I.C.E. employees will administer only those medications that are prescribed by a physician to be given during the time the employee is on shift.

16. For those individuals receiving medication in a non-residential setting, the guardian is responsible for providing signed consent, as well as the purpose for, and side effects of, each medication to be administered. The side effects document(s) are to be attached to the client medication summary sheet and this is then attached to the personal profile in the client file.

17. For any client in a non-residential setting who is required to take medication but the medications are not administered by an I.C.E. employee, the guardian is responsible for providing a copy of the side effects for each medication.

18. Verification that the requirements of #15, #16, and #17 have been all met, and that an employee can go ahead and give medication in a non-residential setting will be clearly indicated in the C-Views computer file at the I.C.E. office.

Procedures follow this Policy regarding administering medications in I.C.E. operated residential settings.

Updated October 2009

## Holiday Decoration Hazard Checklist

Residential programs - don't forget to complete this important safety checklist found in the Health and Safety Binder. This will help to ensure clients and staff supports enjoy a safe as well as festive holiday season.



## Health and Safety Minutes

### 3.1 Review of Regional Health and Safety Minutes

Northwest Region

Meeting minutes date:  
September 9, 2010

Review of Employee Injuries

None to report at this time

Review of Near Miss

None to report at this time

South Region

Meeting minutes date:  
October 13, 2010

Review of Employee Injuries

September 23, 2010

No lost time. Staff's back was strained due to walking.

Recommendation:  
Investigation completed. Employees to be reminded not to work beyond their physical capacity.

Additional Recommendation:

Constant reminder to all staff to always evaluate their own capacity before performing a task.

Review of Near Miss

None to report at this time

South Discussion

As per HACD page 35-37 South suggested adding controls.

Calgary Region

Meeting minutes date:  
September 22, 2010

Review of Employee Injuries

None to report at this time

Review of Near Miss

August 11, 2010

Staff was washing dishes in the kitchen. Reached up to stretch. Bumped the light fixture. Glass orb fell and broke on the floor.

Recommendations:  
Reminder to staff to maintain awareness of their surroundings. Ensure that at the time light bulbs are replaced that fixtures are secured.

August 29, 2010

Staff knocked a fire extinguisher off its support bracket, it fell on staff's toe. No injury resulted. Extinguisher is located in high traffic area; however it is the most suitable location.

Recommendations:  
"Sprouse" will place a securing strap on extinguisher to keep it in place unless needed.

Additional:

Excellent example of proper footwear (as per policy) protecting staff from injury. Staff is commended for use of safe footwear as per policy.

### 3.2 Evaluation of current Injury Investigations

Review of Employee Injuries

Oct 5/10

Support Home Operator (SHO) stopped at a pedestrian crossing for a pedestrian, but their

vehicle was hit from behind. SHO reported back pain.

Recommendations: SHO is welcome to attend Mission Impossible training offered by ICE.

Oct 25/10

Staff was working at a program where a client had turned the thermostat up. (Staff were not aware until it got too warm). Staff became dizzy due to the temperature and fell on the floor. Staff's back was cut on something during the fall.

Recommendations:  
Committee suggested that staff may need to regularly check the thermostat setting as part of client supports for this program. This could be entered in the orientation for new staff. This is also a good example for adding HACD identified hazards for this program.

Oct 26/10

Staff who was on modified duties re-strained a previous injury when they slipped and fell outside of a program during frosty weather.

Recommendations: Remind staff to be aware of weather conditions and to always take time when completing a task. Use of salt or sand on sidewalks as necessary.

### 3.3 Evaluation of Near Miss Investigations

Oct 9/10

Client threw property at

staff. No injury resulted as client missed.

Recommendations:  
Functional assessment, consider possibility of a Positive Planned Procedure for client.

### 3.4 Review of COR Audit

The group will start reviewing 2010 COR audit once it is approved by CCSA.

### 3.5 Review of Hazard Assessment and Control Document - Master

The group identified associated hazards specific to the hazard (i.e. biological or physical). Pages 42-44

### 4.1 December ICE page articles and reminders

Group suggestions: Winter driving, or Electrical Hazards (i.e. cords, bulbs, decorations) reminders

Corinne will complete a safety article.

### 4.3 Influenza Season

Corinne will re-circulate the flu clinic information

Corinne encouraged everyone to get the flu shot for the protection of themselves and those around them.

Get flu shots before the end of November.

### 4.4 Policy Review

The group reviewed Policy 3.6.5 Workplace Violence

The Health and Safety committee will have a potluck on December 1st at 12:00noon.



**Warmest Thoughts  
and  
Best Wishes  
from  
Independent Counselling  
Enterprises  
For a Wonderful Holiday Season  
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 9<sup>th</sup>, 2010  
12 noon to 3 pm.**

**Employee Awards will be  
presented at 1 pm.**