

Hellen came to work at ICE in Grande Prairie three years ago. Since then she has worked in several ICE residential homes. Recently she began working full time in one home with one client. Six evenings a week, Hellen helps this person choose and prepare their supper meal, access their community, and meet with their friends.

Hellen has had a long journey to her current work with ICE clients. She originally moved to Toronto from Uganda where she managed a gas station. In Toronto Hellen volunteered as a child and youth worker at a church before moving to Grande Prairie with her friend. Her friend found work at ICE and encouraged Hellen to apply.

Hellen's favourite aspects of working at ICE are when she sees her client's eyes light up when she has made a choice that she is proud of and when she increases her independence. Hellen also loves to see her client regarded as a valued member of the community.

Hellen enjoys peace and quiet when she is not at work, preferring above all else to read her bible, attend church, and relax. Hellen's calm and caring demeanor is appreciated by clients, co-workers, and supervisors alike. ICE is proud to have her as part of the team.

EMPLOYEE *Spotlight* Hellen



All ICE offices
will be closed
**Monday
February 21**
for
Family 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



Health & Safety Meeting

FEBRUARY 2, 1:30

Team Leader

FEBRUARY 15

RPAC

FEBRUARY 15, 2:00 PM

TIME SHEET HAND-IN



Hand-in day will be:
February 15th, 2011
for all shifts worked
between
February 1st and 15th
and
February 28, 2011
for all shifts worked
between
February 16th and 28th

CONTENTS

Client success..... pg 2
Ice Family pg 2
Infection
Protection pg 4
Telephone Use..... pg 5

Client Success Story – Chris

Chris has lived in Lethbridge for most of his life. He currently lives in his own home, with the support of his brother and sister. During the week Chris is busy working independently at his job. Chris has been an employee of the Lethbridge Home Depot for many years as a Lot Associate. This is the person that helps you take your purchases out and assists you to load them into your vehicle. Chris also keeps the front of the store clean, and answers questions for customers. He is very friendly and outgoing and is well known to his customers and community members.

Chris enjoys spending time involved in community and household activities with the support of ICE staff. Chris is an avid sports watcher, and can often be found at the different sporting venues in town cheering for our local teams. He plays floor hockey in the community twice a week with his staff and likes to go for walks around the many city parks, weather permitting. Chris also enjoys going on outings into the rural areas of Lethbridge with staff support. This past year he visited a Hutterite colony, to see how people there live and work in their community. He really enjoyed his visit there, and said he learned a lot.

Chris’s dream is to one day be a sports broadcaster. He often provides his own play-by-play report while watching local hockey and baseball games with friends and family. He is

interested in taking classes in the Communication Arts program at the local college to help him further this dream. He is hoping to do an actual play-by-play with a local announcer this upcoming summer at a PCL Baseball league game. It is something he and his ICE staff are organizing, and Chris is very excited about it.

Chris attends tutoring sessions in the community to help him with his reading and comprehension skills; it is not his favorite thing to do, but he knows it will help him to be successful. He also enjoys cooking, and he does this weekly with his support staff. Chris has compiled quite a cookbook with all the recipes he and the staff have tried.

In his free time Chris enjoys spending time on his computer, skiing, golfing, and talking on the phone with his girlfriend. Chris is also a big country music fan and enjoys going to concerts and listening to music.



Belonging to our ICE family is truly rewarding. Long term employees receive the following gifts of appreciation:

5 Years – an ICE watch and \$100.00 bonus is presented during the month following the anniversary.

10 Years – an ICE gold ring and \$1,000.00 bonus to be presented at the annual awards ceremony.

15 Years – \$1000.00 credit at Independent Jewelers and a \$1,500.00 bonus presented at the annual awards ceremony.

20 Years - \$1000.00 credit at Independent Jewelers and a \$2,000.00 bonus presented at the annual awards ceremony.

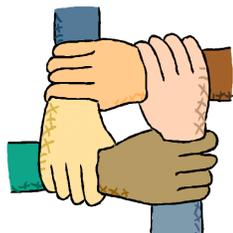


ICE has a TD Group RSP plan!

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.



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 \$50.00. Take advantage of this great opportunity.

Thank  You!

EDMONTON REFERRAL INCENTIVE WINNER



This month we have 2 recipients receiving the ICE referral incentive. Milan Jani and Pelita Liceralde will receive an additional \$50.00 on their next pay check. Congratulations for your wonderful referrals!

Lwanga Ayume received a thank you card from his Team Coordinator for noticing that the water temperature at the house was too high. Lwanga without delay turned the heat down. Lwanga received a Westfield Crystal Table Lamp. ICE is pleased to have an efficient employee like you.

Jennifer Parker received Contigo Travel Mugs and a Body Analyzer Scale. She willingly went in to a program on her day off to wait for DATS to drop off a client because the relief staff was running late. ICE appreciates Jennifer's dedication to her client's health and safety.

Emma Soriano received a Thank You card from her Manager for identifying a hazard with a non working smoke detector at the home and for immediately calling a repairman. Emma received a Timex woman's watch.

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

| | |
|--|--|
| <p>Proactive Behavior Intervention February 3rd, 2011, 9am-5pm February 17th, 2011, 9am-5pm March 3rd, 2011, 9am-5pm</p> | <p>PART 2 - Reminder Mission Possible Education Session for Aggression and Winter Driving February 1st, 2011, 9:30am-12:30pm</p> |
| <p>Documentation & Reporting Practices February 24th, 2011, 9am-1pm</p> | <p>TRAINING</p> |



Find frequently used forms at
www.icenterprises.com

INFECTION PROTECTION



Each winter, many people get sick from viral or bacterial infections. Whether it's the flu, the cold or GI (gastro-intestinal) illness, prevention is the key. One of the most important preventive measures that you can take for your clients and yourself is to practice standard precautions.

Standard Precautions are used to prevent skin or mucous membrane contact with ALL body fluids, including blood, secretions and excretions (except sweat). Infections occur when infectious body fluids come in contact with broken skin, the mucous membranes of the eyes, nose, mouth, or through sexual contact. Standard precautions help to protect against all infectious diseases.

There are six steps to Standard Precautions:

- 1) Hand washing – the best defense against any infection.
- 2) Wear appropriate barriers (i.e. gloves, masks, eyewear, protective clothing).
- 3) Clean and Sanitize (Wash contaminated areas with soap and water, then disinfect with diluted bleach).
- 4) Proper disposal techniques.
- 5) Not sharing personal items (such as toothbrushes, razors, needles, etc).
- 6) Report exposures.



What else can you do?

- 1) Get plenty of exercise. Exercise helps strengthen your immune system.
- 2) Get plenty of rest. Sleeping increases the body's ability to fend off infection.
- 3) Eat a balanced diet. Having enough vitamins and minerals helps to strengthen your immune system.
- 4) If a vaccine is available (i.e. flu), speak to your healthcare professional regarding immunization.

3.8.12 TELEPHONE/CELL PHONE USE AND OTHER PERSONAL ELECTRONIC EQUIPMENT

Telephone/Cell Phones/Blackberries

In addition to telephone services numerous cell phones/blackberries or cellular providers offer a multitude of additional functions and/or services. Such services may include text messaging, digital photography, electronic gaming etc.. The use of a personal cell phone/blackberry or any of it's functions, is strictly prohibited during working hours unless it is an emergency or the user has been specifically authorized to do so. This policy is meant to ensure that cell phone/blackberry use during shift assignment is safe, does not disrupt business operations or present a hazard or distraction to the user and/or coworkers.

1. Telephone/Cell phone or blackberry usage while on duty at either an I.C.E. residence or at the home or facility of any client shall be restricted to emergency and/or official client-related use only. To maintain confidentiality (**see Policy 2.2.2 Client Confidentiality**) the use of any electronic device to take pictures/digitally record in any I.C.E. program is strictly prohibited. No long distance charges are acceptable. Use the office 800 number if calling from a client's home and you require assistance from your supervisor if long distances charges are applicable.
2. Telephone use while working during office hours for office personnel is to be for business purposes. Personal calls are to be limited. No long distance charges are acceptable unless business related. A personal cell phone/blackberry is not to be activated during business meetings. Additionally employees are not to make/receive cell phone calls in their personal vehicles while driving in the course of conducting agency business. If an employee receives a cell phone call enroute they are to let voice mail answer it and retrieve the message(s) when they are able to stop and locate a lawfully designated safe area to pull off the road and park.
3. Emergency calls to the ECAT supervisor or the I.C.E. offices shall be kept to a minimum amount of time and phone lines shall be left open immediately subsequent to the ECAT Supervisor being paged.
4. Should an emergency call need to be made for personal reasons, this shall be authorized by the staff or client of the facility as appropriate.
5. Employees are reminded when calling the ECAT Supervisor, that public pay telephones are not able to receive incoming calls. Therefore it is important to ensure that the ECAT Supervisor can return a call to a telephone capable of receiving incoming calls.
6. Employees working in a residential setting are not to disclose the home's telephone number to non-client related persons. Phone numbers are to be treated as

confidential information. All efforts should be made to ensure that the client's phone number is not inadvertently disclosed through the recipient's call display.

Other Personal Electronic Equipment

Electronic equipment presents a hazard and a distraction to the user and or co-workers. As a result the use of such technologies is prohibited during working hours.

1. The employee is not to bring to work or have on their person during work time, personal electronic equipment. This is to include ipods, MP-3 players, music headsets, hand held gaming equipment and laptop computers. Anyone using such a device will be asked to remove it from the work site. Any repeat offenses will be dealt with as a disciplinary offense up to and including termination.
2. The agency will not accept any responsibility for damage or loss of such equipment if it is at a work site.

Updated October 2009



Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Northwest Region

Meeting minutes date: December 9, 2010

Review of Employee Injuries

November 6, 2010 – The client was biting herself and was flailing her arms, she hit staff leaving bruises on staff's forearm.

Recommendations:

A positive approach was developed to assist staff in providing supports. Staffs are not to transfer or provide personal care until clients are calm.

Additional Recommendation:

PBI review

Review of Near Miss

November 3, 2010 – staff went out with client and left kettle on the stove.

Recommendations: Immediate purchase of a new kettle with an automatic shut off. Staff was reminded to be more conscious of fire hazards at home. Remind staff to check stove prior to all outings.

November 6, 2010 – Staff tripped when she caught her foot on the strap of a mat beside the client's bed. Staff fell while assisting the client with dressing. No injury to client or staff.

Recommendations: Strap was removed from the mat. Personal care routine was reviewed to ensure safety for client and staff.

No Additional recommendations.

South Region

Meeting minutes date: December 7, 2010

Review of Employee Injuries

November 19, 2010 – Staff's hand was injured and swollen from snow shoveling outside ICE Nanton office. This area is approximately 5' wide by 100 feet. This becomes icy and slippery and therefore can be dangerous to walk on and difficult to clear. Injury investigation completed.

Recommendation: Hire outside person to perform snow removal.

Additional Recommendations: Staff not to work beyond personal capacity. Instead request assistance from others, and/or take frequent rest breaks.

Review of Near Miss

November 16, 2010 – Staff and client in vehicle slid into a ditch due to icy road conditions

Recommendation: Staff to take Mission Pos-

sible driver's training. Maintain awareness of road conditions and surroundings. Suggest using winter tires.

Additional recommendations.

Postpone trips or completing errands (when at all possible) during hazardous driving weather.

Calgary Region

Meeting minutes date: November 17, 2010

Review of Near Miss

October 19, 2010 – Staff had an allergic reaction to a personal scented product that the next staff (O/N) wore on shift

Recommendations: Staff was asked to refrain from wearing the perfume while at work. Reviewed all staff regarding ICE policy on wearing scented products to work and its possible effects to clients and co-workers.

Additional Recommendations:

Discuss this issue during team meeting. This could be added to the program's Site Specific -Hazard Assessment Control Document to note serious staff/client sensitivity.

October 19, 2010 – Staff tripped going downstairs outside of residence, it was still dark outside. Light has been removed because of an outdoor maintenance.

Recommendations: All staff reminded to be extra cautious / vigilant while construction is ongoing.

Additional Recommendations:

Note the hazard in the communication log to inform other staff. Seek interim alternative lighting solutions such as staff use of flashlights until repairs are completed.

3.2 Evaluation of current Injury Investigations

Review of Employee Injuries

December 8, 2010

Staff was chopping vegetables, staff accidentally sliced his thumb. First aid was immediately applied.

Recommendations: Use of a chopping device (engineering safety control) such as a Slap Chop, or protective gloves such as OVE gloves.

December 15, 2010 – Relief staff was preparing evening snack for a client with communication challenges. Staff asked client if they were ready to eat their snack and take their medication. Client became agitated and scratched staff's hand.

Recommendations: Add positive strategies and communication information to current

Positive Approach document related to meal times.

December 31, 2010 – O/N Staff was working alone with clients late one evening. The phone rang and the staff answered the phone. A client came out from her room but was redirected to go back to bed; client became agitated and pulled staff's hair.

Recommendations: Use PBI and positive approaches. Follow up with RPAC assistance on recent behavioral patterns of concern for this client.

3.3 Evaluation of Near Miss Investigations

December 7, 2010

Staff was returning to the office and was stopped at a red light. Another car struck staff's vehicle from behind.

Recommendations: Maintain defensive driving habits as much as is possible (i.e. checking mirrors). December 14, 2010

Residential staff was driving with client, heard an ambulance coming but was not sure where it was coming from. Staff began to change lane to pull over, but struck the ambulance which was by then passing staff's vehicle on the right hand side.

Recommendations: Reduce distractions (i.e. music) and use side and rear view mirrors. Signal intention to pull over so that any vehicles behind know to expect driver's actions. Attend Mission Possible driving course.

3.5 Review of Hazard Assessment and Control Document - Master

The group reviewed pages 37-39. Recommendations for revisions to the HACD Master were made. Next meeting will start from page 36 – Exposure to allergens.

4.1 February ICE page articles and reminders

Corinne suggested featuring "Infection Protection" due to the many illnesses circulating at this time of year. Kelly will complete the health article.

4.2 Policy Review

The group reviewed Policy 3.5.5 Employee Work Related Injury, Illness and Near Misses (Part A)

4.5 Other

Corinne reminded the group that for completed Visitor / Contractor Orientations the original copy is to be submitted to Corinne for H&S archiving. A copy should also be put on the Residential file.

Completed Visitor / Contractor Orientations the original copy is to be submitted to Corinne for H&S archiving.