



## Employee Spotlight: Lith

Lith Akau started working for Edmonton ICE in January 2001 as a support worker and then was promoted to a Team Leader position in Feb 2004. Lith transferred to the Calgary ICE office in Aug 2004 as a Team Leader for a new home and was very instrumental in setting up this home.

Lith moved to Canada with her husband and children in 1997 and has a degree in Theology which she studied in Egypt. Lith is from the Dinka Tribe in Southern Sudan and has many family members still residing in Sudan. Lith speaks 3 languages! Dinka, Arabic, and English and has plans in the new year to continue her education with the English language.

Lith advised that she likes to work with ICE and has lots of support from the office, "ICE is part of my family and I am proud of ICE." Lith relayed that she is, "Happy that my client is doing so well in her home and I am happy to be able to go back to Sudan to help my people".

ICE honored Lith on Dec 7/06 by presenting her with the Residential Employee of the Year Award for 2006. Lith has consistently gone above and beyond providing additional support and covering extra shifts as her client did not have funding for her day program this past year. Lith provided assistance whenever it was needed to ensure that her client was able to attend all of her medical and personal appointments. In addition, Lith also worked many double-shifts during this past year as the home was short staffed. Lith always provides support with a smile on her face, creativity, professionalism, care and compassion. Congratulations, Lith!

### Did you know?

- Sudan (or The Sudan; officially the Republic of the Sudan or Republic of Sudan) is the largest country in Africa and the tenth largest country in the world by area.
  - Sudan is very diverse with 500 plus ethnic groups. The country is inhabited by a mixture of Sub-Saharan Arabs and Africans.
  - Sudan as a country will soon celebrate its 51st year of independence. Independence was achieved from the UK on January 1, 1956.
- Enhance your cultural awareness and learn more about Sudan by checking out the following web sites:  
[www.sudan.net](http://www.sudan.net) & [www.southsudan.net/](http://www.southsudan.net/)

**ECAT**  
**Employee &  
 Client Assistance  
 Team**  
**461-7236**  
 after office  
 hours 

### MEETINGS

#### Health & Safety Meeting

Thurs, Jan 4, 10:30 AM

#### Team Leader Meetings

WED, Jan 17, 1 -3 PM

#### RPAC

Thurs, Jan 11, 2PM - 5PM

Thurs, Jan 25 2PM - 5PM



### TIME SHEET HAND-IN



Hand-in day will be:

**Mon, Jan. 15, 2007**

for all shifts worked  
 between

Jan. 1st and 15th

and

**Wed, Jan. 31, 2007**

for all shifts worked  
 between

Jan. 16th and 31st

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## SUCCESS STORY: BRIAN



Brian's commitment to his volunteer job has earned him much deserved recognition. On November 19th, 2006 Brian was featured in an Edmonton Journal article highlighting the Alberta Diabetes Foundation. The article states that Brian has been volunteering with the Alberta Diabetes Foundation for seven years, logging 4,692 hours! The Alberta Diabetes Foundation is a non profit organization that relies on volunteers to do much of its work. Volunteers like Brian are very much appreciated and valued. Brian's main responsibilities are to fold letters and

stuff envelopes for various campaigns initiated by the Foundation. The article quotes the Foundation's Executive Director expressing that "What we get from Brian is so much more than what we give him." Brian's sense of humor and "quick smile" are two of his qualities his coworkers appreciate. Brian stated in the article that "I like it here. Everybody's very nice." Brian's community spirit and dedication are clearly honored and respected by the management and staff at the Alberta Diabetes Foundation.

## SUCCESS STORY: ERIN

Erin has been an active member of the Luz de Sol (Light of the Sun) dance group for approximately one year now and she reports enjoying every minute. Luz de Sol was initiated with sponsorship funding (a Seed Grant) from ACTION for HEALTHY COMMUNITIES in the interests of developing a dance program welcoming to individuals with disabilities. The dance group now boasts a troop of seven dancers led by two volunteer dance leaders including an ICE Team Coordinator. Luz de Sol contributes in turn to Community Capacity Building by providing volunteer performances at various community charity events and senior's centers.

Erin recently shared her pride and enthusiasm at the annual Edmonton ICE Christmas party and Open House. Erin confidently addressed the hall full of people as she described the benefits of her involvement in dance classes including: enhanced self esteem, physical fitness, new friendships and shared experiences and the pure joy experienced in dancing to good music. Individuals interested in the Luz de Sol dance group may contact ICE Community Liaison, Francine Berube @ 732-2340.

Everyone is welcome!



*Erin (far right) dancing with other Luz de Sol members.*



## CET STANDARDS: CET STANDARD 23

*Individuals are safe from physical harm.*

*(This Quality of Service Standard # 23 on Health & Safety compliments the Quality of Life Standard # 11)*

About this standard...

This standard considers whether or not individuals are safe in their living and work environments, as well as in their community. While individual safety is an important concern for the service provider and the individuals' support networks, it has to be balanced with sensitivity to their right to make decisions. To achieve this balance, services and supports need to be in place to provide individuals with opportunities to practice safety skills without exposing them to undue danger and harm. When there is a question about whether they can provide for their own safety, the service provider has analyzed the risks to ensure that appropriate supports and services are

identified. If individuals cannot provide for their own safety, the service provider must ensure that the appropriate services and supports are in place to meet this standard.

Key indicators include...

- The service provider has analyzed the risks to identify needed supports to ensure the individual's safety.
- If the individual cannot provide for her own safety, staff is trained to do so.
- Appropriate safety equipment is present in the individual's environment, and it is in good working order.
- Safety procedures are clearly outlined and readily available in the individual's environment. Staff is familiar with and follow the safety procedures.
- Where applicable, the service provider provides training to the individual on safety procedures and the use of safety equipment.

Thank  You!

*"Thank You!" Card Incentive Prize Winners*

**Halida Hodzic:**

For your help with collecting timesheets  
From: Payroll Assistant

**Marta Desta:**

Helping out with short notice shifts.  
From: ECAT Supervisor

**Ursula Prudhome**

Helping out with covering the reception area.  
From: Scheduling Manager

## Announcement

### Fundamentals of Direct Support Training

will commence starting January 5th, 2007 and run every Friday morning (with the exception of Good Friday April 6) until April 27, 2007 from 9am-1pm.

Thank you to all employees who expressed an interest and signed up for this valuable training. We have a full roster of 20+ participants and wish everyone well with their studies.

## TRAINING

### CPI Training (2 Days)

Jan 3 & 4, 9am-4pm both days  
As described on the ICE website

### CPI Training (1 Day Refresher), Jan 4, 9am-4pm

As described on the ICE website

### Proactive Behavior Intervention,

Jan 11, 18, 25, 9am-5pm  
As described on the ICE website

### Mission Possible, Jan. 17, 1pm-4pm

As described on the ICE website

### Positive Behaviour Supports Jan. 11, 9am-5pm

As described on the ICE website

### Documentation & Reporting Practices,

Feb 1, 9am-1pm  
As described on the ICE website



## Relief Staff Monthly Meeting

**Why:** These Relief Staff Monthly Meetings are coming about as a way of giving you a forum to:

- Raise and discuss issues of concern
- Meet other relief staff
- Work as a team with fellow relief staff, Booking Coordinators, Scheduling Manager, and Field Training Specialist among others.

**When:** Monday, January 15, 1:00 - 2:30 pm

**Where:** ICE Office

Please note, you will be paid for the meeting time, and all these monthly meetings will be held on paydays, for your convenience. For more information/clarification contact Buk Arop, Field Training Specialist @ 732-2342.



# Health Corner



## Influenza Vaccine (Flu Shot)

Immunity is security against a particular disease. That is exactly what the influenza vaccine does for persons who get immunized. The influenza vaccine (flu shot) can protect you from influenza (very contagious respiratory disease) for at least 4-6 months or even longer. It is known in the elderly, antibody levels may fall below protective level with in 4 months and the average Joe can be protected up to one year.

With getting the Flu shot it does many things, it reduces the incidence of the flu, its severity, its duration and your level of infectiousness. The vaccine can also protect an outbreak at work, and health facilities where an outbreak can result in severe complications to vulnerable patients and even death.

Reason's why people choose not to get immunized. The MYTHS:

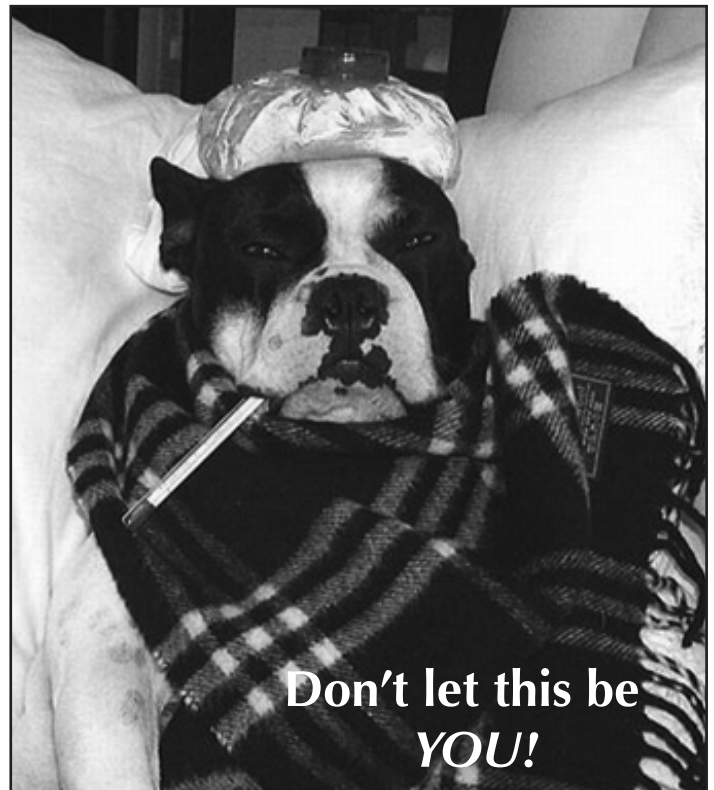
- The flu vaccine can give me the flu
- The flu vaccine doesn't work
- Side effects of the flu shot are worse than getting the flu
- The flue shot will give me Alzheimer's disease
- If I get the flu shot every year my immune system will become weaker and I'll get sick
- I don't get the flu

The FACTS:

- The flu vaccine is safe. The vaccine cannot give you the flu because it does not contain live virus.
- A new flu vaccine is made each year to fight the expected viruses for the coming season. It provides very good protection for 70% of people who get the flu shot. For others who receive the vaccine, it can reduce the severity of ill-

ness and help you get back to work faster. A flu shot is needed every year to protect you from getting the flu.

- Most people have little or no side effects from the flue vaccine. Some people may experience some swelling or pain where the shot was given, a low fever or feel tired for one to two days. Side effects from the flu vaccine are mild compared to getting the flu.
- There is no evidence that the flu vaccine causes Alzheimer's disease. The flu vaccine does not contain aluminum, but does contain 25 micrograms of Mercury, which is well within the safe daily intake level. In fact, there is much more mercury in one can of tuna fish.
- The flu shot protects you for the coming season. It does not weaken your ability to fight the flu or other infections. Getting a flu shot every year is your best protection against the flu and its complications
- The flu spreads very easily form infected people through coughing and sneezing. Close to 6,700 Canadians die from the flu and pneumonia each year.



**Don't let this be  
YOU!**

## HEALTH & SAFETY

When ICE joined the Partners in Injury Reduction Program back in 2002, we made a commitment to the partners involved that we would work on the number of injuries we had experienced as well as the severity (amount of time lost) for those injuries. We would improve our practices, identify the cause of the injuries and improve the safety for everyone. The result would be a safer workplace with fewer incidents and less money spent on the costs of injuries.

It involves everyone's participation. Each and every one of us **MUST** immediately report those conditions we believe present a risk for safety. We **MUST** report immediately every incident and injury that occurs, and follow up with it as directed. We **MUST** investigate the incidents, attempting to identify the root causes so we can make changes so others will not be hurt.

ICE will continue with the PIR program, and with that, we will continue to demand immediate reporting of incidents, provide modified duties within the scope of the injury, and assist workers in maintaining their regular earnings. We will work with their physicians and care providers to get them back to their regular jobs as efficiently as possible. We will improve our safety programs with the help of our workers' involvement.

This will result in fewer injuries, less time lost and money lost paying high premiums for coverage by the Worker's Compensation Board. In 2005, our employees suffered injuries which resulted in very high costs both to the injured workers as well as to the employer. ICE will be paying for those injuries through high premiums for the next few years, and we will continue to see a high focus on injury prevention until our goal of no injuries is reached and maintained.

In 2006, we saw improvement in both the frequency and in time lost, but we have much work to do yet. If you are a worker concerned about safety and preventing injuries, consider joining the Occupational Health and Safety Committee. It is a worthy cause.



### OH&S

The number of injuries reported in November is as follows

Year	Month	Total Injuries	Lost Time Injuries
2005	November	5	4
2006	November	13	2
2005	December	8	4
2006	November	8	4

Injuries reported in December of 2006 resulted from:

4 client Behavior Incidents; 2 Slips and Falls; 1 Lift and Transfer; 1 Infection

### Your ICEPAGE

Is there something you would like to see in the ICE PAGES? Do you have an idea for a column?

Contact Corinne Stasiewicz at  
(780) 453-9672

or [cstasiewicz@icenterprises.com](mailto:cstasiewicz@icenterprises.com)



Find frequently used forms at  
**[www.icenterprises.com](http://www.icenterprises.com)**

go to the "ICE Staff" section by entering  
User name "iceuser" and password "100smiles"

## I.C.E. Employees should note that the Policy Manual has just been revised and updated.

**Revised Policy manuals are currently being distributed. Please ensure you locate a manual and review it for changes. Manuals are located at the ICE office or at each of the residential programs. It is every employee's responsibility to be aware of any and all changes to the Policy Manual as these practices affect you everyday in your role with ICE.**

### **Below are points 1- 7 as contained in Policy 2.7.3 CRITICAL INCIDENTS.**

1. A critical incident is considered to be any event or series of events, real or alleged, that is or could potentially be life threatening/ cause injury, resulting in charges being laid, legal action and/or further investigation by outside authorities.
2. Examples of critical incidents include:
  - physical injury or accidents involving clients or employees; (note that if an employee injury further documentation may be required for WCB claims management Refer to Policy 3.5.5 Employee Work Related Injury, Illness, And Near Misses)
  - deterioration of client's physical well being e.g. Emergency medical attention, hospitalization
  - client death
  - physical assault
  - disclosure of criminal activity by a client;
  - disclosure of abuse by a client;
  - restraint situation
  - property damage by client
  - severe verbal threats made by a client;
  - allegations of theft, fraud, damage, or other misconduct by a client/employee towards an employee
  - client AWOL;
  - suicidal behaviour by a client;
  - assigned procedure not performed in accordance with the care plan
  - medication errors (including omissions).
  - loss of electronic/ confidential/ hard copies of client or employee information
3. When a critical incident occurs, these steps are to be followed:
  - To the best of your ability, ensure the immediate safety of the client and yourself;
  - If necessary, immediately contact the appropriate emergency authorities: (911, poison centre, pharmacy, etc.);
  - Contact your supervisor or the ECAT supervisor immediately by phone;
  - The supervisor will provide the employee with direction and contact the appropriate I.C.E. personnel to facilitate follow-up;
  - The employee is to document the incident on a critical incident form.
  - Should the incident involve an employee injury the employee will be required to complete further documentation as per Policy 3.5.5. Employee Work Related Injury, Illness, And Near Misses
4. Documentation of a critical incident includes:
  - Completing a Critical Incident Form as soon as possible, preferably within 30-60 minutes of the incident;
  - Provide a clear, brief account of what happened leading up to the incident and the action you took as a result. Use the guidelines for routine recording on Contact Notes;
5. Unless otherwise directed, submit the completed Critical Incident Report to the office within 24 hours;
6. If another agency is involved, you may need to fill out a Critical Incident Report for them. Do so using the guidelines outlined above.
7. The I.C.E. personnel/ECAT supervisor who directly receives the information concerning the critical incident must complete part two of the critical incident form and follow up with the appropriate supervisor of client care. Should the incident involve an employee injury refer to policy 3.5.5. Employee Work Related Injury, Illness, And Near Misses for any subsequent documentation\follow up. This person will then ensure that follow up is completed and documented.



***Reminder:  
ICE employees  
may not accept  
gifts, tips, etc  
from clients.***

***Please refer to ICE  
policies: 3.8 11  
- Conflict of  
Interest, 2.3.3 -  
Client Valuables,  
and 2.4.6 - Home  
Support for Home  
Care Clients.***

**Please refer to the ICE Policy manual for points 8 through 14 of Policy 2.7.3.**