

Diane moved to Calgary from Sarnia Ontario in 1981 as she had taken a transfer with the TD Bank and she was looking for a new opportunity in Western Canada. Diane has experience working in financial services and she has an accounting background. Diane has worked with the Calgary Herald as an accountant and she has volunteered in the Calgary School system assisting students with special needs. Diane still has family members in Ontario and she enjoys travelling back home every other year to visit.

Diane moved to Airdrie approximately six years ago where she discovered a job posting for her current client and chose to work with ICE. She has assisted her client to find paid employment at the Airdrie Safeway, Airdrie Food Bank, and Best Western Hotel. With Diane's support, her client volunteers at the Food Bank and Salvation Army Thrift Store. They also join other individuals weekly in the community at the Airdrie Baptist Church and for outings such as bowling, visiting the parks and swimming. Her client also enjoys reading events at the Airdrie Library.

Diane raised three children, now aged 22, 21, and 16. Her one daughter has Cerebral Palsy. Diane is very active in Special Olympics. She is the Vice Chairperson in Airdrie for the organization and coaches the Airdrie Special Olympics softball team. She is currently assisting

## EMPLOYEE *Spotlight* Diane

in organizing the Special Olympics Christmas party.

Diane describes her life as being very busy, however she does manage to find time for personal interests. She enjoys reading, golfing, and walking. Diane also enjoys travelling and has most recently visited New York and has taken an Alaskan cruise. She is looking forward to visiting Hawaii.

Diane finds working with persons with special needs to be very gratifying. She enjoys being part of their lives in the community.



### ECAT

Employee &  
Client

Assistance Team

780-461-7236

after office  
hours



### MEETINGS

Health & Safety  
Meeting

WEDNESDAY,  
JANUARY 6TH, 1:30PM

RPAC

TUESDAY,  
JANUARY 19TH AT 2:00 PM



### TIME SHEET HAND-IN



Hand-in day will be:

**January 15th, 2010**

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

**February 1st 2010**

for all shifts worked  
between  
January 16th and 31st

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## Client Success Story – Raminder

In June of 2007, Raminder began taking weekly computer courses through the Cerebral Palsy Association of Alberta (CPAA). Raminder, supported by ICE staff, has been attending the computer resource center at CPAA for two hours each Tuesday for the last two years. The courses at the CPAA have helped her learn keyboarding, spelling and basic computer skills.

In October of this year, Raminder was able to purchase her own personal computer for use at home. This exciting event has opened up many new social and educational opportunities. Raminder is able to stay in touch by email with friends and family members living in the city and farther away. One especially important advantage has been for Raminder to be able to maintain close connection with her brother who lives in British Columbia.

Use of her computer provides Raminder with opportunities to express her creativity and manage her personal affairs. Raminder is a thoughtful creative person who has delighted many friends and family members with computer generated personalized greeting cards. She prints off these colourful cards to brighten special days for important people in her life. Raminder also uses her computer for practical purposes. She finds banking on line a very convenient way to manage her personal funds.

One of Raminder's favorite pastimes is to play games on her computer for entertainment and relaxation. She has several games and finds that in addition to being fun to play, they further develop her keyboarding and spelling skills. A bonus! Raminder is proud to have achieved her goal to learn to use and to own a personal computer. She looks forward to the many new opportunities now open to her.



## 1.1.1. VISION AND MISSION

**MISSION:** To provide a comprehensive range of community based services and training to individuals and their support network. To enable an individual to strive for personal achievement toward his or her life goals. To be a leading organization, employing skilled and dedicated people.

## ICE 2009 Provincial Incentive Prize Winner



Robin Boily, Northwest Regional Manager (right) congratulates the 2009 Annual Provincial Incentive draw winner, Timothy Adeyanju. Timothy won the grand prize of \$1000.00 dollars in the annual ICE draw completed December 9th in Edmonton.

## Congratulations, Timothy!

# Thank You!



**Dexter Boyke** – Received a Bionaire Heater for a Thank You Card from the Manager of Home Care. Dexter was thanked for responding quickly to come into the office to complete N95 fit testing. You are truly an advocate for ICE's Health and Safety Program!



**Feven Ghilemariam** – Received a Rowenta Steamer for a Thank You Card submitted by her TC. Feven was thanked for ensuring cleanliness in the home and always coming up with suggestions for the Health and Safety of the program.



**Lynn Elko** – Received an iPod Shuffle for a Thank You Card submitted by the Home Care Manager. Lynn was thanked for the way she takes care of her clients' health and safety by reporting to ICE any health changes amongst her clients.

## BE A WINNER, IMMUNIZE!

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.

At the Edmonton Christmas Open House and Employee Awards ceremony held Dec 9th, 2009, two lucky winners were drawn.

**Indu Nagpal won a Magic Bullet Set**

**Jennifer Parker – won a Crock Pot & “mini crock pot” set.**

Two more H1N1 vaccination incentive prize draws will be completed at the end of January.

Don't delay, you might be the next winner!

### Proactive Behavior Intervention

January 7th, 2010, 9am-5pm

January 21st, 2010, 9am-5pm

### Documentation & Reporting Practices

January 26th, 2010, 9am-1pm

### Positive Behaviour Supports

January 28th, 2010, 9am-5pm

### Part 1 - Mission Possible Education Session for Aggressive Driving and Winter Driving

January 28th, 2010, 1:30pm-4:30pm

### Part 2 - Mission Possible Education Session for Aggressive Driving and Winter Driving

February 25th, 2010, 1:30pm-4:30pm

# TRAINING



# Safe Snow Shoveling

Unfortunately, every year ICE receives injury reports related to snow shoveling. This does not mean that ICE employees can avoid clearing walkways, but rather that staff need to make smart choices when completing this important task.

Safe snow shoveling requires proper preparation, the right tools, good technique and knowledge. **One very important key is not to overdo your capabilities!**

## Preparation

Think carefully and take **smart actions** if you or your clients:

- have had a heart attack or have other forms of heart disease
- have high blood pressure or high cholesterol levels
- lead a sedentary lifestyle

## Getting the job done does not mean putting staff or clients at risk:

- Discuss with your supervisor about your program hiring someone to shovel snow (i.e. a student) if staff or residents would be placed at risk by this type of activity.
- Shovel at least 1-2 hours after eating and avoid caffeine and nicotine.
- Warm up first (walk or march in place for several minutes before beginning).
- Start slow and continue at a slow pace (Suggestion: shovel for 5-7 minutes and rest 2-3 minutes).
- Drink lots of water to prevent dehydration.
- Shovel early and often
- new snow is lighter than heavily packed/partially melted snow

- take frequent breaks

## Select shovels with care:

- sturdy yet lightweight is best (a small plastic blade is better than a large metal blade)
- an ergonomically correct model (curved handle) will help prevent injury and fatigue
- spray the blade with a silicone-based lubricant (snow does not stick and slides off)

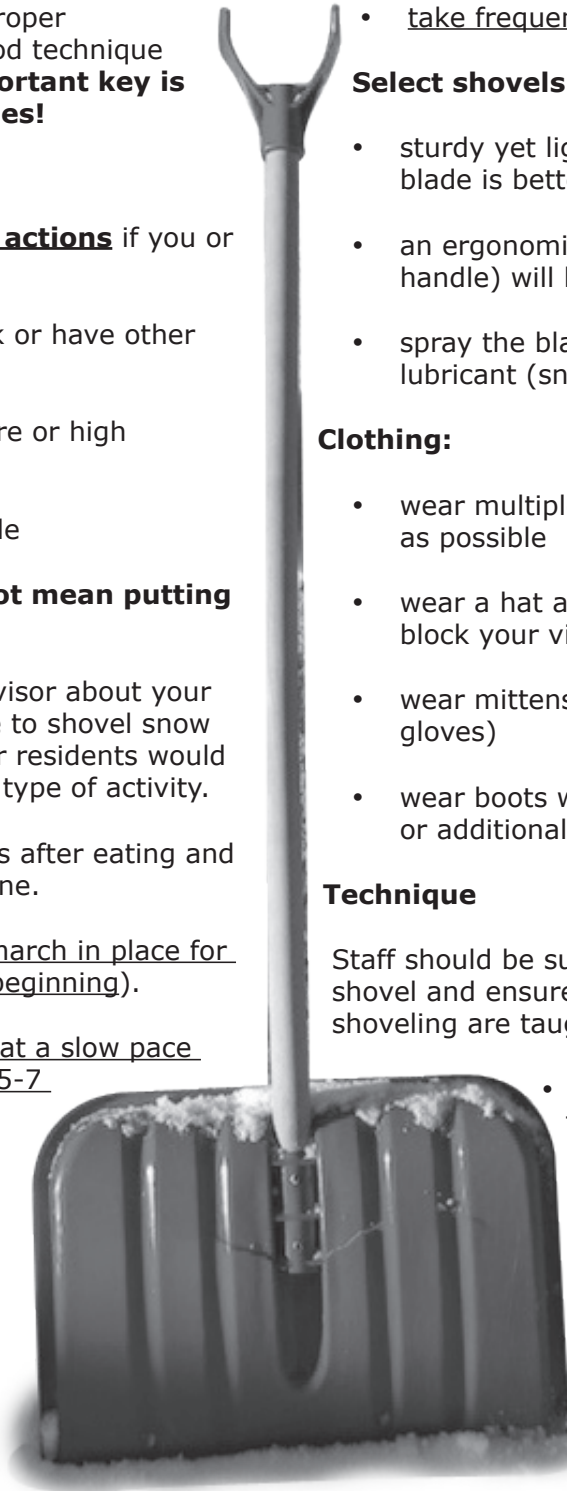
## Clothing:

- wear multiple layers and cover as much skin as possible
- wear a hat and scarf (make sure neither block your vision)
- wear mittens (these tend to be warmer than gloves)
- wear boots with non-skid/no-slip rubber soles or additional "ice grips"

## Technique

Staff should be sure to use safe techniques to shovel and ensure that clients who assist with the shoveling are taught these as well.

- Always try to push snow rather than lifting it.
- Protect your back by lifting properly and safely:
- stand with feet at hip width for balance
- hold the shovel close to your body
- space hands apart to



increase leverage

- bend from your knees not your back
- tighten your stomach muscles while lifting
- avoid twisting while lifting
- walk to dump snow rather than throwing it
- When snow is deep, shovel small amounts (1-2 inches at a time) at a time.
- If the ground is icy or slippery, spread salt, sand or kitty litter to create better foot traction.

### Important knowledge:

- Shoveling snow is strenuous activity that is very stressful on the heart.
- Exhaustion makes you more susceptible to frostbite, injury and hypothermia.
- **Stop shoveling and call 911 if you have:**
  - discomfort or heaviness in the chest, arms or neck
  - unusual or prolonged shortness of breath
  - a dizzy or faint feeling
  - excessive sweating or nausea and vomiting



## Health Corner

### N95 RESPIRATOR TIPS

- Respirator is to be used once and then discarded. If a task requires you to wear an N95 respirator, you may also need to wear other PPE such as gowns and gloves.
- Do not write on your mask as it affects the filter
- Do not place stickers on the mask
- Fit testing will be completed every 2 years if one's physical condition has not changed.
- Store your N95 respirator in a clean environment
- You need to be retested for the N95 respirator if you have lost weight or gained weight (10%)
- There should be no facial hair or makeup when wearing the mask as this impairs the seal.
- Do not cross the straps when using the mask
- If you wear glasses, they should be worn over the respirator.
- Check the mask's seal each time. Cup your hand over the front of the mask and breath in (you should feel cool air) and breath out (you should feel warm air)
- There is no expiry date on the N95 respirator.
- If your respirator gets wet or dirty, a new one would be needed.
- Do not give your N95 respirator to anyone else as each person must be fit tested. (Your mask may not fit other people.)

Refer to ICE Policy: 3.5.12 Code of Practice for Respiratory Protective Equipment for further information.



**The Annual Christmas Open House and Employee Awards Events in Edmonton and Calgary were addressed by the ICE Vice President of Administration, Wendy Rutherford. Wendy took the opportunity to share a message with ICE employees across the province and reviewed ICE's accomplishments and successes, specifically in the areas of health and safety.**

In her speech, Wendy noted the key importance of health and safety in the workplace whether in a residence, in the community or in an office setting. She requested that employees continue their best efforts to maintain safe environments and perform job duties safely.

Wendy reflected on the agency's responsibilities to develop and update written policies including effective practices and procedures. She emphasized that policies and procedures should be implemented in our day to day practices to ensure quality service is given. She also noted the importance of open communication as well as the provision of training to ensure everyone within the agency understands their roles and responsibilities.

Wendy announced achievement of 96% in the internal 2009 Certificate of Recognition (COR) Audit. She provided congratulations on this achievement and a thank you from senior management to all employees working diligently in accordance with ICE Health and Safety Policies and Procedures.

As part of ICE's pandemic plan to keep employees and clients healthy, Wendy encouraged employees and clients to receive the H1N1 vaccination. She reminded employees that those who provide proof of immunization to the ICE office are eligible for incentive prize draws.

Wendy concluded her address by sending best wishes to everyone for the holidays and a healthy, happy and prosperous New Year.

# Health and Safety Minutes

## 3.1 Review of Regional Health and Safety Minutes

Northwest Region – Meeting minutes date: November 12, 2009

### Review of Employee Injuries

Recommendations: Two person lifts and transfers. Re-train staff and clients on proper boosting and positioning

Additional: Have client reassessed by an OT re safest “boosting” and transfer methods. Check other methods of transfer options.

Oct. 8/09 – Staff was boosting a client in the wheelchair, client’s feet slipped off the foot pedals which caused more strain to staff performing the boost.

### Review of Near Miss

None to Review

South Region – Meeting minutes date: November 18, 2009

### Review of Employee Injuries

None to Review

Calgary– Meeting minutes date: October 21, 2009

### Review of Employee Injuries

None to Review

### Review of Near Miss

Oct. 13/09 – Broken screen door at one of the residences. It came off the hinges at the tops and was starting to fall off

Recommendations: Landlord contacted and door was replaced.

Additional: The group suggested that review of the monthly inspection process with the team is recommended. Collect feedback to ensure all equipment and materials are in good working order.

## 3.2 Evaluation of current Injury Investigations

Nov 7/09 – Staff suffered from a needle stick injury to her left index finger when she was attempted to pick

up contents of client’s sharps container that had spilled when she was opening it to dispose of a used lancet.

Recommendations: The container that the client used is a glass jar. The employee is recommended to review the care plan and follow it carefully. The employee should have used tongs or 2 spoons to pick up the sharps not picked up materials with their hands. Perhaps a written delegation plan may be beneficial to clarify which tasks the client is to complete and which tasks the employee is to complete.

## 3.3 Evaluation of

### Near Miss Investigations

Nov 18/09 – Smoke / fumes affected air quality in the ICE office. It was reported that the smoke was coming from an adjoining business. Several employees reported being affected by the smoke. Some worse than others and two employees experienced “time lost” affects. Follow up was completed with the business where the incident originated and the landlord.

Recommendations: This incident would have been a good opportunity to run a fire drill. Employees to take care not to expose themselves to additional hazards i.e. entering areas such as the neighboring business where there was a smoke hazard. Call professionals such as the Fire Department. Review office emergency procedures at the next office meeting.

## 3.4 Review of COR Audit Action Plan 2009

The group discussed about Question 2.5 on the Audit Report

- Are workers involved in health and safety hazard identification and assessment?

o Key Recommendation: Formalize documentation of worker involvement in revision of hazard identification and control measures to ensure these actions are occurring

consistently as per policy. For example consider adding this as an agenda item at monthly team/unit meetings i.e. “Review of Hazards and Controls”, Enhance consistency of Hazard review processes by H & S Committees.

Discussion: Monitoring manuals are currently in the revision process. Hazard review is being considered for addition to team meeting form. Hazard Reporting needs to be documented even if minor and addressed at the time (i.e. in the hazard log). Discussion was held on the plan for CR Managers, Supervisors and HS members to be trained with Hazard Assessment Training.

## 3.5 Review of Master Hazard assessment and Control Document

The group reviewed smoking, Use of Personal Scented Products. Exposure to Noxious Odors (found on page 13)

## 4.1 H1N1 Update

Corinne encouraged committee members to promote the H1N1 vaccine. Immunization is important for both staff and clients.

Kelly reported that ICE has now received the disposable thermometers that are intended as part of our Pandemic “PPE” Kits.

A Memorandum from Alberta Health Services was shared with the committee in regards to Pandemic Activation Level De-Escalation.

## Update on H1N1 Draw:

o There are 39 entries from Edmonton as of today.

- Attendees to encourage all staff (and clients) to get their H1N1 immunization as flu season will carry on into the New Year.

- Committee members are requested to promote the H1N1 incentive draw and have staff submit their H1N1 immunization records to be eligible to win prizes.



# 2009 Edmonton Christmas Open House and Employee Awards



**Charlotte Misenga**  
"Community Connection  
Award of Excellence"



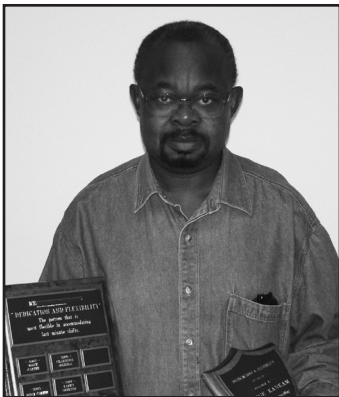
**Irene Dixon**  
"Complex Care Award"



**Qamar Khalaf**  
"Health and Safety" Award



**Saidu Conteh**  
"Outstanding Front Line  
Employee"



**George Kankam**  
"Dedication and Flexibility  
Award"



**Colette Tancsics**  
"Outstanding Employee"



**"Health and Safety Rehabilitation Team"**  
Back Row L to R: Didier Muhire, Erwin Esteban  
Front Row L to R: Evelyn Acain, Manager – Colette Tancsics, Amos Albert



**Susie Stephens**  
"Team Networking" Award





### 10 Year Service Award

L to R Back Row: Leroy Bruyere, Steven MacPhail, Magnayon Owacan, Ursula Prudhomme, Greg Lane, Marina Mejia, Judith Duda, L to R Front Row: Gracita Fajardo, Diann L'Hirondelle, John Daller



### 15 Year Service Award

L to R Back Row: Natalie Bishai, Mohammad Shafiq, Robin Ould, Laddie Celemin, Maria Medeiros, Dexter Boyke, L to R Front Row: Polly Yu, Alice Romanchuk, Noreen O'Donoghue.



**"Award of Appreciation" for employees who have demonstrated a strong focus on maximizing client quality of life. (H/C, CR, FT/ PT Casual)**

L to R: Jackie Baruti, Glen Lee, Dexter Boyke, Theonest Kato, Jolly Natakanda, Ursula Prudhomme, Maria Medieros



**"Community Rehabilitation Team of the Year Award"**

33rd Ave - Team L to R: Roland Dagoseh, Beyene Atara, Alex Karanguwa, Nkulu-Wa-Hangi Mishoma.