

Employee Spotlight Schenette

Schenette Valencia is a valued Homecare worker who hails from the beautiful region of Visayas in the Philippines where she relocated from in the year 2000. Five years later, her family joined her here in Edmonton where she now resides. Schenette enjoys spending as much time as her busy schedule allows with her 10 year old daughter Caprice. Her husband, in addition to working fulltime is also a student.

It was not always easy for Schenette. She left a life of privilege to strike out on her own in a new country coming to Canada as a live-in caregiver for her aunt. Her friends and family thought she wouldn't make it alone because she was used to having hired help for household duties. She showed them that she could stand on her own two feet, not only doing household duties for others but personal care as well. Schenette not only survived, but thrived. When she first started with ICE, she had been working for several years looking after various people with

physical challenges and on the advice of a friend who worked for ICE, she decided to try it out. Schenette says that the Booking Coordinators were so great to work with she decided that ICE was the place she wanted to be.



Despite her University education, a Bachelor of Business Administration & Management, Schenette's career opportunities were limited in Canada as her education was not recognized here. Schenette decided to work for Homecare providing in-home services for clients. Quickly, Schenette proved herself to be a hard working and reliable part of the ICE team. The clients love her

and appreciate her skill and wonderful disposition. In addition to being able to speak three languages, Schenette enjoys going to church, reading, spending time with friends and family and going to the gym.

Schenette is especially appreciated by the agency and ICE clients for consistently going above and beyond to accommodate when scheduling gets difficult by filling in for co-workers when they are on vacation or when something comes up at the last minute. Schenette is a very valuable member of the ICE family and we wish her continued success!

Filipinos are:

- Famous for their warm hospitality and their close family ties,
- Cooperative and value the virtue of helping each other and other people,
- Noted for their durability and resiliency. Against the adversities of life and nature through the ages, they have learned to merely bend, but never break.

Did you know?

- 1) <http://www.onlinenewspapers.com/philippi.htm>
- 2) <http://www.gov.ph/>
- 3) <http://www.tourism.gov.ph/>
- 4) www.wowphilippines.com

ECAT

Employee &
Client Assistance
Team

461-7236

after office
hours



MEETINGS

Health &
Safety Meeting



Thurs, July 5, 11:00 AM
Team Leader Meetings

WED, July 18, 1 -3 PM
RPAC

Thurs, July 5, 2PM - 5PM
Thurs, July 26, 2PM - 5PM

TIME SHEET HAND-IN



Hand-in day will be:

Friday, July 16, 2007
for all shifts worked
between
July 1st and 15th
and

Tuesday, July 31, 2007
for all shifts worked
between
July 16th and 31st

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SUCCESS STORY: MISTY

Misty is a friendly and outgoing young woman who resides with her supportive roommate (family), in the rural community of High River. A dedicated worker, Misty has been employed at the McDonald's in Okotoks for almost three years. Over this past year Misty has received two positive employee evaluations, and two raises. Misty recently received the "employee of the month" award for the month of June. She is currently learning how to operate the cash register.

Misty maintains a full social life. She is involved in Tai-Kwon-Do, and has achieved her First Dan Black Belt. Misty is currently working towards her Second Dan Black Belt. She is also involved in helping teach younger students the sport. Misty enjoys

many other sports including, baseball, floor hockey, bowling and ringette, to name a few. Through these activities, Misty has developed many relationships within her community.



Misty has been diligent in giving back to her community through volunteering. Most recently Misty has participated in fundraising for the Tai-Kwon-Do club, road clean-up day, and McHappy Day. She plans on canvassing for two other charities over the summer as well.

Misty, keep up your positive attitude. You are a wonderful role model for everyone you meet!

**Canada
Day
July 1**

Canada Day Holiday - Please Note:

The Employment Standards Code, names nine general holidays. One of the nine is Canada Day which Employment Standards defines as following:

"July 1, except when it falls on a Sunday, then it is July 2."

Thus according to the Employment Standards Code, the Canada Day holiday for 2007 is designated as July 2nd.

All ICE offices will be closed for the Canada Day holiday, Monday, July 2nd. Please direct all calls to the Employee Client Assistance Team for this day.

SUCCESS STORY: LAURA

My name is Laura, I live in Claresholm, Alberta. When I was little I lived in Black Diamond AB for eight years, Spring Bank for two months and then Okotoks, Alberta for two years. I have been living in Claresholm for thirteen to fourteen years now with my family. I have an older sister and a younger brother.

What I like to do in my spare time is "racing Quads/ATV" (All Terrain Vehicles). I used to race all over Alberta. When things got too busy we decided to just race in Raymond and Calgary. We are only racing against the ages three -thirteen year olds and the Special Needs group. I am the Director of the ATV mini class. I also like to play the piano; I have played for the Miss Teen Calgary pageant and at nursing homes. I have also played for talent shows and have composed a few songs. The best thing I love to do is to spend time on the computer. I play games, talk and meet new people. My favorite game on the computer is Runescape where I complete lots of quests.

I volunteer and work for the Willow Creek Continuing Care

Centre. For two days each week I deliver ice water to all the residents on both ends of the centre, north and south. I guess that's why they call me the "ICE QUEEN". I then take the dirty glasses to the centre's kitchen. For three days of the week I am in the Recreation Department. I visit with residents, play games, porter residents to where they need to go, help with distributing juice, and of course play the piano for some entertainment for the residents.

Every summer I attend two camps, one is Mill Creek Baptist Camp (which is a bible special need camp), and the other camp is Wilderness Ranch camp. I enjoy getting to ride horses at the Wilderness Ranch camp. I also like to bowl for Special Olympics and see all my friends.



Laura with her new Quad - 2005

Thank You!

Ruth Seruhungo

Ruth Seruhungo received a thank you from a Booking Coordinator for her willingness to help with supports to a specific client. She was commended for helping the client get out into the community and get a job. Ruth won a Sanyo DVD player. Ruth, you have made a difference in this client's life!

Oksana Sochan received a thank you from the Home Care Booking Department for her help with extra relief shifts she worked. Oksana won a Sanyo digital cordless telephone. Thank you for all your help!

Nancee Daniels received a thank you from the Employee Client Assistance Team (CR and After Hours) for switching her schedule to work at a specific program requiring assistance. Nancee won a Sony MP3 Boom Box. Nancy, your help, effort and hard work is greatly appreciated!

Nancee Daniels



*"Thank You!"
Card
Incentive Prize
Winners*

TRAINING

CPI Training (2 Days)
July 16 & 17,
9am -4pm

CPI Training
(one day refresher)
July 17, 9am-4pm

Proactive Behavior
Intervention,
July 12, 19, 26
9am-5pm

Positive Behavior
Supports
July 26, 9am-5pm

Cultural Appreciation
June 25, 9am – 1pm

All of the above as
described on the ICE
website.

Just Some of the many Other Thank-you Cards Received for the Edmonton JUNE Draw

Paul Beddow received a thank-you card from a Quality Assurance and Risk Management Consultant for providing a lesson to office staff on the proper use of the industrial carpet cleaner. Paul received a second thank you card for support, care and empathy offered to a client. Thank you, Paul!

Iva Miller, Judy Duda, Lynn Elko, Esther Poudrier, Lynda Buck, Gen Ashwell, Joyce Carter, Schenette Valencia, Lucia Hakopdjanian, Rosa Conuecar, Nelina Antonio, Jennifer Wongus, Susan McClure, Maricel Jimenez Bosh, Crystal Elko, JeanDulyea, Amina Ali, Zettie Davies, Hollie Moss and Meagan Nuthack received thank-you cards from the Booking staff for taking extra relief shifts. Your dedication is very much appreciated!

Larry Oleksyn received a thank-you card from a Coordinator for providing last minute transportation for a client to get to camp in Kananaskis. Thank you!

Gemma Gepulani received a thank you card from a co-worker for assisting her on her first shift at a program.

George Kamara, Alie Koroma, and Tilahun Gebremedhin, received thank you cards for volunteering to assist with program moves. Thank you very much!

Bethuel Lojang, Win Oo, Alida Irankunda received thank you cards from their Team Coordinator for their supports to a client at their program. Thank you for your dedication!

Juac Garang received a thank you card from Payroll for the special effort he put in to filling in his timesheet properly!

Marc Harte received a thank you card from his Team Leader for taking a client to the doctor and covering shifts in his regular program for his co-workers as needed.

Sung-Lee Kim received a thank you card from his team leader for assisting to organize the office at a program. Your hard work is greatly appreciated!

Cheryl Fraietta received a thank you card from her Coordinator for driving a client into the city and for facilitating and encouraging the development of a potential friendship for a client.

Naema Abdullahi and Elizabeth Currie received thank you cards from their Team Coordinator for their extraordinary effort and dedication to making sure a client's 40th birthday party went off so well.

Linda Akoj received a thank you card from a Quality Assurance and Risk Management Consultant for assisting to complete a physical demands analysis for a program.

Sylvia Davidson received a thank you card from her Coordinator for bringing a client into the city from Drayton Valley for a musical concert.

Joseph Pawoe received a thank you card from a co-worker for his efforts in responding to a challenging behavioral situation.

Claire Mpinda received a thank you card from a client for assisting him to connect to his church.

Thank you one and all!

COR Audit

The Certificate of Recognition (COR) audit is a review of the agencies Health and Safety Program. It covers the eight elements of the Safety Program:

1. Management Leadership
2. Hazard Assessment
3. Hazard Control
4. Inspections
5. Qualifications, Orientation, and Training
6. Emergency Response
7. Accident and Incident Investigation
8. Program Administration

In August, this audit will be conducted internally by: Pamela Marcoux (Quality Assurance and Risk Management Consultant/Health and Safety Specialist), Debbie Reed (Quality Assurance and Risk Management Consultant), and Greg Lane (Community Rehabilitation Manager).

The audit will include observation tours of offices and residences, interviews with all levels of staff, and a review of documentation.

To help everyone prepare for this audit we will be offering Promoting Safety throughout July and August. Please be prepared to attend this great course. Remember ... You may be chosen to be interviewed.

Audit commences August 20 and should wrap up by the end of August.

Health Corner

DIABETES

? What is Diabetes?

Diabetes is a lifelong condition where either your body does not produce enough insulin, or your body cannot use the insulin it produces. Your body needs insulin to change the sugar from food into energy.

Types of Diabetes

- Type 1 Diabetes, the body does not produce any insulin;
- Type 2 diabetes, where the body makes insulin but cannot use it properly; and
- Gestational Diabetes, where the body is not able to properly use insulin during pregnancy. This type of diabetes goes away after the baby is born.



diabetes continued on page 5

diabetes continued from page 4

Risk for Diabetes

- Are age 45 or over
- Are overweight (especially if you carry weight around your middle)
- Are member of a high-risk group (Aboriginal people, Hispanic, Asian or African descent)
- Have a parent, brother or sister with diabetes
- Gave birth to a baby that weighed over 4 kg (9 lbs) at birth, or have had gestational diabetes
- Have high cholesterol or other fats in the blood
- Have higher-than-normal blood glucose levels
- Have high blood pressure or heart disease

Managing Diabetes

- Diabetes can be managed three ways: proper diet, exercise and medication.
- Food increases your blood sugar levels
- Exercise and medication decrease your blood sugar levels
- Consistent monitoring of blood sugar levels allows you to monitor the effectiveness of your client's regimen

Medication

- Type 1 Diabetes: insulin
- Type 2 Diabetes: may not require medication, or may be on pill form, or insulin
- The amount of insulin prescribed by the doctor will depend on the client's diet and exercise regimens



Hypoglycemia

Hypoglycemia is an abnormally low level of sugar in the blood. The symptoms of hypoglycemia include:

- | | |
|---|---------------------------------------|
| • Shakiness | • Dizziness |
| • Sweating | • Hunger |
| • Headache | • Pale skin color |
| • sudden moodiness or behavior changes | • Clumsy or jerky movements |
| • Difficulty paying attention, or confusion | • Seizure |
| | • Tingling sensation around the mouth |

Treatment of Hypoglycemia

- 3 glucose tablets (you can buy these at the drug store),
- ½ cup of fruit juice, or
- 5-6 pieces of hard candy.
- 15 minutes after treatment, blood sugar levels need to be re-checked.
- **if unconscious, call 911

Hyperglycemia

Hyperglycemia is an abnormally high level of sugar in the blood. This could be caused by not enough insulin or pills, over eating or ingesting the wrong types of food and/or illness. The symptoms of hyperglycemia include:

- | | |
|------------------------|----------------------|
| • feeling very thirsty | • blurred vision |
| • frequent urination | • tired and listless |

Treatment of Hyperglycemia:

- Increase water intake, and
- Exercise

Complications

- Heart Disease-damaged arteries leading to heart attack and stroke
- Retinopathy damaged blood vessels in the retina leading to blindness
- Kidney Disease-damaged filtering units in kidneys
- Neuropathy-nerve damage can either be sensory or autonomic
- Impotence-due to loss of sensation/nerve damage
- Foot ulcer- due to loss of sensation/nerve damage



**There is an abundance of information and that if further information is needed to call ICE Nurses, Public Health, Health Links and/or Family Doctor.

Please Note there have been some important revisions and additions to ICE Policy: 3.5.8 Standard Hazard Controls

To promote and maintain the health and safety of Independent Counselling Enterprises clients and employees the following applies:

1. To reduce the risk of fire there are to be no lit candles or lit fires in fireplaces in the homes, and no lit fire pits in the yard.
2. There are to be no stick pins in common areas, these may be used in the staff office and only if this is a contained room and able to be locked.
3. All sharps i.e. knives, scissors, tools, sewing/knitting supplies, choppers, graters, blender blades etc., with the exception of butter knives, will be locked up, a location will be identified as appropriate to the home i.e. office, kitchen drawer.
4. All cleaning supplies are to be kept locked up in an area separate from the food and medications in the home. If the client is independent in their cleaning and/or they are able to clean unsupervised a location will be identified for storage of these products i.e. laundry room.

Number's 1-4 apply unless this would be restrictive to the client's independence and if having access to these items does not increase the risk of injury to client or employee. Any deviation from this Policy will be a joint decision of the client, their support network, and Independent Counselling Enterprises Management and will be documented as such.

5. Portable heaters and halogen lamps are not to be left running without employee supervision, both are a fire hazard.
6. In order for a client to sleep in the basement of their home he/she must be physically and cognitively able to utilize the window as their escape route, the window size must be in accordance with Minimum Housing and Health Standards, there must be recorded escape drills of these individuals. In order for the client to sleep on the second level of their home he/she must be physically and cognitively able to navigate the stairs as their escape route, there must be recorded escape drills of these individuals.
7. As per Policy 3.8.6 Dress, Hygiene, and Grooming it is the employee's responsibility to ensure they wear clean and safe indoor shoes while on shift in the homes.
8. Employees will ensure support and supervision, as required, is provided to clients when using the stove/oven.
9. All lawn mowers, weed eaters, gardening equipment etc. will be maintained, used, and stored appropriate to the situation in the home.
10. Snow and ice is to be cleared from all pathways, sidewalks, and driveways as soon as it appears. When the employee clears/salts snow or ice during the course of their work duties it must be documented in the Hazard Control (Health and Safety) Logbook.
11. Hot water tanks must be checked to make sure they are at an acceptable water temperature setting once a month; the results must be documented in the Team Meeting Minutes and the Hazard Control Logbook.

12. Water temperature monitoring

- a. When providing support in the community to a client requiring assistance with bathing employees must check the temperature, before the client gets into the bathtub, by lowering their elbow approximately 5 cm into the water to ensure appropriate water temperature.
- b. In homes operated by I.C.E. the agency is responsible to ensure not only that the temperature is monitored in the bathtub for those clients requiring a bath assist but also for the home. To monitor the bathtub temperature, fill the bathtub to the appropriate water level, in a small container scoop water out and take the temperature before the client is in the water. Record the temperature on the bathtub record sheet located in the bathroom. The temperature is to be between 37-41 degrees Celsius. This is to be done for each bath on a daily basis. To monitor the overall water temperature of the home run the hot water kitchen faucet for 3-5 minutes, collect a sufficient amount of water in a kitchen glass, take the temperature and record on the house water temperature sheet located on the inside of a kitchen cupboard. The temperature range is not to exceed 54 degrees Celsius. All records will be kept posted until completed and then filed in the Daily Planner. (see attached procedures that are posted in the homes)

13. Employees personal belongings i.e. purse, money, cigarettes, matches, lighter, medications etc. is to be kept locked away at all times.

14. In all residential and support home programs ICE operates a minimum of a monthly fire/evacuation drill will be conducted and documented on the Safety Inspection Checklist and on the Fire/Evacuation Drill Report. This will be an agenda item for all staff meetings.

15. Additional Emergency evacuation drills (flood, tornado, severe weather) will be conducted a minimum of 3 times per year in residential homes operated by ICE and documented on the Safety Inspection Checklist and on the Fire/Evacuation Drill Report. This will be an agenda item for all staff meetings

16. In all residential programs operated by ICE a Safety Inspection Checklist is completed monthly. Residential Employees, Coordinators and Managers will complete these checklists and ensure that all items are satisfactory prior to the next checklist being done. The original copy is filed in the Health and Safety Binders under the Inspection section and a copy is to be sent to the main office to be filed with the specific residential files.

Workers are responsible to be aware of any other potential worksite hazards and how they may impact the overall health and safety of employees and clients. Workers are responsible to follow through in correcting, eliminating or controlling these hazards with assistance of their Team Leader and Supervisor and communicating this process in the Hazard Control Logbook of the home.

Severe Weather

Whether it's a Tornado, Flood, Thunderstorm or just the heat, summer has it's own weather concerns for us to contend with. Some basic tips to get through the summer:



Tornado

Signs: strong rotation of clouds, hail, greenish hue to the sky, quick darkness in a sunny day, loud continuous roar

Take shelter:

- in the basement or a small interior room with no windows or exterior walls
- get under a heavy table or desk, avoid corners of the room
- use your arms, pillow or mattress to protect your head
- if driving or in a mobile home, get out and lie in ditch or culvert



Thunderstorm

Signs: heavy rain or hail, lighting and thunder

What to do:

- Stay Inside- stay away from windows
- Unplug electrical equipment (i.e TV, stereo)
- If Outside- Stay Low, find shelter in a building, stay away from trees, power lines and fences
- DO NOT travel unless it is urgent
- Stay off the phone
- Use flashlights if the power goes out



If you begin to feel your hair stand on end, this indicates lightning is about to strike. You should drop to your knees and bend forward placing your hands on your knees and crouch down

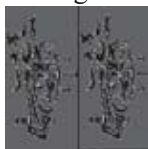


Heat

Danger: High heats can lead to dehydration, heat stroke, heat exhaustion, and sun burns

What to do:

- Drink more water (cool, not cold), regardless of your activity level.
- Wear lightweight, light colored, loose fitting clothes
- Wear a wide brimmed hat, sunglasses and sunscreen (SPF 15 or higher)
- Keep homes cool by closing the curtains and windows when it is hotter outside and running a fan
- Avoid strenuous activities during hot parts of the day (noon-3pm)
- Take rests in the shade when outside
- Take a cool shower or bath to cool off



Flood

Floods may occur from an overflowing river. Flash floods are the result of heavy rainfall concentrated over one area (slow moving thunderstorms).

- If there is time: unplug electrical devices, shut off electricity and outside gas valve, remove prized possessions from lower levels
- Stay on the highest level of the home
- Do not attempt to walk or drive through flood waters
- Vacate only if told to do so by authorities and take your emergency kit with you (including medications and change of clothes for clients)



Please contact ECAT / Supervisor when safe to do so or when phone service resumes.

We recommend that all homes have a battery/crank operated radio. When in an emergency situation the only way to receive important information is by radio.



Robin Ould was one of two ICE Employees recently presented with an ICE jacket for cumulative hours of dedication to the Edmonton Health and Safety Committee.

Congratulations and thank you, Robin!

Referral Incentive

This month we have 6 recipients receiving the ICE referral incentive including Lucky Jane Santos. These employees will receive an additional \$50.00 on their June paycheques. Congratulations to all 6 for their wonderful referrals!

Lucky Jane Santos.



Here's how the Employee Referral Incentive works!

ICE appreciates our employees' referral of their family and friends to I.C.E.

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!

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

HEALTH AND SAFETY COMMITTEE MINUTES

3.4 Review of a section of the action plan for the COR Audit recommendations

- Discussed progress of COR action plan. Internal audit to commence August 20. Will include staff interviews, observation tours of the residences and documentation review.

4.1 Health and Safety Manual

Reviewed Health and Safety Manual- Action item for the COR Audit. Recommendations:

- Need new policy
 - Insert new policies
- Emergency Procedures- to include floor plans, fire evacuation procedures, and all other emergency procedures (tornado, evacuation, etc)
 - Create and insert other emergency plans
- To include a section for memos or health and safety information the houses would like to store for reference
 - Insert new section
- Inspections- wheelchair, hoyer and ceiling track, safety inspection, fire drill report
 - Update for changes in inspections
- Legislation- keep Worker's Guide, remove First Aid Legislation
 - Update to new Worker's Guide
- Reference- remove quizzes, add Pandemic Flu, bed bug and microwave use information, try to condense the information
 - Add information, con-

dense information and locate pictures to assist

- Hazards- insert new Hazard Assessment and Control Document
 - Insert when completed
- Chemical Safety- change explanatory article, get rid of Expo cleaner MSDS, keep information on naturally clean alternatives
 - Update information
- hazard log book- remove
 - Remove section
- Audits- discontinue current EQA tool, store copies of RI's, remove client file summaries, keep audit summaries
 - Update section contents
- Meeting minutes- archive after 1 year
 - Houses to archive
- COR- keep just last audit
 - Old audits to archive

The Committee Recommended the following order of the sections:

- Site specific and Master Hazard Assessment and Control Document
- Inspections
- Emergency Procedures
- Policy
- Legislation
- Chemical Safety
- Audits
- Reference
- Memos/other info
- Meeting Minutes
- COR Audit
 - Receive feedback on order

Fundamentals of Direct Support Graduation

Independent Counselling Enterprises Inc. is very pleased announce successful completion of the first Fundamentals of Direct Support course which ran from January 5, 2007 to April 27, 2007 inclusive. A graduation celebration was held at the ICE offices on May 25th, 2007 where 10 staff members who successfully completed the program received certificates.



***Congratulations
to all!***

Graduates of the course included:

Standing Left to Right: Stapin Karuretwá, Leonce Rushubirwa, Bangali Marah, Ferida Loyuk, Anyar Ngang (perfect attendance certificate)

Seated Left to Right: Andrea Dugo, Brigitte Kadiata (perfect attendance certificate), Kibrom Negusse (perfect attendance certificate), Marlyn Dela Cruz (highest mark & perfect attendance certificates received), Garang Juac.



The intent of the Fundamentals of Direct Support course is to assist support staff to enhance their knowledge and upgrade their skill levels as a support worker. Participants attend 16 weekly classes and enjoy active participation in group discussions

and class presentations. In addition, knowledge is acquired through home study, weekly exercises, and testing. Participants successfully completing this program receive a Certificate of Participation and may apply for Team Coordinator Training.