

Joseph Kabba's path to his current life in Canada and his Team Coordinator role with ICE is a triumphant story of tragedy overcome by perseverance and courage.

Born in the eastern province of Sierra Leone, in a town called Buedu, in the Kailahun district, Joseph soon moved to the south of the country where he grew up and later completed his high school in the prestigious Government Secondary in Bo. After high school Joseph worked as an assistant librarian for the Njala University College Library, at the University of Sierra Leone for 12 years before enrolling at Fourah Bay College, University of Sierra Leone, the oldest college in West Africa. There he successfully completed a diploma in Library Information and Archive Studies in 1993.

Joseph was working at the University when war came to his city. Revolutionary forces overthrew the democratic government of that time, led by Sierra Leone's President Kabbah. It was an extremely dangerous situation to bear a name similar to President Kabbah when the revolutionary forces were attacking and Joseph, his family and his country endured terrible losses. In 1998 Joseph was rescued by multinational forces ECOMOG led by the Nigerians. He was flown to the country's international airport at Lungi which was then controlled by ECOMOG where he remained from 1998- 1999. In 2000 Joseph left Sierra Leone to live in a mission in Guinea, the country which borders Sierra Leone to the north. He was interviewed by the Canadian Embassy and came to Canada in June of 2001.

Joseph's first job in Canada was in the

## EMPLOYEE *Spotlight* Joseph



construction industry but his physician recommended a change to a different type of work. Having assisted the disabled during his time spent in the mission in Guinea, when Joseph heard about an opportunity at ICE, he applied. His first shift at ICE was a twelve hour relief shift January 1st, 2002. Since then Joseph says, "I have really achieved something. I started as relief staff and progressed to main staff, then team leader and now to Team Coordinator. In the future I am interested in pursuing studies at Grant MacEwan, perhaps a diploma in Rehabilitation Studies or Social Work."

During his employment with ICE Joseph has often worked with individuals with complex needs. His caring manner and quiet calm builds trust, and his skills in this area have assisted these individuals to achieve success. This spring the residential program that Joseph is the Team Coordinator at was chosen to play an important part in the Creating Excellence Together (CET) Survey. The Inter-Observer Reliability Check which involved a visit to the

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### Did you know?

- Sierra Leone is in Western Africa, bordering the North Atlantic Ocean, between Guinea and Liberia
- Democracy is slowly being reestablished after the civil war from 1991 to 2002 that resulted in tens of thousands of deaths and the displacement of more than 2 million people (about one-third of the population).
- The Republic of Sierra Leone is a major producer of gem-quality diamonds. Though rich in this resource, the country has historically struggled to manage its exploitation and export.

## ECAT

Employee &  
Client Assistance Team

**461-7236**

after office  
hours



## MEETINGS

Health &  
Safety Meeting

Wed, July 9, 10:00 AM

**Team Leader Meetings**

Wednesday July 16,  
1:00 PM - 3:00 PM

**RPAC**

Thurs, July 17, 2 PM



## TIME SHEET HAND-IN



Hand-in day will be:

**Tue July 15, 2008**

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

**Thur July 31, 2008**

for all shifts worked  
between  
July 16th and 31st

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program by a group of no less than five surveyors was completed at the Griesbach program. During and after the visit the CET surveyors expressed effusive appreciation for the supports provided by Joseph and his talented team.

When requested to provide this interview to share his success, Joseph was hesitant at first as he found it difficult to look back to the losses of the past. But, consistent with his strength of character, Joseph was determined to express appreciation for his current life. In Joseph's words, "I thank God that I now have someone to share my life with, my wife, Regina. I have a beautiful baby daughter, Finda. I have met many friends through ICE and have had supervisors that have encouraged and inspired me. I believe in perseverance. It makes me proud to work



Sierra Leone

alongside the other ICE Team Coordinators. At Griesbach we have wonderful staff and we work successfully because of the rapport. I am still gaining skills and I love to work with ICE."

**Congratulations, Joseph.**  
We are very proud of  
your achievements and  
thankful to have you  
working with us at ICE.

# Canada Day

All ICE offices will be  
closed for  
Canada Day  
**Tuesday July 1st, 2008**

Please direct all  
calls to the  
Employee Client  
Assistance Team  
for this day.

## success story: Sharon

I am Sharon I love to work with kids and now I love to work with seniors too. I work at Silver Willow Lodge. When I go in to put my coat away I have a smile on my face for the people who live at the lodge and I talk to some people at the lodge. The people at the lodge will say to me good morning Sharon you look so nice today and the worker will say you look so nice today. Then I go in the kitchen to wash my hands and I put on an apron and I come out to ask Lynn will you please tie my apron for me. Then I went to my trolley to put my gloves on. On my trolley there is a paper to tell me who is away at what tables with knives and forks and spoons and cups at the tables and then I go back to the kitchen to ask them do you have any more work for me to do. They will say you can put the butters on the tables and then I go back to the kitchen and ask them do you have anymore work for me to do they will ask me do you want to put desserts on the tables for us and then I go back in the kitchen to ask them do you have anymore work for me to do. Then they will say that is all for today and you did a good job for us today and then I will have a drink of water then I say to Lynn we can go now. I like to ride horses and at my house I like to collect horse ornaments. I like to travel to see my two brothers in Ontario. In June I will be going to camp to have some fun with my two sisters and my mom and dad we went to Hawaii we have been to Disneyland as well. My mom and dad were salvation army captains so we lived in so many places.

Sharon G.

## Welcome

I.C.E. is very pleased to welcome Breanne London to the position of Northwest Regional Manager. Breanne has worked for I.C.E. since 2005 as Personnel and Training Coordinator. Breanne has been a strong advocate for both staff and clients in the Grande Prairie region. Congratulations, Breanne, we look forward to working with you in your new capacity.



# TRAINING

**Proactive Behavior Intervention**  
July 10, 2008, 9:00 am – 5:00 pm

**Documentation & Reporting Practices**  
July 24, 2008, 9:00 am – 1:00 pm

**Positive Behaviour Supports**  
June 12th, 2008, 9am-5pm

**Crisis Prevention and Intervention**  
July 24 – 25, 2008, 9:00 am – 4:00 pm

**Mission Possible**  
July 28, 2008 9:30 am - 12:30 pm  
As described on ICE Website.

## EDMONTON REFERRAL INCENTIVE WINNER

This month we have 3 recipients receiving the ICE referral incentive. These employees will receive an additional \$50.00 on their pay cheque. Congratulations to all for their wonderful referrals!

Here is how the Employee Referral Incentive works!

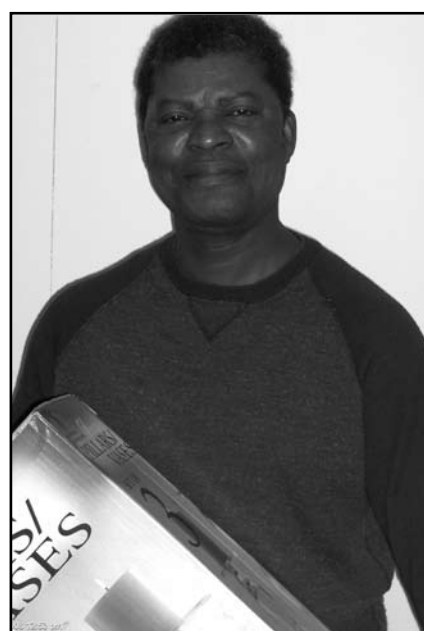
If you refer a person to us who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, you will receive \$50.00. Take advantage of this great opportunity.

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



**Amina Ali**  
Prize: Acrylic Bowl Set and Scroll Picnic Caddy  
From: Supervisor  
For: Received excellent feedback from one of your clients. She said that you were "smart, wonderful" and that you do your work with great care and respect. Way to go!

**Nick Sackey**  
Prize: European Handblown Glass Pillar Vases  
From: CR Manager  
For: Assisting your client to access the community and help build a support network within the community.



Thank  You!



**Patrick Iroegbu**  
Prize: Corning Ware 9 pc Cookware Set  
From: Booking Coordinator  
For: Agreed to help out another client with his CET interview, your help and hard work is always appreciated. Thank you so very much.

**Akon Akon**  
Prize: Metal Shopping Tote  
From: Team Coordinator  
For: when you did not have any issue about going to stay with client at hospital, this shows how much you really care for the clients at 52st. We are happy you are our team member. Thanks!







## Dehydration & Heat Stroke – Can Be Life-threatening

### What is Dehydration and What Causes It?

- Dehydration can be a serious heat-related disease, as well as being a dangerous side-effect of diarrhea, vomiting and fever.
- When a person becomes so sick with fever, diarrhea, or vomiting or if an individual is overexposed to the sun, dehydration occurs. This is caused when the body loses water content and essential body salts such as sodium, potassium, calcium bicarbonate and phosphate.
- Occasionally, dehydration can be caused by drugs, such as diuretics, which deplete body fluids and electrolytes. Whatever the cause, dehydration should be treated as soon as possible.

### What are the Symptoms of Dehydration?

The following are the most common symptoms of dehydration, although each individual may experience symptoms differently. Symptoms include:

- |                           |                                     |
|---------------------------|-------------------------------------|
| • Thirst                  | • Dizziness                         |
| • Less-frequent urination | • Confusion                         |
| • Dry skin                | • Dry mouth and mucous membranes    |
| • Fatigue                 | • Increase heart rate and breathing |
| • Light-headedness        |                                     |

### Treatment for Dehydration

- In cases of mild dehydration, simple rehydration is recommended by drinking fluids. Many sport drinks on the market effectively restore body fluids, electrolytes, and salt balance.
- For moderate dehydration, intravenous fluids may be required, although if caught early enough, simple rehydration may be effective. Cases of serious dehydration should be treated as a medical emergency, and hospitalization, along with intravenous fluids, is necessary. Immediate action should be taken.

### What is Heat Stroke and What Causes It?

- Heat stroke is the most severe form of heat illness and is a life-threatening emergency. It is the result of long, extreme exposure to the sun, in which a person does not sweat enough to lower body temperature. It is a condition that develops rapidly and requires immediate medical treatment.
- Our bodies produce a tremendous amount of internal heat and we normally cool ourselves by sweating and radiating heat through the skin. However, in certain circumstances, such as extreme heat, high humidity or vigorous activity in the hot sun, this cooling system may begin to fail, allowing heat to build up to dangerous levels.
- If a person becomes dehydrated and can not sweat enough to cool their body, their internal temperature may rise to dangerously high levels, causing heat stroke.

## Health Corner

### How is Heat Stroke Treated?

It is important for the person to be treated immediately as heat stroke can cause permanent damage or death. There are some immediate first aid measures you can take while waiting for help to arrive.

- Get the person indoors
- Remove clothing and gently apply cool water to the skin followed by fanning to stimulate sweating
- Apply ice packs to the groin and armpits
- Have the person lie down in a cool area with their feet slightly elevated

Intravenous fluids are often necessary to compensate for fluid or electrolyte loss. Bed rest is generally advised and body temperature may fluctuate abnormally for weeks after heat stroke.

### What are the Symptoms of Heat Stroke?

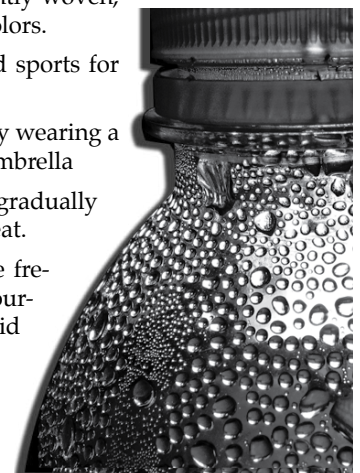
The following are the most common symptoms of heat stroke, although each individual may experience symptoms differently. Symptoms may include:

- |  |                           |
|--|---------------------------|
| • Headache                                     | • A high body temperature |
| • Dizziness                                    | • Loss of consciousness   |
| • Sluggishness or fatigue                      | • Rapid heart beat        |
| • Seizure                                      | • Hallucination           |
| • Hot, dry skin that is flushed but not sweaty |                           |

### How can Dehydration and Heat Stroke be prevented?

There are precautions that can help protect you against the adverse effects of dehydration and heat stroke. These include:

- Drink plenty of fluids during outdoor activities, especially on hot days. Water and sport drinks are the drinks of choice; avoid tea, coffee, soda and alcohol as these can lead to dehydration.
- Wear lightweight clothing, tightly woven, loose-fitting clothing in light colors.
- Schedule vigorous activity and sports for cooler times of the day
- Protect yourself from the sun by wearing a hat, sunglasses and using an umbrella
- Increase time spent outdoors gradually to get your body used to the heat.
- During outdoor activities, take frequent drink breaks and mist yourself with spray bottle to avoid becoming overheated
- Try to spend as much time indoors as possible on very hot and humid days.



# Severe Summer Weather

Whether it is a Thunderstorm, a Tornado, a Flood or Extreme Heat everyone needs to maintain their awareness of hazards, and know the signs and what to do in the event of severe summer weather.

## BE AWARE KNOW REQUIRED EMERGENCY RESPONSES TAKE ACTION FOR SAFETY



### Thunderstorms

Awareness: Daily checks of local Radio and television weather reports are recommended.

Signs: Heavy rain or hail, lightning and thunder.

#### What to do:

- Stay inside and away from windows
- Unplug electrical equipment such as televisions and stereos.
- 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 (it is an electrical device.)
- Use flashlights if the power goes out.
- If you feel your hair stand on end, this indicates lightning is going to strike. Drop to your knees and bend forward placing your hands on your knees and crouch down.



### Tornado

Awareness: Tornadoes are most common between 3 and 8 pm. Daily checks of local Radio and television weather reports during the summer are recommended.

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

#### What to do:

- Take shelter in the basement or a small interior room with NO WINDOWS or exterior walls.
- Get under a heavy table or a desk (remember the strongest danger from a tornado is flying debris.)
- Use your arms, pillow or mattress to protect your head.
- If driving or in a mobile home, get out and lie down in a low ditch or culvert.



### Flood

Awareness: Daily local radio, television and road reports.

Floods may occur from an overflowing river or creek. Flash floods are the result of heavy rainfall concentrated over one area.

#### What to do:

- If there is time: unplug electrical devices, shut off electricity and outside gas valve, remove valuable possessions from lower levels.
- Stay on the highest level of the home.
- Do not attempt to walk or drive through flood waters. Use your emergency kit radio to stay informed. Vacate only if told to do so by authorities and take your emergency kit with you.



### Heat

Hazards: Extreme heat can lead to dehydration, heat stroke, heat exhaustion, and sun burns.

#### What to do:

- Drink more water (cool rather than cold) regardless of activity level.
- Wear lightweight, light coloured, loose fitting clothing.
- Wear a hat, sunglasses and sunscreen (SPF 15 or higher).
- Keep homes cooler by closing the curtains and windows when it is hotter outside and run a fan.
- Avoid strenuous activity from noon to 3 pm (the hottest part of the day)
- Take rests in the shade when outside.
- Cool off with a cool shower or bath.

\* Please note: During severe electrical storms it is not safe to use the phone and during power outages the ICE office/ECAT may not be able to receive your calls. In such circumstances use your battery / crank operated radio to receive important information.

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

## 3.4.14

# LEAVE OF ABSENCE

All ICE policies including those regarding Health and Safety can be found in the ICE Policy Manual. In residential programs the Policy Manual will be located in the home's office. Workers in community programs may access a Policy Manual in the reception area at the ICE office.

Leave of absences are granted on an individual basis in consultation with the appropriate manager and with final approval from the President. Requests are reviewed based on individual circumstances such as, the purpose of the leave, job performance, length of employment with the agency, the frequency of such requests and the impact of the employee's absence on the agency's operation. Such absences, if granted, would normally be without pay.

For employees requesting a medical leave, with the supporting medical documentation the timelines for Independent Counselling Enterprises to hold their position is as follows; during the 3 month probationary period no medical leave will be granted, employees who have worked for a 3 – 12 month period will be entitled to 1 week, employees who have worked longer than 1 year will be entitled to

4 weeks. All medical leave granted would be without pay.

I.C.E. acknowledges that employees may be required to deal with legal matters (i.e. subpoenas, search warrants, investigations etc.). In such cases a discussion will occur between the employee and their supervisor. Each instance will be addressed on an individual basis.

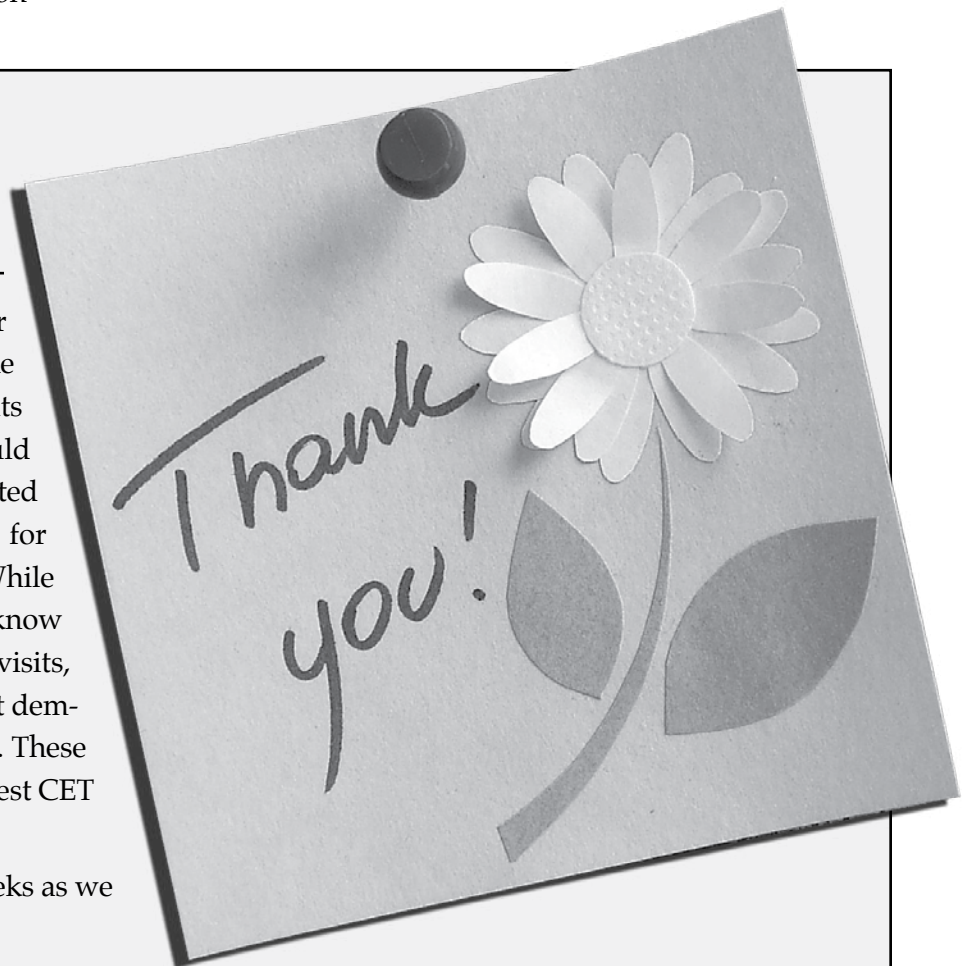
Unusual requests for leave of absence will be reviewed and put forward to the President for a decision. Upon his review the employee may or may not be granted the requested time off.

If the leave of absence is not granted the employee has the option to re-apply with Independent Counselling Enterprises when they are able to do so.

## Creating Excellence Together (CET) Certification

After months of busy preparation, our 2008 CET Survey wrapped up on June 5th. ICE expects to receive the results in 8 to 12 weeks. The agency would like to thank all those who participated in the survey and the preparations for their hard work and dedication. While we don't know the results, we do know the excellent quality of the program visits, client supports and staff commitment demonstrated during the three day event. These went a long way to making this the best CET experience yet. Thank you to all!

Stay tuned for more news in 8-12 weeks as we look forward to a celebration.





## success story: Aaron

During the last house meeting in December 2007, the Team Coordinator asked Aaron and his roommate about their New Year's resolutions for 2008. Without hesitating, Aaron said he would like to quit smoking. Aaron indicated that he had tried quitting in the past, but had started again after 4 months.

In January 2008, after suffering from a severe flu during which Aaron had difficulty breathing, he again started thinking seriously about quitting smoking. Aaron used to say that he wondered what people thought when they saw him coughing and choking, that it was stupid and he planned to quit smoking. Not only was Aaron talking about quitting but he also went and bought some "Nicorette" gum to help him crush his nicotine craving.

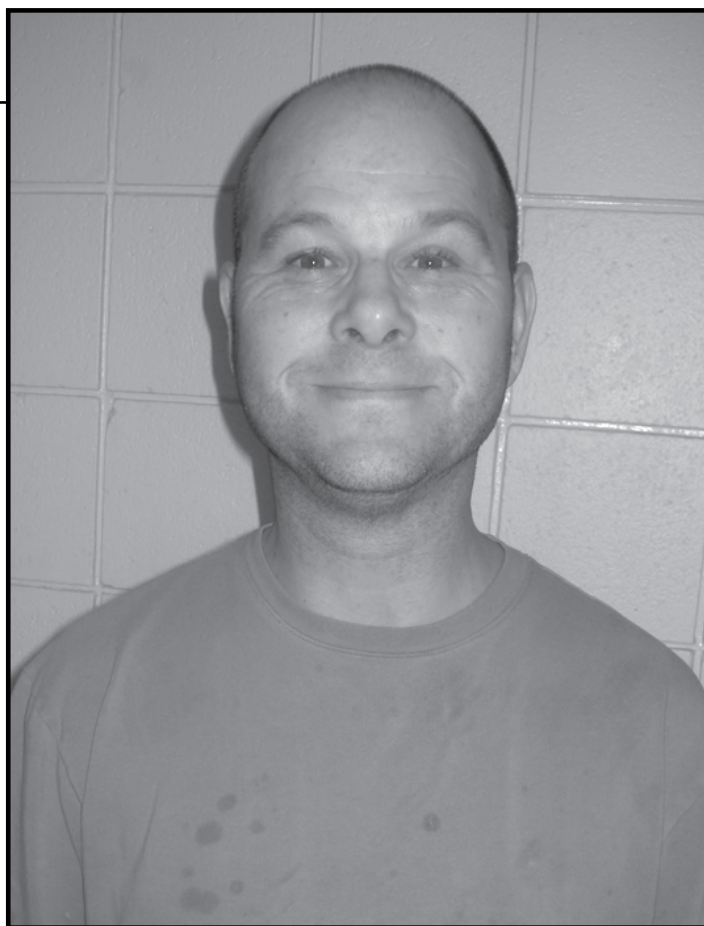
Aaron started using "Nicorette", step 1 on January 08, 2008 at 11:30 am after smoking his last cigarette. About a week later on January 14th, 2008, Aaron stumbled and asked a colleague for a cigarette during break time. Aaron said later that he felt guilty and was not proud of this action.

On January 16th, 2008, Aaron had an appointment with his psychiatrist. His doctor gave Aaron some advice about quitting smoking. First of all, he recommended that Aaron get rid of all the cigarettes in his home so that he could reduce temptation. He also suggested that Aaron avoid being with smokers during break times in either his work place or at social events.

On January 18th and January 21st Aaron chose to smoke. Staff wondered if Aaron would give up on quitting as he had sometimes stopped and started again in the past. The back and forth of making this choice was confusing for Aaron and for everyone trying to support him. Then his supervisor at Road King recommended to him, "Either you stop smoking or you smoke, but do not keep playing around." This advice seemed to encourage Aaron to go forward and quit smoking for good.

On January 22nd, 2008, Aaron took all his remaining cigarettes to his work place and gave them to some of his friends. That was the beginning of a commitment that Aaron has stuck to. This does not mean that it was easy for him. Aaron went through all the nicotine patch steps from 1 to 3. He experienced cravings for cigarettes but never stumbled again. When he would say that he wanted to smoke, ICE staff would encourage him to continue his battle.

Whenever he went to Schizophrenia Society Meetings, Aaron would do his very best to stay inside while his friends went out of the room for a smoke. Aaron continued to progress with his nicotine patches and his support staff praised and encouraged him for his efforts. His brother, his work supervisor and his psychiatrist were also there to support him.



At the end of his last step (3) of taking his nicotine patches, Aaron really struggled. He chose not to chew any gum. He was determined to be smoke free without any other means of physical support. That was really hard for him as the cravings were difficult. ICE staff kept encouraging him and Aaron agreed to continue fighting his addiction to cigarettes.

Now, Aaron has not had a cigarette since January 22nd, 2008 and he's reaping health rewards. He recently stated to staff that he enjoys being smoke free. It is not a fight anymore. He just likes the way he breathes and having his hands clean. Staff supports have noticed a tremendous improvement in Aaron's mood. He used to start out in a good mood and then would suddenly become angry or depressed. Now, Aaron's moods are more stable and Aaron seems to joke more than he used to.

Certainly Aaron had a lot of help and encouragement to quit smoking from almost everyone involved in his life, however full credit goes to Aaron for his success. He chose and decided to be healthy. As Aaron stated when he started his quest, "I am not trying to quit neither for my brother nor for anybody else. I am just doing this for me so that I can be healthier."

***Congratulations, Aaron,  
we admire your determination!***

# Team Coordinator Graduation

Independent Counselling Enterprises Inc. is pleased to announce the successful completion of Team Coordinator Training which ran from November 14th, 2007 – February 27, 2008.

A graduation celebration was held at the ICE offices on Friday May 30th, 2008 where 9 staff members who successfully completed the program received certificates.



## Congratulations to all!

Top Row (Left to Right): Diana Tapoveti, Anna Gutierrez, Rebecca Litke, Irene Dixon, Nisha Khan  
Bottom Row (Left to Right): Marion Bangura, Mariama Musa, Philomena Manson, Andrea Dugo





## Health and Safety Minutes

### 3.2 Evaluation of current Injury

- Physical injury sustained by both client and staff in an In Home Support program. Client wanted to go for a bike ride in bad weather, staff advised client that it wasn't the best time to go for a bike ride. Client became agitated and threw helmet at staff, became aggressive resulting in a struggle where the staff and client were both injured.

Recommendations have gone forward that a functional assessment and planned procedure are needed for this client. New Coordinator to be approached re required follow up.

- Staff fell down steps in front of home when exiting. The wind was blowing and the screen door bounced back, knocking staff off balance.

Staff to remain alert re weather conditions, walk carefully using hand railing and wear proper footwear. Coord to review at Team meeting.

- Staff injured right knee, at front door of residence in the evening. There were no lights and the ground was slippery.

Staff to remain alert to weather conditions, use sand or salt to maintain walkways. Lights should be checked on a regular basis, during an evening staff change employees should ensure the outside lights are on

- Staff was performing a pivot transfer with client from a wheelchair to a vehicle. Client was not positioned close enough to the vehicle and clients' feet were dragging on the ground, staff strained back

Ensure staff are using proper techniques to perform lifts and transfers. Explore use of a back support device when performing transfers. Employees need to know their physical limitations and not place themselves at risk. Review of required lift supports for this program.

- During the last heavy snowfall, staff went out to shovel snow off steps of residence and within first few minutes heard a crack in her back.

Employees should know their physical limitations. If employees have limitations re performing tasks safely it should be brought to the attention of the manager/ Coordinator (may require proper medical documentation). Make arrangements for other staff to share in household tasks, plan the task and ensure that proper equipment is used.

### 3.5 Review of hazard assessment and control document

Julie brought forward a concern about the rating given to the "potential consequence of working with people" The rating as it stands is a 1 – Negligible (injury/illness not likely). Julie feels that the rating should be higher.

After discussion it was recommended the rating be changed to a 2 – Marginal (first aid, minor illness)

### 4.2 Promoting Safety Training

The course will be extended by 1 hour to include Risk Management.

Risk Management to be added to the Promoting Safety course.

### Other Safety Training Mission Possible

There will be two parts to the Mission Possible Driving Training, one for spring/summer and the second will be for fall/winter which will focus on winter driving conditions.

Employees who are required to drive for the course of their job will be offered training.

### Psychotropic Medications

There will be an In Service training session on June 18th regarding Psychotropic Medications from 2:00 PM to 5:00 PM.

Manager/ Coordinators for homes with clients using Psychotropic Medications have scheduled staff to participate in the training session

### 4.5 Lawn mower, BBQ and other safety orientations for staff

To ensure safety of staff, ICE programs will be required to develop site specific plans/instructions on how to properly use specific program required equipment. Each site will also be required to provide workers with an orientation prior to use of same and to document this training support. Corinne is looking into purchase of protective eyewear for lawn mowing/weed trimming tasks.

Homes are to review equipment used for household/yard tasks (lawn mower, BBQ's, weed trimmers) and develop instruction/orientation plans for same.

### 4.6 Emergency Response

Managers are in the process of working on general agency plans for Emergency Responses. Included in this project is work by CR Managers to develop an outline for Site Specific Plans for individual homes to cover a range of emergency situations (tornado, power outage, etc.) Teams will be involved in this project as soon as the outline is complete.

Teams to develop site specific Emergency Response plans as soon as the outline has been completed and approved for use.

## Your ICEPAGE

Is there something you would  
like to see in the

ICE PAGES? Do you have an idea for a column?

Contact Michelle Hanks at  
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or mhanks@icenterprises.com