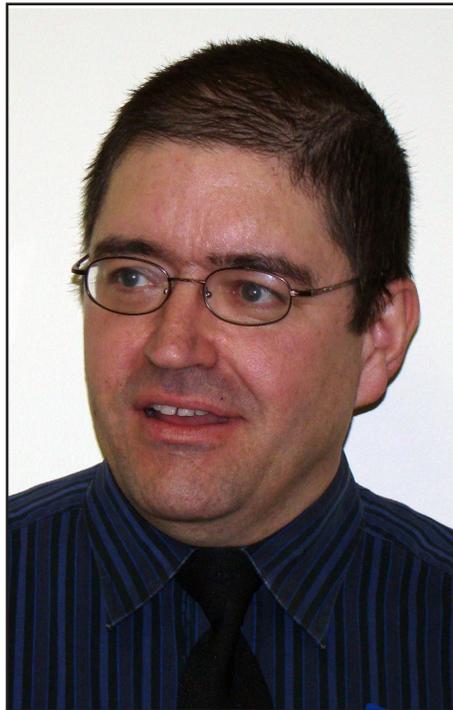


Steven works hard and starts each day with a smile on his face. He carries out his work for ICE with a positive attitude. Steven was taught to do everything to the best of his ability; this is a philosophy he practices daily. Steven puts an enormous amount of effort into supporting his client with skill development and encourages him to strive to be the best he can. Steven can be counted on, as he is committed and reliable.

EMPLOYEE *Spotlight* STEVEN

Steven applied and was hired by ICE in March of 1999. He worked one relief shift and was offered a position with one individual in Sherwood Park in a Non Residential program. Steven has built a very strong relationship with his client and the family. Steven reports that it is a very rewarding program and he has never looked back. Steven also works with another individual once a week, where he takes him golfing.

Steven was born and raised in Edmonton, Alberta. Steven graduated from Ross Sheppard High School. When Steven is not at work he enjoys a diverse collection of activities including: reading, socializing with friends, youth camp counselor, scouting, various church functions and every year participates in the City of Edmonton Spring city clean up. He is very involved in his church where he teaches Sunday



school. He is also part of the Toast Masters Club and enjoys traveling. Steven would one day like to travel to New York City.

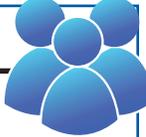
Steven says, "ICE is a great company to work for and I enjoy being on board and part of it".



All ICE offices
will be closed
Friday July 1
for Canada Day
and
Monday August 1
for the civic holiday

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

ECAT
Employee &
Client
Assistance Team
780-461-7236
after office
hours 

MEETINGS 
Health & Safety Meeting
JULY 6, 2011, 1:30 PM
RPAC
JULY 19, 2011, 2:00 PM

TIME SHEET HAND-IN 
Hand-in day will be:
July 15th, 2011
for all shifts worked
between
July 1st and 15th
and
August 2nd, 2011
for all shifts worked
between
July 15th and 31st

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Client Success Story: DAN

Dan has courageously faced some serious medical challenges over the past two years without complaint and with unfading optimism. These challenges required him to shift his focus from his previous vocational goals to goals related to his health. With the support and encouragement of ICE staff Dan has been learning to integrate healthy living options into each day and to practice better nutrition, exercise and lifestyle choices. Dan has significantly reduced his junk food intake replacing this with healthy eating habits. He has also been working on including exercise such as bike riding into his schedule.

ICE has provided Dan with residential supports for many years. Finding just the right roommate was a challenge until Dan was assisted by his ICE Coordinator to move to his current residence with another gentleman close to his own age. Dan and his roommate have a lot in common when it comes to music and movies and they get along well together. Both gentlemen enjoy watching classic movies together and are Star Wars and Star Trek (Trekkies) fans. They enjoy discussing these common interests and always

find something they can do together. They enjoy riding their bicycles together and exploring the city with their staff. However, Dan and his roommate also have different interests. Dan enjoys playing his "Wii" Video game; Dan's roommate enjoys outdoor activities such as camping and fishing.

Living with a roommate includes learning to compromise sometimes. This is another area where Dan has been developing his skills with staff support. Like everybody else, Dan and his roommate disagree on some issues. Whenever they do, Dan's support team encourages them to talk openly and respectfully about the matter and to apologize to one another if needed. This way they can move on and continue to be good roommates.

With the support of his family and staff, Dan has been recovering and achieving his health goals. Dan intends to return to working once he is able to do so. ICE wishes Dan continued success and good health.

EDMONTON REFERRAL INCENTIVE WINNER



This month we have 1 recipient receiving the ICE referral incentive. Joseph Kabba will receive an additional \$100.00 on his next pay check. Congratulations for your wonderful referral!

WILL YOU BE ONE OF NEXT MONTH'S FEATURED EMPLOYEES RECEIVING A \$100 INCENTIVE PAYMENT?



Fire Extinguisher Training

See page 8 for more photos!



Paula Li received a Thank You card from her Manager for accepting an overnight awake shift at very short notice. It's great to know that ICE can always rely on you Paula! Paula received Cyber Acoustics Speakers



Leonard Nahimana was provided a Thank You card from a Personnel Coordinator for his CET participation. Leonard received a Portable Barbeque

Thank  You!

Dayo Gbadegesin was commended for applying ICE Policy in handling a sensitive situation. Dayo won a GE Juicer.

Proactive Behavior Intervention

July 14th, 2011, 9am-5pm
 July 28, 2011, 9am-5pm
 As described on the ICE website

Client Goals & Outcomes

July 6th, 2011
 The purpose of the session is to learn the best way to assist the individuals we support to achieve maximum independence through development of clear and achievable goals followed by a plan to achieve those goals.
 To assist with meeting the goals and objectives in the Individual Service Agreements
 To complete monthly and annual progress reports from data collected for the purpose of outcome measurement.

Documentation & Reporting Practices

July 20th, 2011, 9am-1pm
 As described on the ICE website

Cultural Appreciation

July 19th, 2011, 9am-1pm
 As described on the ICE website

CPI

July 18 and 19, 2011, 9am – 4pm
 As described on the ICE website

Hazard Assessment and Control

July 7th, 2011, 9am – 1:00 pm
 This course is for Team Coordinators, Team Leaders and Health and Safety Committee members. The purpose of the course is to develop a comprehensive understanding of hazard assessment and control requirements in relation to legislation.

Fire Extinguisher Training: Four separate sessions

July 20th, and July 21st, 2011
 Morning sessions: 9:00 am – 12:00pm
 Afternoon sessions: 1:00pm – 4:00 pm
 This hands-on course facilitated by the Alberta Safety Council teaches facts about fire safety and how to safely use a fire extinguisher.

TRAINING



CREATING EXCELLENCE TOGETHER (CET) CERTIFICATION

ICE would like to thank all guardians, clients, Support Home Operators and staff who participated in the recent 2011 ICE Creating Excellence Together survey which wrapped up June 9th, 2011. Your cooperation, dedication and hard work during the event was greatly appreciated. ICE expects to receive the results from the Alberta Council of Disability Services (ACDS) in 8 to 12 weeks.

While the formal results of the survey are not yet known, the agency does know the excellent quality of the program visits, client supports and service commitment demonstrated throughout the year.

Thank you to all!



Pedestrian Safety Reminder

ICE employees on shift are **REQUIRED** to consistently model and teach correct pedestrian skills. Staff must also carefully support and monitor client safety at all times while in the community.

What are some key requirements for ICE staff regarding pedestrian safety?

- Teach clients and consistently model the proper techniques for crossing the road safely according to bylaws and safety rules (i.e. cross at marked cross walks or traffic lights, look both ways, cross when you are sure traffic has come to a complete stop, walk along-side clients not ahead of them, make sure drivers have seen you before you cross, etc.)
- Do **NOT** break the law or complete unsafe actions (jaywalking, cross from between parked cars, cross on a yellow or red light etc.)
- Stress the importance of walking on the inside of the sidewalk or if there are no sidewalks, as far away as possible from the travelled portion of the road.

Remember ICE clients are vulnerable to street safety risks so ICE employees must lead by example.

HOORAY, SUMMER WEATHER IS FINALLY HERE!

BUT GOOD WEATHER ALSO MEANS IT IS TIME FOR A FEW IMPORTANT REMINDERS:

1. Dress, Hygiene and Grooming (Refer to Policy 3.8.6)

- Employees are required to dress professionally at all times (including when the weather is hot).
- Footwear should be safe, functional and appropriate for the job responsibilities at all work settings. Examples of appropriate footwear include shoes with closed toes, and heels/heel supports (sling backs) with non-skid/slip resistant soles. Outdoor footwear should be exchanged for indoor wear.

2. Lawn Mower Safety – provide staff (and where applicable, clients) who will operate this equipment with (documented) orientation training (or a refresher) for safe use and storage of lawn mowers, fuel, and maintenance equipment. Ensure there are gloves and safety glasses on site ready for use. (Review the Lawn Mower



Safety resource information available in the ICE Health and Safety Binder).

3. Barbeque Safety –Read and carefully follow the manufacturer’s instructions to inspect / assemble BBQ equipment before use. Ensure all staff/clients who will operate the BBQ have been provided a documented orientation for safe equipment use. (Review the BBQ resource information available in the ICE Health and Safety Binder).

4. Emergency Response requirements for Severe 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 required actions in the event of severe summer weather. Required emergency responses should be reviewed regularly with clients and staff. (Resource information is available in the ICE Health and Safety Binder).

“Footwear should be safe and functional for the job responsibilities”

Ice policy 3.8.6



2.7.2 RECORDING AND REPORTING PROCEDURES

Refer to the Orientation & Monitoring Manuals in I.C.E. operated residences for a complete review of documentation of clients who are receiving residential and/or non-residential services.

5. Time sheets, verification forms and contact notes must be handed into the office on specified dates. These forms are required from the employees to complete our billing and subsequent payroll. A list of these hand-in dates is provided to each employee and reviewed in P.E.T. Failure to comply with this procedure will result in the following:

- First time failure to hand in documentation on hand-in day will result in the employee being provided with a verbal warning to comply immediately. Compliance will result in normal processing of the employee's timesheet for the purpose of payroll.
- Second delinquency will result in the immediate revoking of direct depositing pay cheques. Should payroll be completed timesheets will not be processed until the next payroll and the process of corrective action will commence (see **policy 3.7.1 Process of Corrective Action**). A review of reinstating direct deposit will take place 2 months (4 pay periods) after the delinquency. It is the employee's responsibility to contact payroll personnel after this time period and request reinstating of direct deposit option and to provide all the necessary information to do so.

- Subsequent delinquencies will follow the above and continue to be a performance issue. Should the delinquency be an ongoing issue reinstating direct deposit of pay will not be an option.
 - The employer may choose to limit the action taken for the delinquency based on individual circumstances.
6. Changes in client status that affect client or employee safety, the client's health status or the delivery of services must be reported immediately to the supervisor by telephone. The supervisor who is in receipt of this information will ensure that the appropriate office personnel are contacted and provide direction to the employee as appropriate. Should the change in client status be a result of hospitalization/receipt of emergency medical care or death the supervisor is to contact the appropriate Manager immediately. (see also **Policy 2.6.5 Client Death**) Note for home care clients follow up may be discontinued at the Coordinator level if the change in client status was expected. The Manager will ensure that the Chief Operating Officer is informed who will in turn contact the President directly to inform him of the situation. (See also **Policy 2.7.3 Critical And General Reporting Incidents**) for proper documentation procedures.

* Please refer to the ICE Policy Manual for a complete copy of Policy 2.7.2 Recording and Reporting Procedures.

INCENTIVE FOR REFERRING EMPLOYEES

Here's how it works!
If you refer a person to ICE who successfully meets our hiring requirements and completes three-month probation with a minimum of 120 hours worked, you will receive \$100.00.

Take advantage of this great opportunity.



ICE has a TD Group RSP plan!

If you are eligible,
ICE will match your
contributions!
Refer to
Policy 3.4.18. ICE
Savings/Pension Plan.

To sign up, please
contact Linna Roem
at (780) 453-9664.



Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

South

Meeting minutes date: May 18, 2011

Employee Injuries

April 14, 2011 – Client was asked by the relief staff not to put Styrofoam in the recycling bin as it was not recyclable. Client struck staff 3 times in the chest.

Employee Injury Investigation Completed.

Recommendations:

Review PBI/CPI. Note to customers that Styrofoam will not be accepted/ not recyclable, try to use permanent staff instead of relief staff when client has a big event coming up (Easter at dad's)

Additional Recommendation: A,B,C Tracking of clients' behavioural patterns.

No Near Miss

Recommendation: Remind staff that it is importance to report all near misses in order to prevent future incidents

Calgary Region

Meeting minutes date: April 20, 2011

Employee Injuries

March 16, 2011 – SHO' vehicle was rear-ended when stopped at a yellow light. Accident resulted in whiplash.

Employee Injury Investigation Completed.

Recommendations: SHO's action at time of accident was correct. It was the other driver's mistake.

Near Miss Incidents

March 15, 2011 – Staff slipped on an icy section of a public sidewalk and fell but staff was not injured. Staff was rushing to escort a client to the Handi-bus for community outing.

Near Miss Investigation Completed.

Recommendations: Staff has to think of safety first. Staff has to slow down, Handi-bus can wait. Remind staff to survey the sidewalk; it can be very slippery during springtime. Sprinkling ice melter in front of the home is also a good idea.

April 5, 2011 – Staff slipped on gravel while accompanying client out in the community. Staff was avoiding icy patch, stepped over it and onto gravel. Staff fell however was not hurt.

Near Miss Investigation completed.

Recommendations: Staff to maintain awareness. Ensure footwear is safe.

Northwest Region

Meeting minutes date: May 12, 2011

Review of Employee Injuries

April 7, 2011 – Staff was unexpectedly bitten by the client.

Employee Injury investigation completed Injury Investigation completed.

Recommendations: Follow positive approaches for client support.

April 9, 2011- Client was upset, biting herself and swinging her arms around. Staff was trying to comfort the client and the client grabbed/pinched the staff's arm and this resulted in two small bruises to the staff's arm.

Employee Injury investigation completed Recommendations: Wait until the client is calm prior to providing assistance to the client.

April 10, 2011-Staff was assisting her client who was upset, the client grabbed and pinched staff's arm. Staff noted small scratches and bruises to her arm.

Employee Injury investigation completed

Recommendations: Stay out of the client's reaches when she is upset, wait for her to calm prior to providing assistance.

No Near Miss

Additional for three incidents above – stay back until client is no longer agitated, staff to continue their training re client supports.

3.2 Evaluation of current Injury Investigations

Review of Employee Injuries

June 9, 2011

Staff was directed to go to the hospital to support an individual. Upon stepping down from the bus, staff fell to the ground in a seated position. Staff was assisted by a passerby. When the bystander lifted the staff the staff felt a strain and pain in the area of her ribs.

Injury Investigation completed.

Recommendations: Staff to make sure to use handrails on ETS. Take time stepping off the bus. Take control of the situation (refuse unqualified help) and arise independently if at all possible.

3.3 Evaluation of Near Miss Investigations

May 6, 2011

Client informed staff that the dishwasher was hot, staff opened dishwasher and hot steam came out of the dishwasher nearly injuring staff above the steam.

A Near Miss Investigation to be completed.

Recommendations: Post a sign re dishwasher hazards during use. This hazard will be reviewed at the Team Meeting.

May

Staff was standing in the kitchen; a light bulb popped and fell down. Staff called property manager who came to replace the bulb as half of it was stuck in the socket. Staff reported that this had happened before with the package of purchased bulbs.

Near Miss Investigation completed.

Recommendations: checking and making sure bulb is properly installed. Return bulbs to vendor if they appear faulty. Ensure the bulb is the correct approved wattage for the light socket.

June 8, 2011 – A visitor to the office sat on a chair but when went to rise she pushed herself up and one of the chair arms broke off.

A Near Miss Investigation to be completed.

Recommendation: Regular inspection of office chairs for loose or worn parts. Corinne to add to chair inspections to items checked at bi-monthly office inspections.

4.1 August ICE page articles and reminders

Kelly suggested heat stroke Kelly will compose a Health article.

4.2 Policy Review

Group reviewed the first half of Policy 4.4.2 Risk Management

4.3 Hazard Assessment Training

Pat, Jackie B and Robin will attend Hazard Assessment training in July Corinne to set a date for Hazard Assessment Training.

4.4 Bed Bug Symposium

Corinne, Kelly and Melissa will be attending a Bed Bug Symposium June 17th, 2011.



Dan O'Keefe from the Alberta Safety Council



Fire Extinguisher Training

Dan O'Keefe of the Alberta Safety Council presented two exciting sessions of Fire Extinguisher training at the Edmonton ICE offices on Wednesday, June 22nd. Staff attending first learned facts about fire extinguishers and how to safely operate one, later they were provided "hands on" practice putting out different types of fires using a giant screen simulator. Those in attendance reported that after the training they felt more confident using a fire extinguisher and enthusiastically endorsed the training experience.

Additional morning and afternoon, four hour Fire Extinguisher training sessions facilitated through the Alberta Safety Council are scheduled for Wednesday, July 20th and Thursday, July 21st at the ICE offices. These sessions are filling up quickly so Community Rehabilitation staff who are interested are encouraged to sign up right away! (Note: once staff sign up for a session it is mandatory that they attend as scheduled.)

