

Esther Poudrier has long been a valued employee of ICE, receiving her ten year service award in November of 2008. This past year she also received an ICE Award of Appreciation. To receive this recognition employees are required to demonstrate an excellent working knowledge of ICE policy and procedures, be flexible and reliable, have strong organizational and client care skills, and a positive team attitude. It was no surprise that Esther was selected for this honor! Esther has received numerous awards during her employment with the agency.

Before working with ICE Esther lived and worked on a farm in Niton Junction. This is where she raised her five children. For 27 years she lived on the farm where they also raised an incredible variety of animals over the years. These included buffalo, turkeys, geese, wild pigs, cows, rabbits, sheep and goats.

Esther eventually decided that she wanted to do something different from farming so she picked up and moved to Edmonton. Once here she was referred to ICE by a friend. Her friend was working for ICE at the time and told Esther she thought she would be a perfect match for care giving. Esther applied for the job and got it. She spent four years in the city while her husband of 38 years commuted between

## EMPLOYEE *Spotlight* Esther



the farm and the city before finally also settling in Edmonton.

Esther works with a great number of home care clients. Despite taking the bus she manages to travel all over the city to provide quality care for ICE clients. Esther's clients always speak very highly of her and on the rare occasions she has taken any time off, they have always eagerly looked forward to her return to work. Esther performs a wide variety of services for the clients in her care from helping with bathing and transferring to offering respite and homemaking services. Esther says her favorite task is bath assists as, "Everybody loves to get clean."

Outside of work Esther enjoys knitting, crocheting, and doing puzzle books. Esther also loves house plants and has even adopted some of the plants in the home care offices. During office visits she checks in on them to make sure they are doing okay and she generously shares her knowledge to ensure they thrive. Recently she even took a sickly plant home to nurture it back to health before returning it to its place at ICE. Esther has a wonderful warm and caring personality that makes working with her an absolute joy. ICE is lucky to have such a wonderful person representing the company out in the field.

### ECAT

Employee &  
Client Assis-  
tance Team

**780-461-7236**

after office  
hours



### MEETINGS

Health & Safety  
Meeting

March 4, 2009,  
1:30 PM – 3:30 PM

#### RPAC

March 24, 2009,  
2:00PM – 5:00PM



### TIME SHEET HAND-IN



Hand-in day will be:

**March 16th, 2009**  
for all shifts worked  
between  
March 1st and 15th  
and

**March 31, 2009**  
for all shifts worked  
between  
March 16th and 31st

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## Client Success Story: Russell

Russell Hiller is 30 years old and lives in the community of Strathmore. He has always lived in the area and he enjoys life in this farming community. Russell has an excellent sense of humour and a generous personality. He has developed friendships with almost everyone in the community. Russell has a strong sense of values and his family and friends are very important to him.

Russell works 4 days per week at the Strathmore Co-op where he has been employed for over 10 years as a front end courtesy clerk. He recently received recognition for his hard work and as appreciation for ten years of service; the Co-op provided him with a 10 year ring as well as appreciation gifts. Russell enjoys his job and the company of those who work with and support him at the site.

Russell has a sense of adventure and he enjoys traveling. He takes time away from his busy schedule each year to travel to a new destination. This past year Russell visited the Dominican Republic. Russell has additionally visited Churchill Manitoba, Waterton, and the Columbia Ice Fields.

Russell has a wide variety of interests. He is very active and he enjoys bowling. He recently achieved the second highest men's bowling score in his league. Russell also enjoys golfing, attending sports events such as hockey games, going to the gym to work out, "hanging out" with his friends and listening to country music. Russell attends a friendship club



every week and he sings with his friends.

A huge fan, Russell has had the opportunity to meet Paul Brandt and he has his autographed picture. He has also met the Calgary Flames' Jerome Iginla. Russell has a seasons pass to football games and he is looking forward to attending the Grey Cup this year. Russell attends both the Calgary Stampede and the Strathmore Rodeo every year. He also enjoys attending the events held by ICE, especially the Christmas party.

Russell is looking forward to continued success in his programs and community.

### 4.2.1 REVIEW OF POLICIES

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.

**It is to be noted that the formal review of policy requires that the policy manual be rewritten, printed, and then replaces all previous hard copies of the manual through all offices of the agency.**

1. There will be a formal review of all policies to ensure:
  - they reflect the current practices at Independent Counselling Enterprises;
  - they are consistent with the standards of practice desired by Independent Counselling Enterprises;
  - they are consistent with legal and/or contractual requirements.
2. The formal review will take place every three years commencing in January of the review year and completed by September of that same year. The Vice

President will ensure ongoing review and revision is completed and policies are written as required in the interim.

3. Prior to the formal review employees will be informed of the review and invited to participate if they so choose.
4. The review will be conducted by the Vice President of Administration in consultation with the Alberta Manager of Operations and the Chief Operating Officer. All employee feedback will be reviewed. Recommended policy revisions require the review and approval of the President prior to implementation.
5. At all monthly management teleconferences policy modification/development will be discussed to ensure the agency is up to date in it's policies.

# Thank You!



**Teddy Seton**  
Prize: Guess Watch  
From: Booking Coordinator  
For: For consistently providing supports to the individuals ensuring their health and safety. Your hard work and willingness to help is greatly appreciated by ICE and the Booking department

**Emma Soriano**  
Prize:  
Professional Knife Set  
From: Team Coordinator  
For: Thank you for your hard work during the EQA – 100% was our goal! Thank you for shoveling snow every morning.



**Joyce Saydee**  
Prize: Web Camera  
From: Main Staff  
For: When you kept shoveling the snow around the house every time the snow falls. And thank you for keeping the house clean. We got 100% on our EQA!

## EDMONTON REFERRAL INCENTIVE WINNER

**This month we have 4 recipients receiving the ICE referral incentive. These 4 employees will receive an additional \$50.00 on their pay cheques. Congratulations for your 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?**

### Proactive Behavior Intervention

March 5th, 2009, 9am-5pm  
March 19th, 2009, 9am-5pm  
March 26th, 2009, 9am-5pm

### Documentation & Reporting Practices

March 12th, 2009, 1pm-5pm

### Positive Behaviour Supports

March 17th, 2009, 9am-5pm

### Mission Possible Awareness Session for Aggressive Driving and Winter Driving

March 6th, 2009, 9:30-12:30pm

### Mission Possible Education Session for Aggressive Driving and Winter Driving

March 27th, 2009, 9:30-12:30pm

### Promoting Safety

March 24th, 2009, 2:00pm-5:00pm

# TRAINING

# Health Corner

## HEPATITIS B

Hepatitis B is caused by the Hepatitis B virus (HBV). The virus can cause lifelong infection, cirrhosis (scarring) of the liver, liver cancer, liver failure, and death.

### Signs & Symptoms

- Fatigue
- Abdominal pain (right side under lower ribs)
- Nausea
- Vomiting
- Jaundice (yellowing of the skin and eyes)
- Loss of appetite
- Joint pain

### Clinical Characteristics

**Incubation period** On average, symptoms appear 90 days (or 3 months) after exposure, but they can appear any time between 6 weeks and 6 months after exposure. However, people infected with HBV will have no signs or symptoms.

**Acute Illness** Symptoms usually last a few weeks, but some people can be ill for as long as 6 months.

**Chronic Illness** Some people have ongoing symptoms similar to acute hepatitis B, but most individuals with chronic hepatitis B remain symptom free for as long as 20 or 30 years.

About 15%–25% of people with chronic hepatitis B develop serious liver conditions, such as cirrhosis (scarring of the liver) or liver cancer. Even as the liver becomes diseased, some people still do not have symptoms, although certain blood tests for liver function might begin to show some abnormalities.

### Can a person spread hepatitis B without having symptoms?

Yes. Many people with hepatitis B have no symptoms, but these people can still spread the virus.

#### Transmission

Hepatitis B is spread when blood, semen, or other body fluid infected with the hepatitis B virus enters the body of a person who is not infected. People can become infected with the virus during activities such as:

- Birth (spread from an infected mother to her baby during birth)
- Sex with an infected partner
- Sharing needles, syringes, or other drug-injection equipment
- Sharing items such as razors or toothbrushes with an infected person
- Direct contact with the blood or open sores of an infected person
- Exposure to blood from needle sticks or other sharp instruments

### Other Risks

- Sharing a household with someone who has a chronic HBV infection
- Infants/children of immigrants from areas with high rates of infection

### Treatment

#### How is acute hepatitis B treated?

There is no medication available to treat acute hepatitis B. During this short-term infection, doctors usually recommend rest, adequate nutrition, and fluids, although some people may need to be hospitalized.

#### How is chronic hepatitis B treated?

It depends. People with chronic hepatitis B virus infection should seek the care or consultation of a doctor with experience treating hepatitis B. This can include some internists or family medicine practitioners, as well as specialists such as infectious disease physicians, gastroenterologists, or hepatologists (liver specialists). People with chronic hepatitis B should be monitored regularly for signs of liver disease and evaluated for possible treatment. Several medications have been approved for hepatitis B treatment, and new drugs are in development. However, not every person with chronic hepatitis B needs to be on medication, and the drugs may cause side effects in some patients.

### Prevention

**Standard Precautions-** Proper use of the Standard Precautions will protect health care workers against any blood borne infections.

**Vaccination-** Health care workers or public safety workers should be vaccinated against hepatitis B. This is the best way to prevent HBV infection.

### Persons at Risk

Group at Risk	Level of Risk
Injection drug users	High
Those who have unprotected sex with multiple sex partners	High
People from countries where the virus is regularly found	Medium
Those who spend time in prison	Medium
Individuals who undergo hemodialysis	Low
Health care workers, emergency services workers	Low



**Use Latex Gloves-** Always wash your hands with soap and water before donning gloves. Always wear gloves if there is a chance of coming into contact with another person's blood or bodily fluids specifically sexual fluids.

**Use Caution-** Take extra precaution when performing tasks that involve using a sharp object around the client. .

**Cover Wounds-** Ensure that all wounds or sores are covered with a bandage.

**Use Proper Disposal-** Contaminated sharp objects need to be disposed of in a sharps container or a hard plastic con-

tainer with a lid.

**Disinfect-** Use disposable towels to clean up all visible material. All blood spills (even dried blood) should be cleaned and disinfected with a bleach solution (1 part bleach to 10 parts water). Let it stand for 10 minutes. Always use latex gloves when cleaning.

\*Note- HBV can survive outside the body for at least seven days.

**Do Not Share-** Do not share personal care items that might have blood on them (e.g. razors, toothbrushes).



## Personal Safety - Tips for Staying Safe

The least expensive and most effective measures staff and clients can take to protect themselves in the community are to adopt habits of personal safety and security. Everyone can incorporate positive routines into their daily life that make them less vulnerable.

### ON SHIFT AT ICE RESIDENCES

- Close and lock doors. As per I.C.E. Policy 3.5.4 Working Alone C 7, "Employees who work in residential settings operated by I.C.E. will not permit unidentified individuals to enter the home. Doors to the outside are to remain locked when an employee is working alone.
- Find out who is knocking before you open the door and ensure you request ICE ID as per policy.
- Always use the door's deadbolt; a chain lock isn't enough to protect you.
- Keep drapes closed.
- If there are signs of a break in when you return to a residence from a community outing, do not enter or call out. Call the police from a neighbour's home and wait for the police to arrive before entering.
- Report all strangers loitering in residential areas to police.

### COMMUTING TO A SHIFT AT NIGHT

- Before leaving for your shift, call the program ahead of time to confirm clear directions and to provide an estimated time of arrival. Update arrival information should it change due to circumstances i.e. a missed bus.
- Request the staff on shift to turn on the exterior lights, and ask that they monitor for your arrival at the designated time.

\*Return the favor by monitoring the safety of staff (leaving shift) as they exit.

### WHILE WALKING

- Take the busiest, best-lighted route available.
- If you need help enroute, go to a store or restaurant, any public place, or a home displaying the BLOCK PARENT sign.
- Carry a flashlight at night.
- Walk near the curb and avoid concealed areas (i.e. bushes, dark doorways).
- Walk with purpose and attitude. Display confidence. Keep your head up and make eye contact with people.
- Wear clothing that allows for freedom of movement.
- Don't accept lifts from people you don't know.
- If you suspect you are being followed, don't waste time wondering. Find out immediately by crossing the street. If your suspicions are confirmed, run and scream.
- If being followed by a car, run in the opposite direction.



## COR Audit Results - Congratulations Everyone!

ICE is very pleased to formally announce the results of our 2008 External Recertification audit for renewal of our ICE Certificate of Recognition (COR).

The audit was conducted in September and October of 2008 by Kestrel Resources Ltd., an approved auditing firm authorized by ICE's certifying partner, the Continuing Care Safety Association. Audit activities were conducted in Calgary, Edmonton, Lethbridge and Nanton. At each location both office and field settings were visited.

ICE achieved a score of 94%!

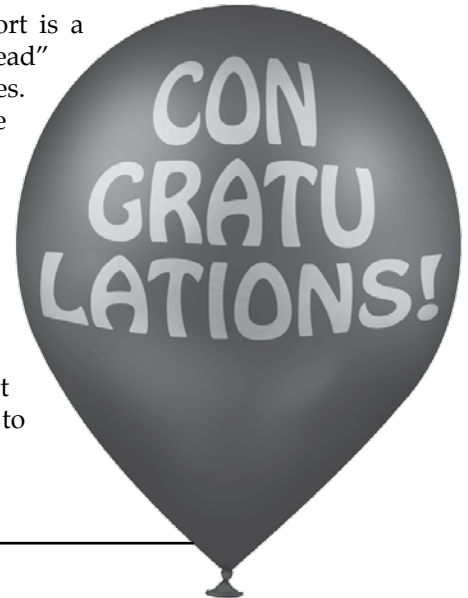
Many strengths within our health and safety program were identified during the audit. They included:

- Management Commitment
- Master Hazard Assessment and Control Document
- Health and Safety Committee
- Employee Knowledge
- Employee Incentive and Awards Program
- Monthly ICE Pages
- Emergency Response Drills

As well as we did on the audit, ICE is of course committed to continuous improvement. The audit provides recommendations for further enhancement of our agency and services. This is where our energy will be focused in the coming months.

The COR audit report is a "recommended read" for all ICE employees. Copies will be made available in the Health and Safety Binders at residential programs and in the ICE offices.

Thank you all for your excellent effort and commitment to Health and Safety.



## Health and Safety Minutes

### 3.1 Review of Regional Health and Safety Minutes

**South Region** – February 2, 2009 meeting minutes

Reviewed, no recommendations added.

**Calgary** – January 22nd, 2009 meeting minutes

Re: Near Miss: Support staff was at client's worksite. Client was upset with staff and sprayed hand sanitizer at staff (direction of face and hair). Spray did not come in contact with eyes or mouth and worksite was contacted for MSDS information of sanitizer.

Recommendations: PPE (safety glasses for staff) while at worksite with the client.

Re: Near Miss: Roof leak at office – discovered by weekend cleaning staff. Informed RM. Fire Department was called to assess damage and safety of building. No one was injured as no one was present during the time of leak.

Recommendations: All regions have contact information for a secondary backup (landlord). Continued monitoring to ensure no mold concerns arise.

**Northwest Region** – January 20th, 2009 meeting minutes

Re: Employee Injury: Jan 16/09: staff slipped

on ice on a step and scraped their knee; first aid and follow up action taken. All staff are to be careful as the temperature fluctuates, wear appropriate footwear for ice, and use railings on stair. For programs where day staff arrive when sleepover staff are waking up, sleepover staff may have to salt immediately before retiring for the night.

Recommendation: overnight staff to check the condition of the walk before the day staff are expected on shift. Salting the walk the night before may not be helpful as the weather conditions may change before the staff arrives in the morning. Encourage staff to purchase traction aids for shoes.

RE: Employee Injury Dec 15/08: Injury investigation follow up for burn due to coffee

Clarification request regarding the incident: Was the coffee in a covered container? Was the staff attempting to drink the coffee at the time of the spill?

Recommendation: Mission Possible training.

### 3.2 Evaluation of current Injury

January 30, 2009: Staff and clients were returning to their program, staff went ahead to open the door and slipped on ice, staff grabbed the building to prevent fall and twisted back.

Recommendations: traction aids for shoes, salting of walks

February 3, 2009: Coordinator made lunch for a client and placed it in the fridge in the evening. A second client was interested in his roommate's lunch. The client was offered a snack alternative to the already packed lunch and this strategy was temporarily successful. In the morning the client was determined to eat the roommate's lunch, the overnight staff attempted to redirect the client and the client swung at staff and then bit staff's head.

Recommendation: Prepare packed lunches in the morning. If the other client is interested in the roommate's lunch make and offer a second identical lunch to the client. Review of PBI training and client's behavior plan for staff.

January 23/09: Two staff members were disassembling a table and moving it to the basement. After completing the task staff sat down and noticed a pain in the lower back.

Recommendations: ICE staff are not required to move furniture; if doing so, a plan considering safety must be developed and implemented prior to the activity. IE a Tailgate meeting regarding safe lifting techniques. Seek additional resources (persons or equipment), Disassemble furniture completely before

attempting to move it.

January 13/09: staff was driving home and was in a motor vehicle collision in the middle of a busy intersection. The other vehicle was reported to run a red light.

Recommendation: Mission Possible Training. Caution and use of defensive driving techniques at all times while driving, but especially when entering intersections.

### 3.3 Evaluation of Near Miss Investigations

Client was found to be smoking in a residence, when staff intervened for safety the client threw a can of pop at the staff. A smoking protocol is in place, and follow up is continuing towards development of a restrictive planned procedure. A smoke detector has been placed in the client's room.

Recommendations: Agree with plan of action. Also recommend collecting data on any further aggressive behavior patterns.

Staff was trying to open a frozen window, in the course of trying to thaw the window it cracked. The glass was cleaned up, sealed with tape, entered into the Hazard Identification and Crystal Glass was called to replace the window.

Recommendations: It is recommended that teams have (PPE) work gloves on hand for clearing up hazardous materials such as broken glass. Use a box (taped closed and labeled as a broken glass hazard) to dispose of glass safely.

### 3.4 Review of 2008 COR Audit Action Plan.

The group reviewed the COR General Overview Pg 4

Independent Counselling Enterprises Inc. (ICE) has established and implemented an effective health and safety program into their company. Management's commitment towards health and safety has been established and staff were positive in response to their commitment. An effective hazard assessment process is in and the organization has a popular incentive and awards program. Opportunities for the organization include using hazard assessments as a communication tool for new staff and upgrading the management of training.

ICE achieved a final score of 940/1000 or 94% therefore meeting the standard to renew their Certificate of Recognition.

A number of strengths within the health and safety program were identified during the audit. They include:

- **Management Commitment** – Management is providing support and commitment towards the health and safety program. They are also providing resources to staff where the need has been identified.

- **Master Hazard Assessment and Control Document** – ICE has developed a hazard assessment and control document which lists hazards and the controls put into place for all programs in the regions of operation.

- **Health and Safety Committee** – ICE has established a health and safety committee. The committee reviews the Master Hazard Assessment and Control Documents and incident investigations, addresses issues and concerns brought up by staff, and conducts workplace inspections.

Some members of the Health and Safety Committee require Incident Investigation training as per COR recommendations. (There are currently at least 9 Edmonton H&S committee members with this training.)

- **Employee Knowledge** – during the audit, it was evident that employee knowledge about health and safety was exceptional. Employees demonstrated and were able to communicate their knowledge of the health and safety program's policies and procedures as well as their responsibilities. Employees are provided with opportunities to attend a wide variety of training courses.

- **Employee Incentive and Awards Program** – Employees are encouraged to participate in the health and safety committee. An awards night is held annually to recognize employees who have contributed to the health and safety program.

- **Monthly ICE Page** – this newsletter is distributed to employees every month. There is section for health & safety that reviews what has been discussed at the health and safety committee meetings, employee spotlights, notes from senior management, policies and procedures and upcoming training.

Residential Teams are required to review the ICE page Health and Safety information and H&S minutes at their monthly meetings and to document this in the minutes. It was noted that some teams are also asking staff to initial the ICE page to indicate the material has been reviewed.

- **Emergency Response Drills** – Drills are held consistently and offer a variety of different scenarios. Fire drills are held each month for residential home staff and bi-annually for office staff. ICE also holds quarterly drills that address "out of norm" emergencies such as severe weather, violence and home invasion.

### 3.5 Review of hazard assessment and control document

Tabled, an updated document has been drafted, COR audit feedback in consultation with other regions will be reviewed prior to implementing an updated version.

Michelle and Corinne are currently making further draft revisions to the Master Hazard Assessment Documents related to COR recommendations. The document will go to management for approval prior to circulation.

### 4.1 Health and Safety Article for Nov issue of ICE Page

Personal Safety - Safety  
Mold & Allergies - Health

Nurses will write Health article. Corinne will prepare the safety article.

### 4.2 Feedback & process review re: implementation of Site Specific Staff, Contractor/Visitor Orientations

Discussion focused on the necessity of updating the documents (client moves, behavioral changes, new hazards) in a timely manner. The group recommended that there be an answer key for each Site Specific Orientation quiz for ease of use by the person providing the orientation and a sign off area for the person giving the orientation.

A meeting will be held to review the pilot project feedback from all the regions in the next few months.

### 4.4 2009 Policy Manual review committee

Members were asked if they would like to participate in the review of Health and Safety Policy

Robin, Jody, Melissa, Kelly, Corinne, and Michelle offered their time.

Corinne will set up a meeting date and time for the group and will provide packages of the information to be reviewed.

### 4.5 Fire Extinguishers

ICE has contracted On Site Fire Protection Service to check and maintain the fire extinguishers in the residential programs and office. A contract including the confidentiality agreement has been signed. The company will be starting with the programs on the south side of the city and working their way through. The company has been provided with contact numbers for the programs and will be scheduling appointments.

Servicing to be completed for all programs by the end of Feb. The ICE office by March 15th.

### 4.6 Water Temperature Testing

Much emphasis has been placed on recording the water temperature in each program daily. If water temperatures are not charted daily corrective action will be completed. Please refer to the article in the February ICE Page.

Individual programs to follow up.