

Gracita comes originally from the Philippines. She has a compassionate heart and shows it everyday in her work and also in her relationships. Gracita started with ICE ten years ago. Right after her ICE Pre Employment training she started working in a residential live-in weekend position. Ten years later Gracita still maintains this position!

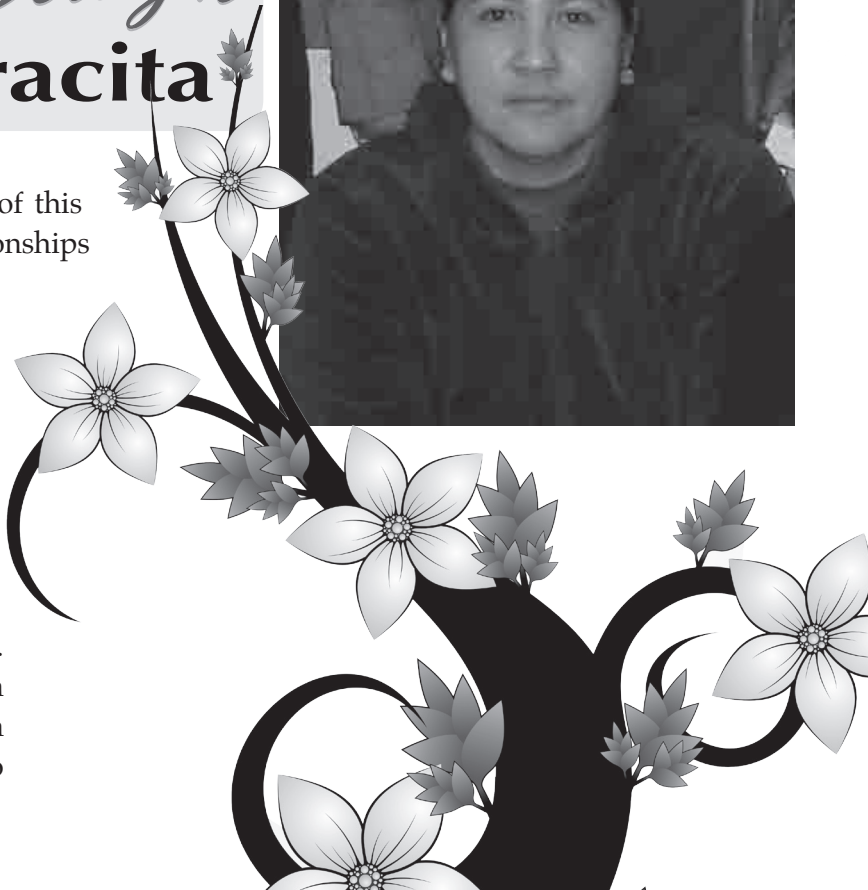
She has been and continues to be a key member of this home's support team. She has built strong relationships with the residents and their families.

Gracita provides the residents she supports with stability and a deep caring friendship. They consider her part of their family. In return, Gracita values the individuals she supports as important people who have something to offer the world.

Gracita is modest and hard working and never backs down from a task request. She is reliable, dependable, and always puts the residents first. She enjoys keeping her clients happy and busy with their weekend programs. Gracita offers 110% in everything she does. She will hopefully continue to share her gifts with ICE clients for years to come.

Thank you for everything you do, Grace!

## EMPLOYEE *Spotlight* Gracita



### ECAT

Employee &  
Client

Assistance Team

780-461-7236

after office  
hours



### MEETINGS

Health & Safety  
Meeting

MARCH 3, 1:30PM

RPAC

MARCH 16, 2:00 PM



### TIME SHEET HAND-IN



Hand-in day will be:

**March 15th, 2010**  
for all shifts worked  
between  
March 1st and 15th  
and

**March 31st 2010**  
for all shifts worked  
between  
March 16th and 31st

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## Client Success Story – Jordan

Jordan is a young man who was born and raised in Calgary, AB. He currently lives at home with his mom and dad. Jordan is very proud that this past summer he was the best man at his brother's wedding and he is excited to have a new sister-in-law. Jordan has very close family ties and enjoys the time he spends with them. During the summer season Jordan accompanies his family for weekly visits to Pine Lake for camping and fishing, activities he really enjoys.

Jordan has been receiving services from ICE just shy of ten years. Currently he has been with the same support staff for one year. With his support staff, Jordan participates in numerous activities and events in his community. If there is an event in the city of Calgary such as the Stampede or an outdoor festival, you can bet that Jordan will be there!

Jordan loves his sports and is a regular fan at home games whether it is the Calgary Flames, the Calgary

Hitmen or the Calgary Canucks. Jordan's fan support does not end at hockey; when football and baseball season come along Jordan is also an avid fan at those games. It is not

uncommon for Jordan to leave a sporting event with several free souvenirs/memorabilia items in hand. It must be his charming warm smile, outgoing personality, and unparalleled enthusiasm that encourage others to present him with gifts. Jordan is definitely a popular guy in social circles.

When Jordan isn't busy in the community, he enjoys listening to the music of Paul Brandt and Garth Brooks, along with watching movies. Jordan considers himself a fan of the romantic comedies! When asked about his future Jordan says he sees himself being married and playing for the Calgary Canucks. Jordan is a remarkable person. His kindness and big hearted nature make him a pleasure to know.



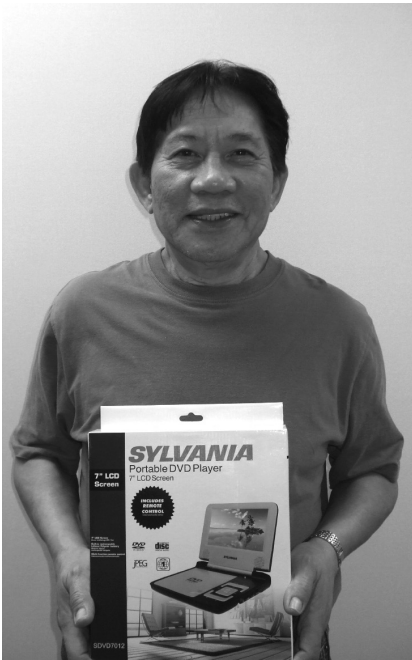
### 3.4.11 EMPLOYEE VACATION

1. An employee will accrue vacation pay at a rate of 4 %, after 5 years of employment at a rate of 6%, as per Labour Standards for the province of Alberta and after 10 years of employment at a rate of 8%.
2. **All Casual Employees** may request a pay out of vacation pay no more than **two times per calendar year** but not within the first year of employment. Any vacation pay received will only be processed through payroll. The request is to be submitted two weeks prior to the date requested for approval.
3. All full time employees must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual holidays **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.**

**Holidays will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.**

4. The employer has the final approval of the time when the annual vacation is to be taken. No holidays will be approved over Christmas or Easter for those employees providing direct client care.

Updated October 2009



# Thank You!

## **Laddie Celemin #683**

Received a Sylvania Portable DVD Player. Laddie submitted his program's Visitor / Contractor Orientation form demonstrating his commitment to the Health and Safety is not only limited to his clients.

## **Madin abagambe**

# 4404 received a Vetch Cordless Phone for buying her client's winter / regular clothing after working hours. Madinah's generosity in sharing her time only proves her allegiance towards our clients' health.

## **Florita Lictao #4668**

received an Oster Electric Skillet for submitting her program's Visitor / Contractor Orientation form. Florita is truly a faithful advocate of ICE's Health and Safety Program.

## **Proactive Behavior Intervention**

March 4th, 2010 9am-5pm

March 18th, 2010 9am-5pm

## **CPI Training**

April 7 & 8 9am – 5pm

## **Documentation & Reporting Practices**

March 24th 9am-1pm

## **Positive Behavior Supports**

March 25th 9am-5pm

# TRAINING

# First Aid Kits and Recording Procedures

**First Aid Kits for Client Use** – First Aid kits for ICE clients are provided and restocked by the clients with supports provided by staff as necessary. Supplies for these kits are not prescribed under legislation but should contain basic requirements for client safety according to individual client needs.

**First Aid Kits for Employee Use** - The Province of Alberta, Occupational Health and Safety Act (and Code and Regulations) describes the obligations of employers in this province regarding first aid. An employer must provide first aid services, supplies and equipment in accordance with the Schedules of the Code. The employer must also ensure that the number of first aiders at a work site and their qualifications and training comply with the Code.

All ICE operated, facility based programs must be equipped with a No.1 Alberta kit and the location must be clearly labeled on the posted floor plans.

The Code also requires that employers provide transport to injured or ill workers from the work site to the nearest health care facility.

First Aid Kits at ICE worksites (including residential programs and offices) for the use of ICE employees are provided and restocked by ICE.

Restocking:

- Monthly inspections are completed at ICE residential programs and Bi-Monthly (once every two months) Office Inspections include inspection of ICE Employee First Aid Kits.
- Supplies are to be inventoried and checked for expiry dates. (Yes, some packaged sterile products do expire!)
- If supplies are determined to be missing or expired from a first aid kit, the Team Leader/ Team Coordinator for the home is responsible to replace the items in a timely manner. This may be completed by the Team Leader / Team Coordinator

tor providing a copy of the inventory sheet requesting replacement supplies to the designate Health and Safety Specialist/ manager in their region.

Worker Responsibilities and Record Keeping:

- Workers must report illnesses or injury to ICE as the employer as soon as is practicable.
- First Aid Record forms are located inside ICE first aid kits. Workers using first aid supplies from a first aid kit during work hours are required to complete and submit this form to their supervisor.

**First Aid Kits for Vehicles:**

All employees of ICE using their vehicles during working hours (with or without clients) must have a "type P" First Aid kit in their vehicle at all times. (Policy 3.5.6 Mandatory First Aid Kits) It is the responsibility of the employee to ensure the First Aid kit is available in their vehicle and that it has the appropriate content.





# Health Corner

## MAKING SENSE OF

# Scents

According to I.C.E. Policy 3.8.6 Dress, Hygiene and Grooming, the purpose of this policy is “to ensure that the employee presents him/herself in a professional and neat manner and that safe and sanitary working conditions are apparent at all work sites.”

Personal hygiene routines in today’s world often involve scented products such as deodorant, hair spray, mousse, and colognes/perfumes. In an enclosed environment like an office or apartment, an elevator or a bus, the presence of these chemicals in the air can be a “trigger” for unpleasant reactions – not necessarily life-threatening allergic anaphylaxis – but still, episodes of migraine headaches, sneezing and stuffy nose, running eyes, itchy skin, nausea or other symptoms of sensitivity. It is not always easy to pinpoint exactly what is causing these symptoms.

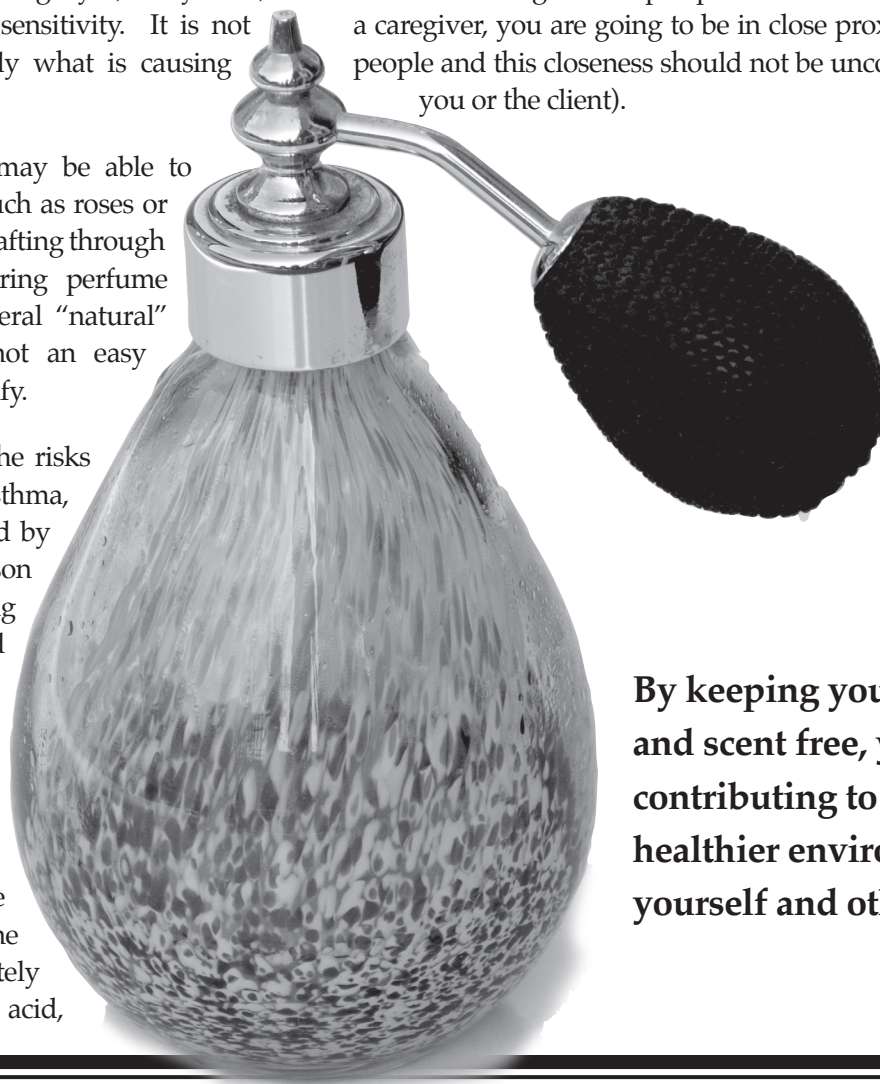
People with known allergies may be able to identify “trigger” fragrances (such as roses or lavender) but the lovely smell wafting through the air behind someone wearing perfume may consist of a blend of several “natural” fragrances and chemicals – not an easy allergy to avoid or readily identify.

As with second-hand smoke, the risks for people with sensitivities, asthma, or lung diseases can be reduced by the consideration of the person who is initially introducing the triggers into this shared environment; in other words, by cutting down the exposure of everyone to the irritants.

This is not a personal choice, it is a common sense approach to making our breathing space healthier and safer for everyone in it. You wouldn’t deliberately spray someone with sulfuric acid,

would you? Consider that the scents you wear may affect others in a harmful way. Try to choose hygiene products that are “no scents added” rather than “unscented” – or read ingredients labels carefully to ensure that there are no “natural” oil essences present. Remember, all of our drugs and perfumes were originally formulated from “natural” sources and are just as dangerous to the sensitive person as a “chemically formulated” or “artificial” product.

In maintaining our own personal hygiene and controlling unpleasant body odours. It is not enough just to “cover up” these smells with other smells – odor-producing areas may require more frequent cleansing (such as brushing teeth or washing areas of perspiration more often). If you are a caregiver, you are going to be in close proximity to other people and this closeness should not be uncomfortable (for you or the client).



**By keeping yourself clean and scent free, you will be contributing to a safer and healthier environment for yourself and others.**

# Health and Safety Minutes

## 3.1 Review of Regional Health and Safety Minutes

### Northwest Region

Meeting minutes date: January 14, 2010

#### Review of Near Miss

January 06, 2010- Closet door fell off the track and fell brushing staff across the left forearm and knocking over computer monitor and speakers on desk nearby.

Recommendations: Signage has been placed on the closet door to alert other staff. Runners have been adjusted.

### South Region

Meeting minutes date: January 6, 2010

#### Review of Employee Injuries

December 18, 2009

Time Lost Claim where staff is off until further notice

Staff slipped on ice and fell, landing on his back and injuring finger and hand and having bruised hip. This resulted in an infection which led to amputation of the finger.

Recommendations completed:

Follow up completed with staff regarding hazards and wearing proper footwear, Manager also spoke to the business owner of the property where staff fell

### Calgary Region

Meeting minutes date: December 16, 2009

#### Review of Employee Injuries

Nov 16/09 – Staff had just utilized hand sanitizer. Subconsciously rubbing chin with hand while completing paperwork. Resulting in small “irritation” burn. Staff also has extremely sensitive skin.

Recommendations: Utilize different type of sanitizer. Reminder to staff to refrain from touching face. Utilize hand sanitizer only at times when soap and water not available.

Nov 23/09 - Staff was walking behind a

client who was using an electric wheelchair, staff tripped on uneven sidewalk; fell on right shoulder causing a sprain.

Recommendations: Staff reminded to maintain awareness of surroundings. Leave distance between self and chair or hold onto chair to retain balance.

Additional Recommendations: Recommendation for staff to walk beside the client (if and when possible). If not possible provide space as noted in original recommendation. Visual scanning to foresee potential hazards is also highly recommended.

#### Review of Near Miss

Nov 7/09 – Staff was removing an item from oven, had on oven mitts, however could feel heat on hands. Immediately put item down and put hands in cold water. No burns

Recommendations: Reminder to all staff to inspect kitchen items and to remove and replace worn items as necessary. Also purchase really good oven mitts, i.e. silicone or “Oven glove”.

Additional Recommendation – Ensure only “dry” cloth oven mitts are used as damp/wet oven mitts conduct heat transfer.

## 3.2 Evaluation of current Injury Investigations

January 20 – Staff used a step stool to reach a bowl; she lost her balance and fell hitting her head on the microwave.

Recommendations: It is not advisable for staff to use a step stool at any time. Items should be stored for ease of access. For unavoidable situations requiring use of a step stool, staff must ensure that there is two staff present. Choose a step stool that provides a support handrail.

January 14 – Staff right foot slipped on icy stairs landed on the floor and hurt their ankle. Staff was administered first aid by applying ice pack on the area. Stairs was also sprinkled with ice melt.

Recommendations: For staff to be alert to potential hazards. Be careful at all times and check weather conditions

each time accessing walkways and stairs as weather conditions change quickly.

Jan 29 - Staff tripped over base of sliding balcony door and fell forward onto their hands and knees. \*The hazard has since been reviewed with the team and entered into the site orientation information. Reflector tape has been added to the inside and outside of the patio ledge. Staff team has been requested to use front door rather than patio door to exit into the community.

Recommendations: For staff to avoid distractions and focus attention on activity at hand for safety. (Staff was talking with someone when they fell.)

Jan 27 – SHO respite worker was grabbed by agitated client. Client's mental health was unstable. Client hospitalized. Follow up - Client placement unsuitable for community environment for present.

Recommendations: PBI training offered to SHO and respite workers.

## 3.3 Evaluation of Near Miss Investigations

January 14 – Staff was followed by a stranger from the bus stop. The stranger stated that that they “knew staff worked at a group home”. The stranger exposed himself to the staff. Worker did not immediately report the incident but when the stranger was seen (on a second shift) staff reported the incident to the TC. The TC called the police immediately on receipt of the report but the stranger had disappeared.

\*Male overnight staff has since been transferred to this program.

Recommendations: Reiterate the importance of immediate reporting of incidents like this (to ICE and the Police) for the safety of all staff, clients and community members near the program. Team to review “Community Safety” resource information in the H&S manual. Staff are encouraged to carry a cell phone for emergency purposes if possible.