

Employee Spotlight Maxine

Independent Counselling is always looking for staff that will rise to the occasion of looking out for the client's best interests while maintaining a good work ethic. This is apparent in a new edition to the Calgary ICE team, Maxine Bailey.

Maxine has recently moved with her husband from a small town in Newfoundland. Coming to Calgary, she was not sure what opportunities would be available to her. Maxine is striving to learn all of the aspects of her new job as a Team Leader in one of our ICE residential homes. Her past experience working in a senior's facility has helped her thrive in her new position. Maxine enjoys a challenge and believes that you are never too old to learn and grow.

Maxine is very supportive. She makes sure that client needs are being met in a professional and empathetic manner. She is honest with her answers to the clients. She provides clients with the tools that they need to establish daily living skills, as well as grow personally. This is rewarding to Maxine as she feels that she is also growing and learning from the genuine warmth and response of the clients.

Maxine works well with the other staff within the house and never asks them to do more than what she expects of herself for the smooth operation of the home.

Maxine is always striving to improve her performance in the house as well as making sure that she continues to meet the requirements of her job description.



Did you know?

- 1) Newfoundland being the most easterly point in North America merits its very own time zone, half an hour off kilter with the rest of the world.
- 2) Newfoundland is the location of L'Anse Aux Meadows, a UNESCO world heritage site where Eric the Red and the Vikings landed in 998 AD.
- 3) Newfoundlanders are renowned for their poetry, humour, song and creativity. Also their hospitality, quick wit and charm.

Websites:

www.newfoundlandlabrador.com • www.wordplay.com

ECAT

Employee &
Client Assistance
Team

461-7236

after office
hours



MEETINGS

Health &
Safety Meeting



Wed, May 2, 10:00 AM
Team Leader Meetings

WED, May 16, 1 -3 PM
RPAC

Thurs, May 10, 2PM - 5PM
Thurs, May 24 2PM - 5PM

TIME SHEET HAND-IN



Hand-in day will be:

Tue, May 15, 2007

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

Thurs, May 31, 2007

for all shifts worked
between
May 16th and 31st

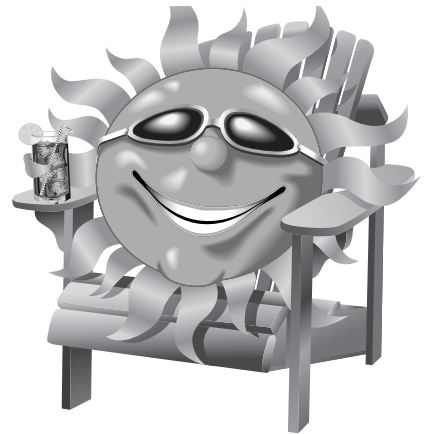
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Victoria Day

This holiday is regarded as the beginning of the unofficial "summer season" in Canada. This makes it a very popular holiday.

This long weekend also often signifies the beginning of spring to gardeners in much of the country as it falls around the time when they can be fairly certain frost will not return until the next autumn or winter.



Marilyn Lane

May 16th, 1963 – April 12th, 2007

Fond memories linger every day

Remembrance keeps her near



A REMINDER

ICE offices will
be closed for the
Victoria Day stat
holiday – May 21.
Please forward all
calls to:

ECAT
Employee & Client
Assistance Team

461-7236

SUCCESS STORY: EDDIE

Eddie is man well connected to his family and his community. He enjoys people, sports, learning and travel.

A reliable and valued employee, Eddie has been employed at Derk's Formals for more than 5 years where he works three shifts a week cleaning, vacuuming and performing other custodial duties. He also attends a day program at Winnifred Stuart one day per week.

Eddie's determination to enhance his reading and writing skills lead him to take adult literacy classes. This remains one of his personal goals and he has expressed his intention to continue with further reading courses.



Eddie is well acquainted with Edmonton and enjoys attending local sites and festivals. He likes people and his friendly nature keeps him busy visiting with friends, and participating in recreation and leisure activities such as aqua-size. He also enjoys his "free time" when he can pursue his own interests or just relax.

In addition to involvement on the local scene, Eddie has traveled internationally. He visited Mexico in 2005 and last year he traveled with his family to Italy to visit his relatives. Eddie is looking forward to his next big trip.

Thank You!

Joseph Kabba

Helping move furniture, your help was greatly appreciated. From: Manager Michelle McKenzie
Prize: Black & Decker Convection Oven

Joyce Carter

For always helping out, your positive outlook is great. From: Booking Coordinator Sandee Luchyshin
Prize: Rival Digital Skillet

Serge Tuyikunde

For your help and hard work in the homes. From: Booking Coordinator Rhonda Leyte
Prize: Black & Decker Stainless Steel Blender



Serge Tuyikunde



Joyce Carter



Joseph
Kabba

*"Thank
You!"
Card
Incentive
Prize
Winners*

Referral Incentive

This month we have 6 recipients receiving the ICE referral incentive including Muaz Hassan, and Leonard Nahimana. On April 30th, they will receive an additional \$50.00 on their paycheques. Congratulations to all six for their wonderful referrals!

Here's how the Employee Referral Incentive works!

ICE has always appreciated our employees' referral of their family and friends to I.C.E.

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



Leonard
Nahimana

Muaz
Hassan



Your ICEPAGE

Is there something you would like to see in the ICE PAGES? Do you have an idea for a column?

Contact Corinne Stasiewicz at
(780) 453-9672
or cstasiewicz@icenterprises.com

It is critical that all employees and all individuals supported by ICE be actively involved and vigilant in fire prevention and safety. Prevention steps can save lives, suffering and property.

All ICE Employees must know and follow ICE policies. Policies relating to Fire Safety include but are not limited to:

- 3.5.1 Employee Health and Safety Introduction and Responsibilities
- 3.5.8 Standard Hazard Controls (Reviewed in this ICE Page)
- 3.5.11 Fire Emergency Procedures
- 3.5.9 Hazard Assessment and Control Document
- 3.5.10 Emergency Procedures
- Other related policies: 2.5.1 Behavior Management, 3.5.7 Visitors/ Contractors

(For resources and information on other specific emergency procedures i.e. Natural Gas Leaks etc. see the "Employee Resources" section in the Health and Safety Binder.)

Individuals supported in ICE services need to be involved in learning and/or maintaining their awareness and skills for personal safety. Each residence must complete an emergency drill every month (Policies 3.5.8, 3.5.11) and staff need to ensure all residents are included. Staff must teach, encourage, complete and document each of these drills on the Safety Inspection Checklist, the Health Safety Binder and on the Monthly Team Meeting minutes. Concerns are to be brought forward via outlined organizational reporting procedures.

Following are some additional questions to promote fire safety at each program:

- Have you planned two ways to get out of every room in the house? The first way should be a door.
- If there are security bars in the house, does everyone know how to open them?
- Do you keep exit routes clear?
- Is smoking by residents and visitors limited to outside?
- If people are smoking outside the home, have provisions been made to ensure cigarettes, cigars etc. are placed in a

safe receptacle and extinguished?

- Are staff / residents encouraged to wear appropriate clothing for cooking (careful to avoid loose sleeves etc.)?
- Can you stop a cooking fire safely? Do you have equipment ready and handy when cooking (pot holders, pot/pan lids to smother a pan fire, a fire extinguisher)?
- If clients supported are not cognizant of cooking hazards is there a "safety zone" of three feet maintained when staff is cooking?
- When cooking, are pot handles turned inward so they can't be bumped?
- Are curtains and other things that can burn well away from the stove?

- Have you ensured the safe use of electrical cords? Cords are in good condition and never run under rugs or hooked over nails. Extension cords are avoided whenever possible.

- When a breaker "trips" or a fuse blows, do you investigate WHY it happened? If a fuse blows (or a breaker "trips") find the cause. Remove excess appliances from a breaker circuit that frequently "trips".

- Is the television well ventilated? Allow air space around the TV to prevent overheating. Dispose of televisions and/or other appliances that don't work right as they may present fire danger.

- Do you keep rubbish cleaned out of the basement, closets, garage and yard? Sort and remove rubbish. Don't store things near the furnace or near a heater.
- Are gasoline and other flammable liquids stored in safety cans and kept well away from heat? Flammable liquids are required to be stored outside and away from the house in a separate storage location. Don't fill a hot lawn mower or other motor; let it cool first. (Next month we will focus in depth on BBQ, lawn mower and gasoline safety.)
- Are there smoke alarms placed throughout the home as per policy? Are the batteries in place and working in all designated smoke alarms?

Let's all do our part to ensure fire safety.



What is a Stroke?

A stroke is a medical emergency. A stroke occurs when the blood supply to part of the brain is suddenly interrupted or when a blood vessel bursts, spilling blood into the spaces surrounding the brain cells. Within minutes, brain cells begin to die. There are two kinds of stroke. The more common kind is called ischemic stroke which is caused by a blood clot that blocks or plugs a blood vessel in the brain. The other kind is called hemorrhagic stroke and is caused by a blood vessel that ruptures and bleeds into the surrounding tissues of the brain.

Risk Factors for a Stroke

There are several risk factors such as hereditary, natural processes and a person's lifestyle. You can not change factors related to heredity or natural processes, but those resulting from lifestyle or environment can be modified with the help of a health care professional.

Stroke prevention is still the best medicine. The most treatable conditions linked to stroke are:

- High blood pressure
- Cigarette smoking
- Heart disease
- Diabetes
- Transient ischemic attacks (TIAs). TIAs are small strokes that last only for a few minutes or hours. They should never be ignored and can be treated with drugs or surgery.

Risk factors that can not be changed are:

- Age-the chance of having a stroke more than doubles for each decade of life after age 55.
- Heredity (family history)-Your stroke risk is greater if a parent, grandparent, sister or brother has had a stroke.
- Sex (gender)-Stroke is more common in men than in women.
- Prior stroke, TIA or heart attack- The risk of stroke for someone who has already had one is many times that of a person who has not.

Symptoms of a Stroke

If you see or have one or more of these symptoms, do not wait, CALL 911 IMMEDIATELY!

- Sudden numbness or weakness of face, arm, or leg, especially on one side of the body.
- Sudden confusion or trouble speaking or understanding speech.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, or loss of balance or coordination.
- Sudden severe headache with no known cause.

Treatment can be more effective if given quickly. EVERY MINUTE COUNTS!

What are the effects of stroke?

The effects of stroke vary from person to person based on the type, severity, and location of the stroke. The brain is extremely complex and each area of the brain is responsible for a special function or ability. When an area of the brain is damaged, which typically occurs with a stroke, impairment may result. Impairment may result in a disability or inability to perform an activity in a normal way.

The brain is divided into three main areas, including the following:

- Cerebrum (consisting of the right and left sides or hemispheres)
- Cerebellum
- Brain stem

Depending on which of these regions of the brain the stroke occurs, the effects may be very different.

What effects can be seen with stroke in the cerebrum?

The cerebrum is the part of the brain that occupies the top and front portions of the skull. It is responsible for control of such abilities as movement and sensation, speech, thinking, reasoning, memory, sexual function, and regulation of emotions. The Cerebrum is divided into the right and left side, or hemispheres.

Depending on the area and side of the cerebrum affected by the stroke, any, or all, of the following body functions may be impaired:

- Movement and sensation
- Speech and language
- Eating and swallowing
- Vision

- Cognitive (thinking, reasoning, judgment and memory) ability
- Perception and orientation to surroundings
- Self-care ability
- Bowel and bladder control
- Emotional control
- Sexual ability

In addition to these general effects, some specific impairments may occur when a particular area of the cerebrum is damaged.

What effects can be seen with a stroke in the cerebellum?

The cerebellum is located beneath and behind the cerebrum towards the back of the skull. It receives sensory information from the body via the spinal cord and helps to coordinate muscle action and control, fine movements, coordination and balance.

Although strokes are less common in the cerebellum area, the effects can be severe. Four common effects are:

- Inability to walk and problems with coordination and balance (ataxia)
- Dizziness
- Headache
- Nausea
- Vomiting

What effects can be seen with a stroke in the brain stem?

The brain stem is located at the very base of the brain right above the spinal cord. Many of the body's vital "life-support" functions such as heartbeat, blood pressure, and breathing are controlled by the brain stem. It also helps to control the main nerves involved with eye movement, hearing, speech, chewing and swallowing. Some common effects of a stroke in the brain stem include problem with the following:

- Breathing and heart functions
- Body temperature control
- Balance and coordination
- Weakness or paralysis in all four limbs
- Chewing, swallowing, and speaking
- Vision
- Coma

Unfortunately, death is common with brain stem strokes

CREATING EXCELLENCE TOGETHER - STANDARDS

3 Individuals have strong, positive relationships

Relationships between people who chose to spend time together range from acquaintances to intimate bonding. These relationships are based on who the individuals are, with both gifts and frailties accepted. Family interactions, friendships, and intimate relationships may be involved and could be based on factors such as shared interests, compatibility, shared work or living arrangements, or other aspects.

While paid staff may play a significant and important role in the lives of many individuals, they really cannot be considered true friendships unless they transform into a freely given connection beyond paid staff time. It is important that support personnel recognize this important fact and facilitate individuals to pursue opportunities to maintain, develop and enhance non-paid relationships.

Indicators:

- **The individual identifies that he has close friends of his own choosing.**

Example from client log book: Name made plans with his girlfriend to have supper at the mall and attend a "coffee meeting" with others. ... Girlfriend arrived at 4 pm and Name, girlfriend and staff left for the mall. Name ordered a burger meal then he and girlfriend walked around for a few minutes then socialized with other peers at the planned "coffee meeting."

- **The individual identifies activities/events he is involved in that include friends.**

Example from client meeting minutes: Name told staff that he was proud of the weight he was losing now a days (sic). He told staff that he was losing weight because he plays hockey every Saturday with his friends. Name told staff he was the captain of his team and that he had scored two goals when he played in Calgary.

- **The individual maintains positive contact with his family, if he chooses to do so.**

Example from client log book: Name was picked up by her aunty. Name arrived home and was excited to show staff the Christmas presents from her family, a jacket and one board puzzle.

- **The individual identifies activities/events he is involved in that include family, if he chooses to involve them in his life.**

Example from client log book: Name waked (sic) up at 9 am and had medication and shower and prepared to go to church. Name went to church at 10:30 am with his uncle. He came back at 2 pm and went with roommate and staff to Northgate mall.

- **The individual has reciprocal relationships in which each person indicates he feels he gets something meaningful from his relationship with the other person.**

Example from client log book: Name and staff went downtown shopping this afternoon for Christmas presents. Name used the money he received from his trustee and bought Christmas gifts to send home to his father, brothers and nephews. This act of family connection appeared to make Name feel happy and for the rest of the evening he was smiling and joking.

- **The individual has a relationship with someone who will advocate for him if he cannot advocate for himself.**

Example from C-Views notes: Name's mother called the office and expressed concern that Name's lawyer (Legal Aid) was not returning her calls regarding Name's upcoming court appearance November 14th. Name's mother informed writer that she is interested in looking for an alternate legal representative.

- **The individual chooses those individuals with whom he spends time, as well as when and where they meet.**

Example from Client meeting minutes: Name was asked where he wants to spend his Christmas holiday. Name said he loves going to his parents to have some time with them. Name said that he wanted to come back home by Friday to watch his favorite TV show.



3.5.8 Standard Hazard Controls

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

1. To reduce the risk of fire there are to be no lit candles, or lit fires in fireplaces in the homes, and no lit fire pits in the yard.
 2. There are to be no stick pins in common areas, these may be used in the staff office and only if this is a contained room and able to be locked.
 3. All sharps i.e. knives, scissors, tools, sewing/knitting supplies, choppers, graters, blender blades etc., with the exception of butter knives, will be locked up, a location will be identified as appropriate to the home i.e. office, kitchen drawer.
 4. All cleaning supplies are to be kept locked up in an area separate from the food and medications in the home. If the client is independent in their cleaning and/or they are able to clean unsupervised a location will be identified for storage of these products i.e. laundry room.
- Number's 1-4 apply unless this would be restrictive to the client's independence and if having access to these items does not increase the risk of injury to client or employee. Any deviation from this Policy will be a joint decision of the client, their support network, and Independent Counselling Enterprises Management and will be documented as such.
5. Portable heaters and halogen lamps are not to be left running without employee supervision, both are a fire hazard.
 6. In order for a client to sleep in the basement of their home he/she must be physically and cognitively able to utilize the window as their escape route, there must be recorded escape drills of these individuals.

7. As per Policy 3.8.6 Dress, Hygiene, and Grooming it is the employee's responsibility to ensure they wear clean and safe indoor shoes while on shift in the homes.
 8. Employees will ensure support and supervision, as required, is provided to clients when using the stove/oven.
 9. All lawn mowers, weed eaters, gardening equipment etc. will be maintained, used, and stored appropriate to the situation in the home.
 10. Snow and ice is to be cleared from all pathways, sidewalks, and driveways as soon as it appears. When the employee clears/salts snow or ice during the course of their work duties it must be documented in the Hazard Control (Health and Safety) Logbook.
 11. Hot water tanks must be checked to make sure they are at an acceptable water temperature setting once a month; the results must be documented in the Team Meeting Minutes and the Hazard Control Logbook.
 12. When providing support to a client requiring assistance with bathing employees must check the temperature, before the client gets in the bathtub, by lowering their elbow approximately 5 cm into the water to ensure appropriate water temperature.
 13. Employees personal belongings i.e. purse, money, medications etc. is to be kept locked away at all times.
- Workers are responsible to be aware of any other potential worksite hazards and how they may impact the overall health and safety of employees and clients. Workers are responsible to follow through in correcting, eliminating or controlling these hazards with assistance of their Team Leader and Supervisor and communicating this process in the Hazard Control Logbook of the home.



Find frequently used forms at
www.icenterprises.com
 go to the "ICE Staff" section by entering
 User name "iceuser" and password "100smiles"

HEALTH AND SAFETY COMMITTEE MINUTES

3.2 Evaluation of current injuries and near miss

5 injuries in March and 2 near misses

- 2 lost time injuries and, 3 no lost time injuries

Pamela reviewed the actuals of the injuries and near misses with the Committee members. The Committee members discussed the immediate, basic and root causes of the incidents and determined information that should be reviewed with all support staff within the agency.

Remember:

- ask the client if they wish to assist in any/all activities prior to 'just doing it for them'.
- Ensure all clients have their own cloth laundry hampers.
- Always keep the client informed about what is going on in their home EVEN concerning staffing ... e.g. relief staff expected, accidental double staffing, a call being made to ECAT regarding a staffing issue, BE RESPECTFUL

Remain alert and aware in ALL situations with ALL clients!!!

3.3 Review and updates of a section of the Hazard Assessment document.

Use of personal scented products or deodorant

- Discussed current processes re: employee responsibilities to alert agency to personal allergens that have the potential to be present in their worksites.
- Discussed the current documen-

tation practices regarding the allergies of both employees and clients.

- Discussed that homes should have masks available in the event of an unforeseen extreme allergic reaction.
- Discussed that the masks could be kept inside of the Emergency First Aid kits in each of the homes.

4.3 Health and Safety meeting minute distribution.

It was noted by Committee members that the homes were not receiving copies of the monthly Health and Safety meeting minutes in the past few months.

Ensure that a copy of the monthly Health and Safety meeting minutes are placed in each of the program mail slots – each month.

4.4 Health and Safety Reference binders – updating

A brief discussion ensued regarding the necessity to have the Health and Safety binders in the homes updated.

The Committee discussed the intended process for the review of said binders.

All Committee members are to bring their Health and Safety binders to the next scheduled meeting.

The Health and Safety Committee will begin the review of the Health and Safety binders at the next scheduled meeting.

Nathan Ory Visits!

Autism Specialist consults with ICE employees.



Several Independent Counselling Enterprises employees were recently afforded the lucky opportunity to consult with and learn from esteemed registered psychologist, Nathan Ory. Nathan Ory has worked in Victoria, British Columbia since 1978 with children and adults with mentally handicapping conditions. He specializes in assisting clients with autistic features, extremely challenging behavior and/or diagnosis with a concurrent mental illness. Mr Ory contributes regular articles to the websites autism-spectrum.com and autismtoday.com. He has also published a book, Working With People With Challenging Behavior.

ICE staff persons were provided the opportunity to meet with Nathan Ory through the Edmonton Public School Board's Complex Care program in order to evaluate and develop required supports for one ICE client. This proved to be a valuable learning experience with the potential to benefit many other ICE individuals.

Learn more about Nathan Ory and Autism by checking out: www.autismtoday.com

TRAINING

CPI Training (2 Days)
May 1 & 2, 9am-4pm

CPI Training
(one day refresher)
Mar 2, 9am-4pm

Proactive Behavior
Intervention,
May 3, 10, 17, 31
9am-5pm

Mission Possible,
May 29, 9am – 12pm

Positive Behaviour Supports
May 10, 9am – 5pm

All of the above as described on the ICE website.

NOTE:

If any staff or clients require training in the programs please have your supervisor contact Darlene Pazder or Greg Lane in the training department to make arrangements.