

Tricia was born in Montreal and moved to Edmonton in 1974. Tricia was informed about Independent Counselling Enterprises (I.C.E.) by a friend who's presently working at another I.C.E. residence. Tricia has a variety of experience in supporting individuals with disabilities. Tricia started working for I.C.E. in 2002 as a relief staff and later transferred to working full time overnights supporting a married couple in their home. In Tricia's past employment through another agency, she provided live in support to two ladies affected by Multiples Sclerosis. Tricia also looked after young children with disabilities from the Northwest Territories who were non verbal, which she says was challenging, but rewarding at the same time. Tricia has also participated in volunteer work at the Dickensfield Extended Care facility assisting the elderly.

## EMPLOYEE *Spotlight* Tricia



Tricia says she loves her work at I.C.E. because of her great co-workers, the atmosphere and the clients she works with day to day. Tricia states, "The people that I work with at I.C.E. are very friendly and it's like having another family."

Tricia is presently working at an ICE home in a day program position where there are four male clients. Tricia accompanies the gentlemen on walks and assists them

with their hobbies and interests. She also assists them in working towards their goals and she makes sure that she keeps track of their medical appointments.

During her spare time, Tricia enjoys taking her cat Snickers for daily walks to the park next to her house; she also likes sewing, cooking and spending quality time with her family and friends. Tricia holds these things in very high regard.

What Tricia likes best about working with ICE is the opportunity to help people and to have a meaningful impact on their lives. It gives her great joy and satisfaction to support I.C.E. clients as valued members of their communities. Tricia's patience and substantial experience has made a positive difference for the individuals she supports.

ICE is very pleased to have Tricia as part of our team.

All ICE offices will be closed for  
Remembrance Day

**Wednesday November 11th**

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

WEDNESDAY,  
NOV 4TH AT 1:30 PM.

RPAC

TUESDAY,  
NOVEMBER 17TH AT 2:00 PM



### TIME SHEET HAND-IN



Hand-in day will be:

**November 16th, 2009**

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

**November 30, 2009**

for all shifts worked  
between  
November 16th and 30th

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## Client Success Story – Grady

Grady has lived in Calgary all his life. He is fortunate enough to have his family here as well. Grady knows the city well and can describe the best route to take to get wherever you want to go.

Grady is proud to say that he became an uncle this year. He enjoys visiting with his beautiful niece whenever he can.

As a Wal-Mart employee for the last 5 years, Grady has worked as a Technician and an Inventory Control Associate. As of January 2009 he has become part of the Maintenance Team. He is a very hard worker and is well respected by his peers and associates. Grady has received 6 "Shining Star" Awards during his time at Wal-Mart. When he can, Grady also assists his brother in his brother's moving company.

Grady continues to further his education with Transitional Vocational Programs (T.V.P.) through Mount Royal College where his studies include literacy and math. He is also an avid photographer. Grady organizes and exhibits slides from Special Olympics events to his peers during classes at Mount Royal College. Grady is a Special Olympics athlete who competes in 5-pin bowling and alpine skiing. He is currently training for next year's Olympics.

Other hobbies that Grady enjoys include, Frisbee throwing, go-carting, swimming and biking. During pleasant weather,



Grady rides his bike to work. He likes to go hunting with his supportive roommate and fishing with his father. Some of his favorites fishing spots are Chain Lakes and the beautiful area near Waterton National Park. Grady and his father also attend the Abbotsford Air Show each year. Air Shows are one of his preferred activities, he has even traveled to the USA for a military air show.

## ICE Employees should note that the Policy Manual has just been revised and updated.

Revised Policy manuals are currently being distributed. Please ensure you locate a manual and review it for changes. Manuals are located at the ICE offices or at each of the residential programs. It is each employee's responsibility to be aware of any and all changes to the Policy Manual as these practices affect you everyday in your role with ICE.



# Thank You!



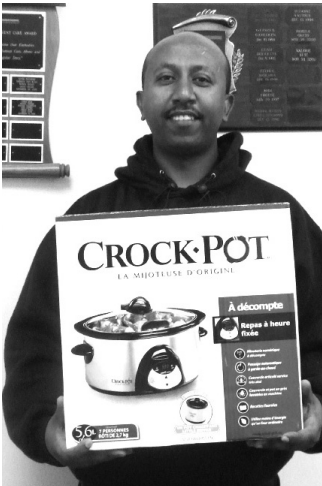
**John Daller # 2269** won a vacuum. He received a thank you card from his manager for working very hard to complete the EQA requirements at his program.



**MARK YOUR  
CALENDARS!**

The 2009 Edmonton Christmas Open House and Employee Awards Celebration will be held Wednesday, December 9th, from Noon – 3pm at St. Michael's Parish Hall.

Further details will be provided in the December ICE page.



**Tilahun Gebremedhim # 5086** won a crock pot. He received a thank -you from payroll personnel for completing his timesheets effectively.



**Roberta-Jaggard-Schulte # 7857** won an electric skillet. Roberta received a thank you card from payroll personnel for her efforts in consistently completing payroll requirements.

**Documentation and Reporting Practices  
November 19th, 2009, 1pm-5pm**

**Proactive Behavior Intervention  
November 26th, 2009, 9am-5pm**

**Positive Behaviour Supports  
November 30th, 2009, 9am-5pm**

**Part 1 - Mission Possible Education Session  
for Aggressive Driving and Winter Driving  
November 19th, 2009, 9:00-12:00pm**

**Part 2 - Mission Possible Education Session  
for Aggressive Driving and Winter Driving  
December 17th, 2009 9:00-12:00pm**

# TRAINING



# BE A WINNER, IMMUNIZE!

I.C.E. is pleased to announce an exciting new incentive program.

**All I.C.E. employees who receive vaccination for Influenza H1N1 2009, and submit proof of same to I.C.E., will have their name entered into an exciting prize draw. I.C.E. Support Home Providers are also included in this opportunity.**

Prize draws will be completed at Regional ICE Christmas Open House Celebrations.

\* H1N1 2009 Vaccinations are available starting Monday, October 26th, at Health Clinics across the province.

### 3.8.12 TELEPHONE/CELL PHONE USE AND OTHER PERSONAL ELECTRONIC EQUIPMENT

#### Telephone/Cell Phones/Blackberries

In addition to telephone services numerous cell phones/blackberries or cellular providers offer a multitude of additional functions and/or services. Such services may include text messaging, digital photography, electronic gaming etc.. The use of a personal cell phone/blackberry or any of it's functions, is strictly prohibited during working hours unless it is an emergency or the user has been specifically authorized to do so. This policy is meant to ensure that cell phone/blackberry use during shift assignment is safe, does not disrupt business operations or present a hazard or distraction to the user and/or coworkers.

1. Telephone/Cell phone or blackberry usage while on duty at either an I.C.E. residence or at the home or facility of any client shall be restricted to emergency and/or official client-related use only. To maintain confidentiality (**see Policy 2.2.2 Client Confidentiality**) the use of any electronic device to take pictures/ digitally record in any I.C.E. program is strictly prohibited. No long distance charges are acceptable. Use the office 800 number if calling from a client's home and you require assistance from your supervisor if long distances charges are applicable.
2. Telephone use while working during office hours for office personnel is to be for business purposes. Personal calls are to be limited. No long distance charges are acceptable unless business related. A personal cell phone/blackberry is not to be activated during business meetings. Additionally employees are not to make/ receive cell phone calls in their personal vehicles while driving in the course of conducting agency business. If an employee receives a cell phone call enroute they are to let voice mail answer it and retrieve the message(s) when they are able to stop and locate a lawfully designated safe area to pull off the road and park.
3. Emergency calls to the ECAT supervisor or the I.C.E. offices shall be kept to a minimum amount of time and phone lines shall be left open immediately subsequent to the ECAT Supervisor being paged.
4. Should an emergency call need to be made for personal reasons, this shall be authorized by the staff or client of the facility as appropriate.
5. Employees are reminded when calling the ECAT Supervisor, that public pay telephones are not able to receive incoming calls. Therefore it is important to ensure that the ECAT Supervisor can return a call to a telephone capable of receiving incoming calls.
6. Employees working in a residential setting are not to disclose the home's telephone number to non-client related persons. Phone numbers are to be treated as confidential information. All efforts should be made to ensure that the client's phone number is not inadvertently disclosed through the recipient's call display.

#### Other Personal Electronic Equipment

**Electronic equipment presents a hazard and a distraction to the user and or co-workers. As a result the use of such technologies is prohibited during working hours.**

1. The employee is not to bring to work or have on their person during work time, personal electronic equipment. This is to include ipods, MP-3 players, music headsets, hand held gaming equipment and laptop computers. Anyone using such a device will be asked to remove it from the work site. Any repeat offenses will be dealt with as a disciplinary offense up to and including termination.
2. The agency will not accept any responsibility for damage or loss of such equipment if it is at a work site.

Updated October 2009





## Team Coordinator Graduation Celebration- Edmonton

Independent Counselling Enterprises is pleased to announce the successful completion of Training for five new Team Coordinators. A graduation luncheon and celebration was held at the ICE offices on Friday, October 16th, 2009. Congratulations to all!



Left to right: T.C. Madinah Kabagambe, C.R. Manager -Natalie Bishai, T.C. Michael Roy, T.C. Ken Popowich, C.R. Manager – Melissa Robertson, C.R. Manager – Jody Phillips, T.C. Chamindra Stembo. (T.C. Graduate missing from photo – Pauline Gibbs.)

# Preparing for Winter

As we have already had our first snowfall in most areas of the province, no one should be caught off guard that winter is on its way. **All programs and employees should have preparations well underway to be ready for the coming cold weather:**

## Yard

- Rake the leaves and remove dead branches /prune as necessary.
- Store all tools, hoses, BBQ's mowers and gas appropriately (NOT in the house.) For programs without appropriate storage locations on site, contact your manager and problem solve for alternate arrangements i.e. at another program with a garage.
- **Stock up on salt and sand for use on walkways.**
- **Have snow shovels available, in good repair and accessible to be located easily by any staff on shift.**
- Ensure all staff persons understand their responsibilities for clearing walkways and for hazard and control recording in the staff communication log book.

## House

- Ensure that the furnace / hot water tank has been inspected by the gas company this year.
- Replace the furnace filter, if necessary.
- Ensure the pilot light(s) are on.
- Remember, fireplaces are NOT

to be used.

- Clients (and employees) need to plan appropriate clothing for cold weather. Everyone should have warm coats, gloves or mitts, toques, scarves, and boots with good grips ready for when they are needed. Clients may not recognize the need for warmer clothing so it is important that staff guide them to make safe choices for the weather.

## Car

- Prepare your vehicle for winter in advance. Don't wait to have your battery, belts hoses, radiator, oil, lights, brakes, exhaust system, heater/defroster, wipers, and ignition system checked. The condition of your vehicle's tires is also important. Worn and damaged tires can hamper your ability to drive safely. Have them checked or replaced before winter weather begins.
- Plan alternate means for getting to work if your vehicle is unreliable or if you prefer not to drive in snow. This could mean lining up a ride with a friend or family member or researching the bus route and timetables ahead of time.

**Remember, our clients count on us for reliable support even when the cold weather and snow arrives.**



# Health and Safety Minutes

## 3.1 Review of Regional Health and Safety Minutes

South Region – Meeting minutes date: September 8th, 2009

Review of Employee Injuries

No injuries reported

Review of Employee Near Misses :

No near miss incidents reported

Recommendations: Remind employees the importance of reporting near miss incidents.

North west Region – Meeting Minutes date: September 10th , 2009

Review of Employee Injuries

August 21 /09 Staff cut her finger while sweeping the floor. Broom was worn and had a sharp edge. Staff did see a doctor, no lost work time. New broom purchased for residence.

Recommendations— Review hazard reporting with the team at the team meetings. Encourage staff to visually inspect equipment before using it. Additional – Review equipment wear and tear at Team meetings and replace as required when worn out or damaged.

Review of Employee Near Miss

No near miss incidents reported.

Calgary Region

Review of Employee Injuries

No reported Injuries

Review of Employee Near Misses :

No reported near misses

## 3.2 Evaluation of current Injury Investigations

Sept 14th/09 Employee was getting into their vehicle and stopped using their required support aid (cane) in order to climb up into their van. Employee fell and injured ankle and head.

Recommend: Employee explore alternate means of getting into their vehicle (van) which would ensure required support could be accessed for the complete transfer. Alter parking location to park at the best location that is accessible for someone who is using crutches or cane (i.e. access from a higher curb etc.)

Oct 6th, 2009 Employee was reposition-

ing client during the client's bed bath. Employee strained upper back and shoulders. Rested but later was still experiencing pain. Employee has been reassigned to client support duties of a lighter nature.

Recommendations: Have OT review client support plan. Review hazard reporting and safe lifts and transfer techniques with the employee.

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

The group reviewed Element 6 (page 16) Element 8 – Program Administration:

Recommendations:

- Team Coordinators review the ICE page first and then ensure key articles are reviewed with staff at team meetings.
- To make sure that new policies are being shared and implemented have the manager make copies and TC's take and have staff sign off on these as information is reviewed.

## 3.5 Review of Master Hazard assessment and Control Document

Team Coordinators set a date to meet again with Corinne for implementing site hazards into the Hazard Assessment and Control document as per format change on October 19th, Monday at 1:15pm.

Added Exposure to Elements (Heat, Cold..) on activity or task. Frequency = 1, Potential = 4, Hazard Probability = 1 Total of 6. Priority Rating = 2

Extended Work Day was re-evaluated – Frequency = 2, Potential = 2, Hazard = 2. Total of 6. Priority Rating is 2.

Pat, Vesna, Ursula, Pelita to attend. Kaitlin, Jody and Becky may choose to send representatives to attend this meeting.

## 4.1 2009 Internal COR Audit

COR Audit report has been submitted to CCSA, outcome of draft report as submitted is 96%.

Congratulate staff and participants. New action plan for 2009 – 2010 to be developed.

## 4.2 Work Safe Alberta – Website (Electronic Users)

Corinne recommended the WORK SAFE

ALBERTA website where on line courses for Health and Safety are available.

(<http://employment.alberta.ca/whs/network/hstraining/elearning.asp>)

This is an excellent free resource for anyone interested in enhancing their knowledge of Health and Safety.

## 4.3 WHMIS Information Update

Corinne advised the group that Diann and Shauna have been revising and updating the WHMIS resource sheets for the H&S binders and the ICE WHMIS course information in alignment with updates.

Everyone should educate themselves on the new information as it is circulated.

## 4.4 Review of Influenza Prevention information and Updates

Corinne reviewed recent pandemic influenza information on Training, Immunization clinics, supplies, and follow up reporting action steps.

All employees need to know the requirements for their position and appropriate steps (hand hygiene, cleaning, reporting, control measures etc.) for their job role.

Immunization for seasonal flu and H1N1 2009 is strongly recommended for staff and clients.

## 4.5 Health and Safety Articles for November ICE Page

Safety tips for winter will be the recommended article for November as slips and falls are a significant hazard.

H1N1 2009 will continue to be the focus of Health articles

Information for the ICE pages to be provided.

## 4.6 Policy Review – 2009 Policy 3.5.12

New Policy 3.5.12 – Code of Practice for Respiratory Protective equipment was reviewed. This policy will be circulated with the revised 2009 policy manual.

All staff to review the revised Policy manual in order to ensure they are aware of new policy and revisions.