

Therese is a proud mother of three from Cameroon, Africa. In Cameroon, Therese ran a small business that sold baby clothes and accessories. Four years ago, shortly after her third child was born, Therese immigrated to Canada and lived in Toronto for a year. There were not many jobs available in Toronto at the time so she contacted several agencies in Grande Prairie and was told, "If you get yourself here, you have a job". She quickly relocated to Grande Prairie. Shortly after her arrival in Grande Prairie, ICE was lucky to have received a resume from Therese.

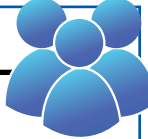
Therese quickly found full time hours with ICE because of her flexibility and her ability to work well with almost all of ICE's clientele. She has been working very hard and sending money home to support her family, who still live in Cameroon. She plans to bring them to Canada either this winter or next spring. Therese said that she came to Canada for the opportunities, jobs, and better life Canada offered and she is very excited to share that with her family. "Life will be much better when my kids are here," she said. If her children come to Grande Prairie this winter she will be waiting at the airport with jackets, boots, mitts, and toques ready to educate them about winters in Canada. She remembers last winter when a friend's children saw snow for the first time and ran outside in bare feet. Chuckling, she decided that, rather than intervene, she wouldn't say anything, knowing that, "They'll be back in no time."


EMPLOYEE *Spotlight* Therese

What people likely don't know about Therese is that, in contrast to her bubbly personality while out with others, when she is home she loves peace and quiet. She chooses not to own a television or radio and spends her time reading and talking on the phone to friends and family in other cities. Her living arrangement with roommates who are often away in the oil fields suits her perfectly. Therese is a valuable and appreciated employee of ICE.



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

MEETINGS 
**Health &
Safety Meeting**
OCTOBER 6, 2010, 1:30
RPAC
OCTOBER 19, 2010, 2:00 PM

**TIME SHEET
HAND-IN** 
Hand-in day will be:
October 15th, 2010
for all shifts worked
between
October 1st and 15th
and
November 1st, 2010
for all shifts worked
between
October 16th and 31st

CONTENTS
Client success..... pg 2
Policy:
Employee Appeal
Procedure pg 4
2010 Certificate of
Recognition pg 4
Chest Infections pg 5

Client Success Story – Shelley

Shelley has been with ICE in the south Region for almost 5 years. Shelley lives in a supported home with a family she really enjoys the company of. Recently, Shelley welcomed a new addition to her family, Snowball the kitten, a 50th birthday gift from her support home family. Shelley is responsible for taking care of him. She feeds him, changes the litter box, and makes sure he is well loved!

Shelley is very active in the community, she and her staff are always busy volunteering, working out, and visiting with others in the community. Shelley lane swims three times weekly, and she volunteers at the Lethbridge Senior Citizens Organization two times a week. She has completed all the Building Healthy Lifestyle courses that Lethbridge has to offer and has maintained a healthy lifestyle over the past year by losing weight and eating right.

Shelley is an active member in the Red Hat society and attends their monthly planning meetings as well as all of their social activities. Shelley also happily volunteers for other local organizations on a project by project basis when the need arises. These include the LSCO, the Good Food basket, and Building Healthy Lifestyles just to name a few.

Shelley loves music and can often be found at dance and karaoke sessions at the LSCO. She loves the movie Mamma Mia! and could sing you all the songs word for word. She and her ICE staff can be seen driving around town singing along to the CD in the car. She and her staff attend polka



dancing classes weekly and have great fun singing and dancing along to the music. Shelley has also won many trophies through Special Olympics 10 pin bowling. Way to go Shelley!!

Maintaining relationships with people is very important to Shelley; she loves to spend time with her family and extended family. She loves to talk on the phone and to visit with people face to face.

Congratulations Shelley! Your willingness to help others is an inspiration to us all.



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

All ICE offices will be closed
Monday October 11,
for Thanksgiving

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.



Thank You!



Charles Akal was given a Thank You card for supporting a reluctant client to ensure a safe and healthy environment in their room. His perseverance is greatly appreciated. Charles won an RCA microwave.



Ana Gutierrez received a Thank You and a \$25 PC card and PC Ottoman for the tremendous effort she put forth stabilizing a residential program.



Tricia Ranger was commended in a Thank You card from her TC for fixing a step at the residence to ensure the health and safety of her clients and co-workers. Tricia won a Sylvania iPod docking station.

Proactive Behavior Intervention
 October 28th, 2010, 9am-5pm

Team Coordinator Training
 Wednesday - Oct 6th, 13th, 20th, 27th. 2010,
 9am-3pm

TRAINING

CONGRATULATIONS!

Congratulations to Joyce Carter and Lynn Elko for successfully completing the PLAR final exam. Great job!

Edmonton Referral Incentive Winners



Diann L'Hirondelle

This month we have 3 employees receiving the ICE referral incentive. These lucky individuals will receive an additional \$50.00 on their pay cheques. Congratulations and thanks for the wonderful referrals!

Here's how the Employee Referral Works:



Jacqueline Baruti



Odile Niyonsaba

If you refer a person to us who successfully meets our hiring requirements and completes their 3 month probation with a minimum of 120 hours worked, you will receive \$50.00.

Take advantage of this great opportunity!

3.6.3 EMPLOYEE APPEAL PROCEDURE

Any employee with an appeal will follow this procedure:

1. A verbal discussion should be initiated with the appropriate supervisor within 24 hours of the events leading to the appeal. The supervisor will attempt to resolve the appeal to the satisfaction of all parties. Informal documentation is required to be entered into C-Views at this stage.
2. If the supervisor and the employee cannot reach resolution, they can meet with the appropriate Manager for a further meeting. This meeting will take place no later than 72 hours after the original meeting with the supervisor. Minutes of the meeting will be documented.
3. Should the appeal require further mediation due to extraordinary circumstances, the Manager or the employee may request an additional meeting with the Alberta Manager of Operation or Chief Operating Officer. This meeting should take place no later than 72 hours after the Chief Operating Officer receives the request. The President is to be notified of the meeting and of the outcome. If a final resolution is required the President will make the decision. The President's decision is final and all parties are bound by his decision.
4. Should the situation warrant (e.g. harassment, abuse) the employee has the option to bypass his / her immediate supervisor and be heard by upper management.
5. The employee may request to be supported by a co-worker or by mutual agreement a neutral third party will be sought at any step in this process.
6. Employees who have been terminated do not have the right to the Appeal Procedure.

Updated October 2009

Thank you to all 2010 Certificate of Recognition (COR) Audit Participants!

ICE targets continuous improvement. As part of that process our Health and Safety program is audited through the Certificate of Recognition (COR) program annually. This year the COR audit was conducted internally and involved multiple site observation tours and 82 employee interviews in three regions of the province including Nanton (South region), Calgary and Edmonton. **ICE would like to express a heartfelt thank you to all participants of our internal 2010 COR audit. Your cooperation in attending appointments, touring sites and sharing feedback was appreciated so much!**

What happens after the audit?

After each COR audit either internal or external, the information is summarized into a written report. This report covers eight key areas of an effective Health and Safety program: Management Leadership and Organizational Commitment, Hazard Identification and Assessment, Hazard Control, Ongoing Inspections, Qualification, Orientation and Training, Emergency Response, Accident / Incident Investigation and Program Administration. This report is made available to all ICE employees in the Health and Safety Binders at ICE programs and ICE offices.

How is the COR report used?

The COR audit report summarizes areas of strength where the agency is doing well, and identifies areas where employee health and safety may be further enhanced. The auditors make recommendations for how system improvements may be made and then the ICE management team develops a plan to put the recommendations into action. The company's efforts to implement the action plan are reviewed during the following COR audit.

Thank you again to all participants. It was a pleasure to meet with you. Please continue to promote safety daily!

Your ICE COR auditors:

Corinne Stasiewicz – Health and Safety Specialist

Greg Lane – Quality Assurance and Risk Management Consultant



CHEST INFECTIONS & RESPIRATORY DISTRESS

In our community residences and in our own home settings, it is essential that we all are able to recognize the signs and symptoms of chest conditions which need immediate medical attention. With the approaching flu season, this early detection of lung or airway complications is even more critical. Those of you who work in homes which have clients with a known history of chest complications, tube feeds or swallowing difficulties, compromised immune systems, chronic immobilization or other stressors should be particularly alert.

Respiratory distress symptoms include:

1. shortness of breath
2. rapid breathing (over 20 breaths per minute) or apnea (stopping breathing for 15 seconds or longer)
3. cyanosis ("turning blue" – including finger nails, tips of toes, lips)
4. repeated coughing (does not stop during eating, drinking or sleeping)
5. chest pain or complaints of tightness or heaviness
6. noises such as wheezing or whooping
7. fever (oral temperature over 38.5C or 100F)

Any of these signs should, at least, indicate taking the sufferer to a Mediacenter or doctor for medical assessment. If the symptoms are severe, or if breathing is interrupted, call 911.



Remember the basic ABC's of First Aid:

A = airway B = breathing C = circulation