

Employee Spotlight Pat

When ICE put the call out last December for caring, compassionate and dedicated employees, Pat Major fit the description well.

Pat has recently moved into Calgary from Strathmore where she resided for the past 30 years. Her positive outlook on life has enabled her to triumph over her own personal challenges while assisting others. ICE Calgary is supporting Pat's desire to use a portable voice recognition device to assist her with her paper work while on duty. She will be taking classes later on this month to teach her



how to use her device effectively.

Pat is enjoying her position at ICE. According to Pat, "Seeing everyday smiles on clients' faces when they have accomplished something, is what I find rewarding. Since being hired, this has been a learning process for me. Everyone at ICE has been very supportive of me especially when I have questions".

This proud grandma of 5 is presently working as relief staff, and is looking forward to obtaining a permanent position where her commitment and caring supportive nature can shine through.

Pat is an asset to ICE and to the clients she presently provides supports to, therefore the Calgary office is recognizing Pat in this month's Employee Spotlight. Pat, keep up the great work!

Labour Day

All ICE offices will be closed for the Labour Day holiday, Monday, September 3rd. Please direct all calls to the Employee Client Assistance Team for this day.

Labour Day is an annual holiday celebrated all over the world that resulted from efforts of the labour union movement, to celebrate the economic and social achievements of workers.

The celebration of Labour Day has its origins in the eight hour day movement, which advocated eight hours for work, eight hours for recreation, and eight hours for rest. On 21 April 1856 Stonemasons and building workers on building sites around Melbourne, Australia, stopped work and marched from the University of Melbourne to Parliament House to achieve an eight hour day. Their direct action protest was a success, and they are noted as the first organized workers in the world to achieve an eight hour day with no loss of pay, which subsequently inspired the celebration of Labour Day and May Day.

Did you know?

- Strathmore AB is located 40 kilometers east of Calgary on the Trans Canada Hwy.
- Approximately 14,000 vehicles per day travel on Hwy #1 through Strathmore.
- Strathmore hosts a western themed celebration each August long weekend including a rodeo and midway.

ECAT

Employee &
Client Assistance
Team

461-7236

after office
hours



MEETINGS

Health &
Safety Meeting

Wed, Sept 5, 10:00 AM

Team Leader Meetings

WED, Sept 19, 1 - 3 PM

RPAC

Thurs, Sept 13, 2 PM - 5 PM



TIME SHEET HAND-IN



Hand-in day will be:

Mon, Sept 17, 2007

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

Mon, Oct 1, 2007

for all shifts worked
between
Sept 16th and 31st

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SUCCESS STORY: DONNA

Donna was born in Grande Prairie, Alberta and lived there for most of her life with her parents, brother and sister. Donna graduated from Composite High School. Donna is an avid swimmer, competing on the Special Olympic Swim Team for many years. During her competitive swim days, Donna won bronze, silver and gold medals, of which she is extremely proud. Donna reports that now she swims for pleasure and exercise.

Donna moved to Edmonton in February 2006 to pursue a new life in a city that provided her with more educational and employment opportunities. Donna lives in her own private suite in a support home and has been successful in obtaining employment.

Donna worked for nine months at Aquarium Illusions, where she cleaned fish tanks, cleaned and stocked shelves. Donna then obtained a position at Safeway where she works as a Courtesy Clerk two days a week. Donna reports that she enjoys the tasks of helping customers with their carts and bags of groceries, wrapping flowers and chatting with people. Donna is hoping to pursue a career in photography and is exploring various photography classes to increase her skills and knowledge.

Donna is very involved in her church, attending services on a regular basis and attending social functions. At one of these socials functions, Donna met and fell in love with a gentleman. They are planning to be married in October 2007. Donna and her fiancé are happily busy with wedding plans. Donna recently purchased her wedding dress and is positively glowing with happiness.

Congratulations Donna, on all your success and your upcoming marriage. We wish you happiness and that you continue to achieve all your goals.



Find frequently used forms at
www.icenterprises.com

go to the "ICE Staff" section by entering
 User name "iceuser" and password "100smiles"





Important!

Notice to All Staff

Re: Timesheets

Effective immediately, all staff is to be using the new Relief timesheets which includes a signature area on the bottom. Thank you for your attention to these matters.

Sincerely,
ICE Management

Thank You!

Marion Bangura received a thank you from a Booking Coordinator for always being willing to help out. Marion won a Braun Food Processor. Marion, you are one of a kind thank you!

Brigitte Kadiata received a thank you from her Coordinator for providing company and safe assistance to ICE clients. Brigitte won a Rival Crock Pot. Well done!

Dout Lueth received a thank you from his Team Coordinator for extending extra support and care when his help is needed. Dout won a Cuisinart Coffeemaker. Keep up the good work and support!



TRAINING

Promoting Safety
Sept 6th, 2007,
1pm-5pm

Proactive Behavior
Intervention
Sept 13th, 2007
Sept 20th, 2007
Sept 27th, 2007
9am-5pm

Documentation
& Reporting Practices
Sept 6th, 2007
1pm-5pm

All of the above as
described on the ICE
website.

Shoes in the Workplace

One day a new staff came to work in our home. She removed her shoes and walked into the home in her sock feet. I, as Team Coordinator, greeted the new staff and started to orientate her to the home. I asked her if she had other shoes to put on because of the policy on foot wear. She did not understand why this is such an important policy. We sat and talked about the policy.

I asked her questions like "what if there is a fire and you have to get the residents out of the house in a hurry? Do you have time to put on shoes? She said no. What if you are working in a home where the resident is prone to running? Do you have time to put on shoes? She replied "no". What if

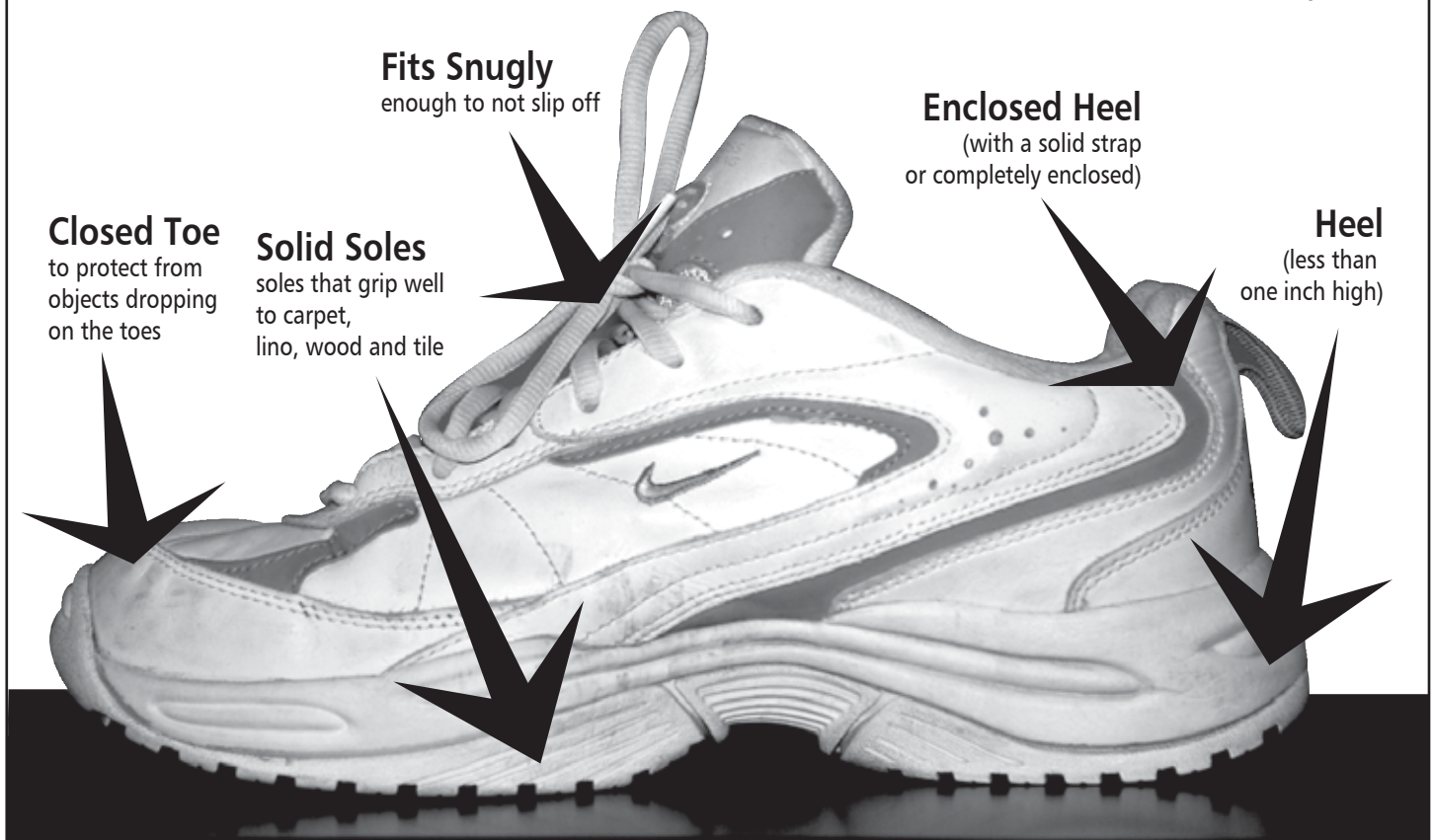
you are cooking and a pot falls onto your foot, will it hurt more with or without shoes? She replied more without shoes. What if you need to help a client move, or fall gently during a seizure? Will you be able to do this as well with no solid grip under your feet? Or what if a client became aggressive towards you? Would you be able to evade a movement toward you as quickly without a solid foundation under your feet?

I then explained that the shoe policy is to protect staff. In case of an emergency, we as staff need to be ready for anything. By wearing the proper shoes, we are protecting our feet from most things.

SENSIBLE SHOES

"Footwear should be safe and functional for the job responsibilities"

Ice policy 3.8.6



Health Corner Dehydration And Heat Stroke

The Danger of Dehydration and Heat Stroke:

Dehydration and heat stroke are two very common heat-related diseases that can be life-threatening if left untreated.

What is Dehydration?

Dehydration can be a serious heat-related disease, as well as being a dangerous side-effect of diarrhea, vomiting and fever. Children and persons over the age of 60 are particularly susceptible to dehydration.

What Causes Dehydration?

Under normal conditions, we all lose body water daily through sweat, tears, urine and stool. In a healthy person, this water is replaced by drinking fluids and eating foods that contain water. When a person becomes so sick with fever, diarrhea, or vomiting or if an individual is overexposed to the sun, dehydration occurs. This is caused when the body loses water content and essential body salts such as sodium, potassium, calcium bicarbonate and phosphate.

Occasionally, dehydration can be caused by drugs, such as diuretics, which deplete body fluids and electrolytes. Whatever the cause, dehydration should be treated as soon as possible.

What are the Symptoms of Dehydration?

The following are the most common symptoms of dehydration, although each individual may experience symptoms differently. Symptoms include:

- Thirst
- Less-frequent urination
- Dry skin
- Fatigue
- Light-headedness
- Dizziness
- Confusion

- Dry mouth and mucous membranes
- Increase heart rate and breathing

Treatment for Dehydration

In cases of mild dehydration, simple rehydration is recommended by drinking fluids. Many sport drinks on the market effectively restore body fluids, electrolytes, and salt balance.

For moderate dehydration, intravenous fluids may be required, although if caught early enough, simple rehydration may be effective. Cases of serious dehydration should be treated as a medical emergency, and hospitalization, along with intravenous fluids, is necessary. Immediate action should be taken.

What is Heat Stroke?

Heat stroke is the most severe form of heat illness and is a life-threatening emergency. It is the result of long, extreme exposure to the sun, in which a person does not sweat enough to lower body temperature. The elderly, infants, persons who work outdoors and those on certain types of medications are most susceptible to heat stroke. It is a condition that develops rapidly and requires immediate medical treatment.

What Causes Heat Stroke?

Our bodies produce a tremendous amount of internal heat and we normally cool ourselves by sweating and radiating heat through the skin. However, in certain circumstances, such as extreme heat, high humidity or vigorous activity in the hot sun, this cooling system may begin to fail, allowing heat to build up to dangerous levels.

If a person becomes dehydrated and can not sweat enough to cool their body, their internal temperature may rise to dangerously high levels, causing heat stroke.

What are the Symptoms of Heat Stroke?

The following are the most common symptoms of heat stroke, although each individual may experience symptoms differently. Symptoms may include:

- Headache
- Dizziness
- Sluggishness or fatigue
- Seizure
- Hot, dry skin that is flushed but not sweaty
- A high body temperature
- Loss of consciousness
- Rapid heart beat
- Hallucination

How is Heat Stroke Treated?

It is important for the person to be treated immediately as heat stroke can cause permanent damage or death. There are some immediate first aid measures you can take while waiting for help to arrive.

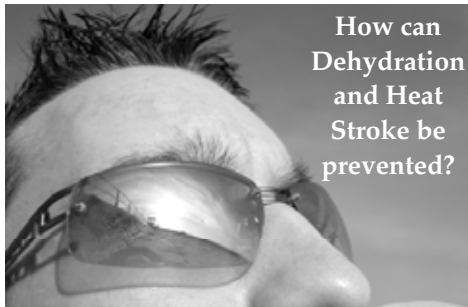
- Get the person indoors
- Remove clothing and gently apply cool water to the skin followed by fanning to stimulate sweating
- Apply ice packs to the groin and armpits
- Have the person lie down in a cool area with their feet slightly elevated

Intravenous fluids are often necessary to compensate for fluid or electrolyte loss. Bed rest is generally advised and body temperature may fluctuate abnormally for weeks after heat stroke.



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How can
Dehydration
and Heat
Stroke be
prevented?

There are precautions that can help protect you against the adverse effects of dehydration and heat stroke. These include:

- Drink plenty of fluids during outdoor activities, especially on hot days. Water and sport drinks are the drinks of choice; avoid tea, coffee, soda and alcohol as these can lead to dehydration.
- Wear lightweight clothing, tightly woven, loose-fitting clothing in light colors.
- Schedule vigorous activity and sports for cooler times of the day
- Protect yourself from the sun by wearing a hat, sunglasses and using an umbrella
- Increase time spent outdoors gradually to get your body used to the heat.
- During outdoor activities, take frequent drink breaks and mist yourself with spray bottle to avoid becoming overheated
- Try to spend as much time indoors as possible on very hot and humid days.

Rental Housing Accommodations:

Rental housing makes up a significant portion of the dwellings in many municipalities. The relative safety and security of a building, apartment, or room should provide comfort and peace of mind to a renter, as should a home for an owner.

All rental-housing accommodations are subject to inspection by the regional health authorities. Officers from Capital Health will inspect housing properties in Edmonton and surrounding areas.

A health inspector may conduct inspections of dwellings such as apartment buildings, and houses including shared residences.

Maintenance and Necessities:

Several basic necessities should be provided with most lodgings including proper cooking and bathing facilities, plumbing, electrical, and heating equipment that is installed in accordance with relevant codes and is properly maintained: functional smoke alarms; well-maintained exterior doors and windows, and two means of egress (getting out).

Deficiencies:

The following are some of the concerns that health inspectors have observed

in completing home inspections that require immediate attention.

1. Water infiltration (flooding)-commonly caused by leaking basements, poor site drainage, eaves trough disrepair, and damaged foundations.
2. Foundation disrepair-holes or cracks in basement walls and flooring.
3. Leaking roof- damaged or missing shingles.
4. Broken windows or doors, including glass panels, panels, and frames.
5. Missing or broken locks on exterior windows and doors.
6. Lack of 2 exits from a suite (in addition to entrance/exit doors, all bedrooms must have openable window areas sufficient for emergency egress 3.8 square feet).
7. Deficient guardrails, handrails, or rails (missing, not secure, poorly maintained and/or insufficient height and baluster spacing to prevent falls and entrapment).
8. Badly damaged and holed walls, floors, or ceilings.
9. No smoke alarms or inadequate numbers of smoke alarms.

Independent Counselling Enterprises has a number of Policies and processes in place to ensure our homes receive positive inspection reports. Some processes include; move in/move out audits, Environmental Quality Audits (EQA), Random Inspection Reports, Monthly safety Inspection Checklists, and supervisory visits. Policies include: 2.3.4 Client Residence, 4.4.2 Risk Management, and 4.4.3 Quality Assurance Audits.

If you have any concerns regarding the safety or security of the home you work in you need to contact the supervisor as soon as possible.

A health inspector may show up at any time unannounced to do an inspection of the home you are working in. The inspector will carry identification.

You need to provide a brief orientation to any site specific hazards (i.e. client behavior) and welcome them in. Then contact the supervisor of the home (or an alternate supervisor), and let the inspector complete their inspection.

Look for more information about Public Health and Housing in upcoming ICE Pages.

Excerpts taken from: Public Health and Housing information booklet.