

Lisa grew up in St. Albert, Alberta, where she began her own interior design business in 2001. When the business was 4 years old she brought it to Grande Prairie with her family. In Grande Prairie the business ran successfully for another 6 years, but Lisa felt like she was missing something in her work. A self-diagnosed, "people pleaser", Lisa longed to help people on a deeper level and hence, decided on a long term goal to become a nurse. At this point Lisa discovered ICE and began working in several of Grande Prairie's residential and community programs.

Lisa has excelled with all of the individuals she has provided supports to. She says working at ICE has taught her patience, understanding, and a greater ability to see the individual, not the disability. She has become an advocate for people with disabilities by influencing and educating her friends, family, and community members whenever an opportunity arises.

Lisa continues to work towards her goal of becoming a nurse and working with seniors. As a volunteer, Lisa has already been working with seniors for four years now. She appreciates having the opportunity to be there to care for someone when they are without other supports. Lisa reports it gives her satis-

EMPLOYEE Spotlight Lisa



faction to be making a difference in the lives of others. This summer she began her courses towards achievement of a Bachelor of Nursing degree.

In her spare time, Lisa enjoys the Peace Country for its unparalleled camping, hiking, and outdoor activities.

ICE appreciates and is lucky to have such a dedicated employee.

Reminder!



PDD Grant Dollars are available for training opportunities for Community Rehabilitation staff.

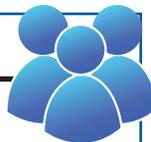
Submit your "Letter of Intent for Training" soon.

After Hours Supervisor

(780) 512-3129



MEETINGS



Health & Safety Meeting

June 16, 3:00pm

RPAC

June 28, 1:30pm

Unit Meeting

June 30, 12:00pm

TIME SHEET HAND-IN



Hand-in day will be:

June 15th, 2011

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

June 30th, 2011

for all shifts worked between June 15th and 30th

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Employee Success Story: Richard

Richard entered services with Independent Counselling Enterprises in 2005. From 2005 to 2009 Richard lived in a supported home arrangement in Lethbridge, Alberta. In the summer of 2009 Richard decided to move to Spruce Grove, Alberta to be closer to family. He moved in with his older brother and lived there until early 2010. Richard decided to move back to Lethbridge in 2010 when his brother made the decision to move to British Columbia. It was a challenging time for Richard, finding a new job and reconnecting with old friends. Richard was very happy when he was able to move back in with his previous Support Home Operator (SHO) through ICE as they had such good times together.



A day job would allow him more social time at night with his friends. He is presently busy sending out resumes and checking job postings looking for the "perfect job".

Richard enjoys the outdoors; he likes to go walking and really loves to go camping. Richard and his SHO have enjoyed many adventures over the years, exploring the various campgrounds around southern Alberta. His SHO encourages Richard to bring along friends when they go camping too. Richard likes to be busy, and he is looking forward to a summer filled with fun. He will be volunteering at the Dragon Boat races, attending art classes and he has decided to try Special Olympics golfing once a week. Richard also enjoys wrestling, New Connections dances, walks around Henderson Lake, movies, concerts and hanging out with his friends.

Richard is a hard worker and has worked in the food service industry for a number of years. Currently, Richard works at The Keg part-time as a dishwasher. He enjoys his job there but wants to find a new job where he can work the day

We wish Richard much success in his job search!!

Events in Grande Prairie

Alberta Health Services puts on free grocery store tours at any grocery store. They teach how to read food labels and make the best food choices. Call (780) 402-8172 to organize a tour.

The Centre for Creative Arts has many workshops available: photography, painting, pottery, web site building, knitting and sewing, and glass bead making. Visit www.creativecentre.ca or call (780) 814-6080

The bulletin board in the library has many local events including writing groups, educational seminars, foreign film viewings, free concerts, and more. Check it out!

Congratulations to Amanda, the 2011 recipient of the Individual Leadership Award, shown in the picture posing with her proud brother, John. She received the award at the 2011 PDD Spring Fling.



Summer Fun with ICE including scavenger hunt

June 17, 1pm-3pm
Muskoseepi Park picnic tables

Let Sarah know what food you are able to bring (780) 402-8556 ext 5

Client Goals and Outcomes, TBA

As described on the ICE website

CPI 2-day, TBA, 9a-4p **TRAINING**

As described on the ICE website

Slave Lake Relief

Maxim Storage, Greyhound, and many other local businesses in Grande Prairie are accepting donations to help the victims of the wildfire in Slave Lake.

Social Committee

ICE has a social committee for all employees and clients. Call Sarah at (780) 402-8556 ext 5 to find out what is happening next month.

Thank  You!

Kelsey Fischer won picnic items for a card from her coworker for doing more than her share of the chores around the house

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Region- Meeting date: April 5, 2011

Injury Investigations

March 1, 2011

Overnight staff was wearing Vaseline on their feet ran to get the phone fell.

Employee Injury investigation completed

Recommendations: Overnight staff (Permitted to sleep) need to have access to light (i.e. flashlight beside the bed), must have proper footwear close to their bed. Proceed at a safe pace rather than rushing, phone callers will call again or leave a message.

March 16, 2011

HCA was applying medication powder to a client; Home Care Aid inhaled the powder and did not feel well after.

Note: It was an unusual medication format (with the powder being in a jar); the medication usually being provided as a cream. (The cream was unavailable at the time). Follow up with the Case Manager was completed and the usage of the medication in powder form was discontinued.

Employee Injury investigation completed.

Recommendations:

Whenever there are changes in care plans (as per the powder format in this incident), the employee should alert their supervisor who may then assist. Review this reporting request with Home Care Aids.

March 20, 201 – a client with autism who was not feeling well was at a busy ACT center and became aggressive hitting staff on the head. Staff assisted client to a quiet place.

Recommendations: if a client is

not feeling well, client should be given the option to remain at home or to go to an alternate "quiet" community activity. The committee recommends making sure that orientation is given to every staff in regards to adjusting outings.

Near Miss Investigations

March 25, 2011

Staff stumbled over worn carpet join in the hallway of the ICE office.

Employee Near Miss investigation completed.

Recommendations: Staff put tape down to secure the hazard until the floor is replaced (Scheduled to be completed in next 2 months).

March 1, 2011

Staff was stopped at a red light and was going to turn right when staff's vehicle was hit from behind.

Employee Near Miss investigation completed.

Recommendations: None, incident was beyond staff's control.

March 13, 2011?

Staff was out in the community when they noticed that they were being followed by someone.

Employee Near Miss investigation completed.

Recommendations: Leave the area to a safe location immediately and notify a supervisor. For this community location only staff with cell phones to be booked. Staff may wish to carry whistles for personal safety while in community.

Calgary Region – Meeting Date: March 16, 2010

Injury Investigations

None to Report.

Near misses

Feb 16/11 – Staff was backing out of garage on way to outing. Backed into city electrical box across back alley from garage. Broke taillight.

Staff does not usually park in garage but on street in front of residence.

Near Miss Investigation Completed.

Recommendations – Reminder to staff to maintain awareness of presence of potential hazards especially in new surroundings.

Reminder sign regarding presence of Electrical box to be posted in garage.

March 4/11 – Staff noticed that residence extremely warm and that furnace was not shutting off. Fire Department and ATCO gas were contacted, both inspected furnace for danger/imminent risk. Broken thermostat the culprit.

Near Miss Investigation Completed.

Recommendations – Landlord was contacted regarding thermostat and necessary repairs.

3.2 Evaluation of current Injury Investigations

April 7, 2011- Staff was unexpectedly bitten by the client.

Employee Injury investigation completed

Recommendations: Follow positive approaches for client support.

April 9, 2011- Client was upset, biting herself and swinging her arms around. Staff was trying to comfort the client and the client grabbed/pinched the staff's arm and this resulted in two small bruises to the staff's arm.

Employee Injury investigation completed

Recommendations: Wait until the client is calm prior to providing assistance to the client.

April 10, 2011- Staff was assisting her client who was upset, the client grabbed and pinched staff's arm. Staff noted small scratches and bruises to her arm.

Employee Injury investigation completed

Recommendations: Stay out of the client's reach when she is upset, wait for her to calm prior to providing assistance.

3.3 Evaluation of Near Miss Investigations

No near misses to report

Recommendation: Remind staff that it is importance to report all near misses in order to prevent future incidents.

3.4 Review of COR Audit Action Plan.

The committee reviewed the observation report 1.1 through to 1.6.

Recommendations: No recommendations at this time.

3.5 Review of Master Hazard assessment and Control Document

The committee reviewed Use of gas stove, Use of BBQ, Shopping, Housekeeping, Storing and Using Household cleaners.

Recommendations:

The committee recommended additions to hazard scoring specific to Biological, Physical and Psychological hazards attached. (Information will be forwarded to the Health and Safety Specialist in Edmonton for inclusion on the next revised HACD Master)

3.6 Policy Review

The committee reviewed 3.5.9 Hazard Assessment and Control Document

Recommendations: None at this time.

4.1 Training

Mike will be providing CPI in June. ASSIST training in being held May 18 & 19

Abuse Prevention Protocols were reviewed with SHOs during the monthly visits in March and April.

Snow Mould & Other Allergens

What is snow mould?

Snow mould is a fungus that is found under melting snow. It is one of the biggest contributors to seasonal allergies. Snow mould looks grey, and appears in circular patches on grass. Snow does not kill the mould. When the snow begins to melt, the spores from the mould are released in the air, causing watery eyes and runny nose in some people. People allergic to mould may experience symptoms from spring to late fall. The mould season often peaks from July to late summer.



there's a lot of pollen and mould in the air. In late spring and early summer, grass starts to cause trouble. Weed pollen is the main cause of seasonal allergies in late summer and early fall.

Symptoms:

The symptoms of allergies include: sneezing, itching, nasal discharge, congestion and dry and scaling skin.

What can you do?

- Stay in doors and keep windows and doors closed during peak pollen hours (morning)
- Wear a mask when mowing lawn and when walking on freshly mowed lawns.
- In the fall, rake up leaves to minimize mould growth
- Do not hang laundry outdoors. It can trap pollen.
- Take medications recommended by your doctor to treat and prevent allergic reactions.

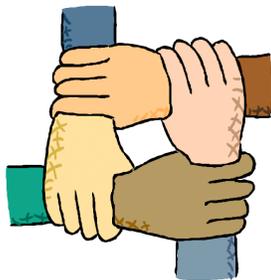
Other Allergens:

In the early spring, the major culprit is wind-borne pollen from trees. Pollens are tiny egg-shaped powdery grains released from flowering plants, which are carried by the wind or insects. Pollens that are spread by the wind are usually the main cause of seasonal allergies, while pollens that rely on insects (such as the honeybee) to be carried to other plants do not. The worst springtime allergy signs and symptoms occur during hot, dry or windy days when

INCENTIVE FOR REFERRING EMPLOYEES

Here's how it works!
If you refer a person to ICE who successfully meets our hiring requirements and completes three-month probation with a minimum of 120 hours worked, you will receive \$100.00.

Take advantage of this great opportunity.



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.



Senior Management Tour ICE Operations across the Province



In order to have an effective Health and Safety program a company must have commitment and involvement by senior management. It is an important part of the Management by Walking Around (MBWA) concept for company leaders to get out of their offices to spend time where clients are supported and where employees work each day. Recently I.C.E., Chief Operating Officer (C.O.O), Geneve Fausak visited several residences in Edmonton. The C.O.O. and the ICE Alberta Manager of Operations, Jackie Wells also travelled in May to tour the office and programs in Grande Prairie. Risk Management and Quality Assurance Specialist, Greg Lane and Health and Safety Specialist, Corinne Stasiewicz alternately visited offices/ programs in Calgary and Lethbridge in May. These visits provided excellent opportunities for senior management to observe the positive efforts demonstrated daily by ICE employees for risk management and health and safety. Management would like to extend a warm thank you to all ICE employees involved!



2.4.1 GUIDELINES FOR PLANNING ACTIVITIES

1. Independent Counselling Enterprises activities are planned to be effective as well as safe in their operation.

2. General guidelines apply in planning activities:

- involve the client in planning activities;
- consider the client's abilities and interests in relation to the activity;
- consider the client's likely level of safety and well being while participating in the activity;
- determine the relationship of the activity to the client's cultural and religious heritage;
- ensure the activity fits in with other scheduled activities and daily routines;
- ensure activities are age-appropriate. Minor children require written permission from parent or guardian before engaging in activities;
- plan the activity in incremental steps (i.e.: putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition;
- address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities;
- arrange an appropriate meeting place. Have phone numbers and other information available ahead of time;
- all group activities require supervisor review and approval before they take place;
- in the event of an emergency (i.e. accident or injury) employees are to ensure they have all emergency contact names/phone-numbers including their supervisor and ECAT/911 to call for immediate assistance (see Policy 2.7.3 Critical And General Reporting Incidents and Policy 3.3.6 ECAT Supervision)

3. Aquatic activities must include the following precautions:

- the presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
- in circumstances where I.C.E. clients have access to private pool facilities through their residence a pool safety protocol (refer to Master Forms Binder: Ori-

tation Manual Section B and Residential Monitoring Manual Section F) will be developed, reviewed, and signed off by the client, guardian, and I.C.E. staff, a copy of the protocol will be filed in the client green file;

- use of a safety floatation jacket by all participants in a raft, boat or canoe;
- constant and direct supervision of clients during all activities around water.

4. Overnights trips are not to be planned for any client unless the employee receives approval from their supervisor. The following apply:

- Approval must be given by the Manager in consultation with the Chief Operating Officer only after a written proposal has been submitted outlining the nature of the trip, the duration of the trip, expenses to be incurred, location of nearest medical/emergency facilities and staffing during the time away.
- It is not expected nor is it this agency's policy that employees take clients on holidays. Often trips are contingent on employees volunteering time unless clients can access programs where supervision is included in the holiday.
- Any time away must not be a financial hardship for the client and their personal budget must be able to support the holiday.
- If funding is being requested from an outside source (i.e. Office of the Public Trustee) sufficient time must be provided in order to meet their documentation processes as per OPT Policy.
- Guardians must be aware of and support the holiday and sign all necessary permission forms prior to the excursion.
- Employees must have access to reliable communication such as a telephone or cell phone and contact the office once per day for an update.
- If the location of the holiday is isolated two employees must be present at all times.
- A first aid kit must be carried.

Updated October 2009