

ICE PAGE

May 2011

GRANDE PRAIRIE

Catherine has been in Calgary since March 2009. She traveled here from Lagos, Nigeria. Catherine graduated from the Federal Government Secondary College in Anambra in what we might call the province of Onitsha. From there she went on to the University of Benin where she studied languages. Other than English, Catherine is also fluent in French. Upon graduation from college, Catherine attended the University of Lagos where she majored in Human Resources and Counselling.

While in Nigeria, Catherine held several diverse positions. She worked in the Embassy of Pakistan as the social secretary to the Ambassador. She was the marketing coordinator for a manufacturing company where she traveled to many of the West African countries. She also spent several years in human resources in Steyr, a vehicle assembly plant.

Then Catherine decided to use her talents working with people on a more personal level. She spread her wings in an extended care facility and supported elderly, youths and individuals with disabilities. This became Catherine's true calling.

Catherine and her five children decided to move to Calgary for the wonderful lifestyle and the excellent schools.

EMPLOYEE Spotlight Catherine

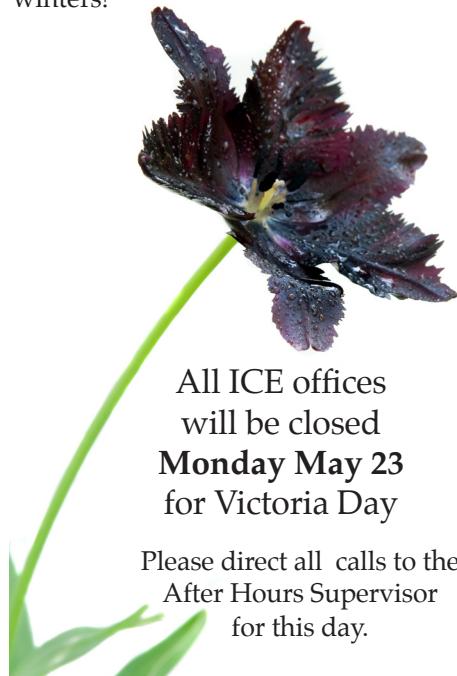
They are eagerly awaiting the arrival of Catherine's husband, who is still in Nigeria while he studies so that he can practice law in Canada.

Catherine loves working with ICE. She says that ICE Calgary has become like family because of all of the support,



help, guidance and honesty she encounters at work each and every day. Even though she is in the community supporting her client, she knows that support is only a phone call away. Catherine has excelled in her role as Community Rehabilitation Support Worker with the individual she supports. In this role, she has had the opportunity to become fluent in yet another language, signing!

She and her children love their new home of Calgary...except for the long winters!



All ICE offices
will be closed
Monday May 23
for Victoria Day

Please direct all calls to the
After Hours Supervisor
for this day.

**After
Hours
Supervisor**
(780) 512-3129



www.icenterprises.com

MEETINGS



Health & Safety Meeting

May 12, 3:00pm

RPAC

May 24, 1:30pm

Unit Meeting

May 31, 12:00pm

TIME SHEET HAND-IN



Hand-in day will be:

May 16th, 2011
for all shifts worked
between
May 1st and 15th
and

May 31st, 2011
for all shifts worked
between
May 15th and 31st

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Client Success Story – Larry

Larry, a native Albertan, grew up in St. Albert with a keen interest in winter sports including skiing and hockey. Since 2008 Larry has been participating in Alpine Skiing with Special Olympics (S.O.) in Edmonton where he skis regularly at the Snow Valley hill with his coach and peers. In February of this year, Larry competed in the 2011 Alberta Special Olympic Winter Games held in the city of Leduc. He won three medals including two gold medals and a silver! After this terrific performance, the S.O. head coach for Alberta asked Larry to join Team Alberta to compete in the National competitions next winter.

Larry's events are the Giant Slalom, the Dual Slalom and the Super-G Slalom. He says he has no favorites; he just loves the sport of skiing. When asked what he likes about his involvement in the Special



Olympics program, Larry says he loves the chance to meet people and the camaraderie shared. He says its hard work learning how to win medals, but also a ton of fun!

Larry is dedicated to his sport and he is already busy conditioning himself for next winter's ski season. He regularly works out at the YMCA three or more times a week, developing his cardio, strength and flexibility skills. Larry will start ski practices in October for the 2012 Special Olympic Canada Winter games to be hosted by St Albert, Alberta in February of 2012. With Larry's skills, focus and hard work he may even get on the National Team and have the chance to ski for Canada in Seoul, South Korea at the 2013 Special Olympics World Winter Games.

Congratulations on your achievements, Larry. We admire your dedication and wish you the best of luck!

Training Opportunity for Community Rehabilitation Field Staff!

Persons with Developmental Disabilities is offering service providers Grant dollars for training community rehabilitation staff. ICE personnel interested in career development are invited to submit a LETTER OF INTENT FOR TRAINING OPPORTUNITY to the ICE office. Applications will be accepted until funds have been administered.

Applicants will be required to describe how the training requested will benefit them in their position at I.C.E.

A LETTER OF INTENT FOR TRAINING OPPORTUNITY template is available from ICE reception and on the ICE Website.

Successful applicants will be notified.

Please note that this one time funding is limited and not all applications will be funded. A final decision regarding the selection and approval of full or part funding of successful letters of intent are at the sole discretion of the President and decisions are not subject to further appeal.



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.



Social Committee

ICE Grande Prairie has a social committee for all employees and clients.

An exciting upcoming event is a talent competition. Call Sarah at (780) 402-8556 ext 5 to find out what is happening next month.

Talent Competition

Thank You!

Vail Kalynchuk won journaling and art accessories for a card from the on-call supervisor for noticing a leak under the kitchen sink in a program, reporting it to on-call, and notifying the landlord.

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!

May 3 at 3pm

ICE Talent Show

At the Legion (9912 101 Ave)

Please let Sarah know what you plan to perform so she can make a schedule

(780) 402-8556 ext 5

May 13 from 7pm-midnight

PDD Spring Fling

Grande Prairie Regional College – lower floor

No cost and no dinner

RSVP to Patti Diewert by May 6 by (780) 624-6225

TRAINING

PBI, TBA

Client Goals and Outcomes, TBA

See "Promoting Independence Workshop" on the ICE website



PERSONAL SAFETY

Recently there have been several news stories highlighting safety concerns for support staff in our communities. Some of these concerns have related to persons (known or unknown) accosting staff in the community or at residential programs.

Hazard control measures while in the community:

- Avoid walking alone.
- Use caution when using elevators, isolated stairways, or toilet areas. Don't place yourself at risk.
- Plan the safest route to your destination and use it. Stick to main roads as much as possible.
- Remain alert. Use your peripheral vision. (Wearing headphones may decrease your awareness.)
- If approached, maintain a comfortable distance while you answer questions or give directions. Never turn your back on someone who has approached you.
- Park in well lit and busy areas, particularly at night or if you expect to return to your car after dark.
- If ICE staff are working alone in community locations where hazards are increased they are to use, "Call in" reporting to verify their safety prior and after these shifts. Calls are to be made to their supervisor at the office or to ECAT.
- Avoid using ATM's in dark or isolated places.



**** As per ICE Policy 3.5.4 Working Alone, #7....** Employees who find themselves in a situation that they decide is personally unsafe are to remove themselves from the situation to a safe location and proceed to immediately contact the main office or ECAT supervisor for further direction. The situation that the employee feels is unsafe can be at the work site or while travelling to the work site. A safe location may mean that the employee leaves the client's home immediately, as in the case of working with a home care client or the employee working in a home operated by I.C.E., may remove themselves to another room in the home or go to a neighbours.

Hazard control measures while working at residential programs/offices:

- While at work, maintain easy access to a charged telephone at all times in the event of an emergency.
- Park nearby the residence/office in a well lit area and request that a co-worker monitor your arrival or exit from work from the safety of a nearby location (i.e. residence or office) if possible.
- Have your keys (and perhaps your car panic button) ready to use as you approach your vehicle. Lock your vehicle doors once inside.
- If clients or residential staff go out into the community during the course of their shift, everyone must be signed out in the Staff Communication Log. Provide information about the intended destination and the expected time of return. If clients/ or employees do not return / show up to shift as expected, this must be reported to a supervisor at the office or to the Employee Client Assistance Team (ECAT).
- If you or clients are going out late, a lift should be arranged or a taxi. People should be dropped off as close to the door as possible.

****As per ICE Policy 3.5.7 Visitors/Contractors:**

For all residential homes operated by Independent Counselling Enterprises the following applies:

1. If the employee does not know, is not familiar with, or is uncomfortable in the presence of the visitor they are required to contact the Office/ECAT Supervisor and confirm if they have access to the premises
2. With the exclusion of the Guardian (as appropriate) no visitor will gain entry without calling the Office

Remember, while we can not control the dangers now present in our communities, we can take steps to safeguard ourselves and our clients from these risks.



Attention all Staff!

Starting May 1, 2011 ICE will increase the employee referral incentive to \$100!

You will now receive \$100 when you refer your friend or relatives to work with us!!!

Here is how the Employee Referral Incentive works! If you refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, you will receive \$100.00. Take advantage of this great opportunity.



2.2.1 CLIENT RIGHTS AND RESPONSIBILITIES

Independent Counselling Enterprises believes clients have the following rights:

1. The right to independence.
2. The right to be listened to and to self-advocate, or if unable, to have someone advocate on their behalf.
3. The right to be informed about the service provider (agency's policies and procedures that govern service delivery) and the services being provided thereby enabling the client to make informed choices to accept or to refuse services (see Policy **2.2.3 Informed Consent**).
4. The right to service provision according to the clients needs' and established personal plans not restricted by gender, age, race, creed, religion, sexual orientation or colour.
5. The right to quality service and support characterized by respect and dignity for the client, recognition of the client's privacy needs, courtesy, competency, punctuality, flexibility, confidentiality and freedom from mental, physical and financial abuse by the service provider.
6. The right to be fully included in the planning, revision or review of their personal plan.
7. The right to be informed of the appeal process and to appeal decisions made by Independent Counselling Enterprises regarding service delivery without fear of reprisal or discrimination.
8. The right to be informed of any Policy changes affecting service provision.

Independent Counselling Enterprises believes clients have the following responsibilities:

1. The responsibility to actively participate in decisions and to make a commitment to follow through in all aspects of service delivery.
2. The responsibility to keep agreements made with Independent Counselling Enterprises and its employees.
3. The responsibility to treat Independent Counselling Enterprises employees with respect.
4. The responsibility to express concerns and problemsolve with the employee and to report unresolved issues to the employee's supervisor.
5. The responsibility to ensure financial arrangements for service delivery are met within the specified time lines.
6. The responsibility to promote a safe working environment for both the employees and other clients.
7. The responsibility to pay all costs in their living environment including repairs.

Updated October 2009

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Region - Meeting date March 1, 2011

Injury Investigations

February 1, 2011

Overnight staff fell on the stairs and hit their head. Staff had a bump on their left eye. Staff was carrying a heavy back pack on their way to the basement, staff was not holding on to the rail.

An employee Injury investigation was completed.

Recommendations: Advise staff to care a smaller back pack or a tote for his personal belongings.

Advise staff to use railing when on the stairs.

January 6, 2011

Client missed their medication under the care of a respite worker. Client became agitated and pushed SHO.

An employee Injury investigation was completed.

Recommendations: Review the requirement for monitoring medication administration with respite worker.

Near Miss

February 9, 2011

Office worker smelled something burning from the microwave.

An employee Near Miss investigation was completed.

Recommendations: The microwave was immediately unplugged and a sign was posted to let other employees know. A new microwave has been purchased and an instruction for basic use has also been placed

Calgary Region - Meeting date March 16, 2011

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.

A Near Miss Investigation is being 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.

A Near Miss Investigation is being completed.

Recommendations – Landlord was contacted regarding thermostat and necessary repairs. Staff should be aware of where the furnace switch is located.

3.2 Evaluation of current Injury Investigations

March 23, 2011- Staff was using a shovel and an ice pick to remove ice and packed snow build up from the driveway. Staff strained his shoulder and neck.

Injury Investigation completed.

Recommendations: Removal of snow and ice should be done regularly to avoid snow and ice build up. Stretch prior to shoveling, and take regular breaks as needed. Work within ones own physical limits.

3.3 Evaluation of Near Miss Investigations

No near misses

Recommendation: Remind staff that it is important 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 1.3, 1.10, 3.1, 3.3, 3.4, 3.5, 3.6, 4.7 and 6.8.

Recommendations: When doing inspections remember to check expiry dates in the first aid kits.

3.5 Review of Master Hazard assessment and Control Document

The committee reviewed Outdoor Activities, Accessing Community, Use of Sharps, Cooking/Food Preparation, Food Storage, Exposure to Raw Meats, and Use of Household Appliances.

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

3.5.6 Mandatory First Aid Kits

4.1 Training

Hazard Identification and Control Training was held March 28th.

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

4.2 ICE Page

The Committee Reviewed the ICE page article on Heart health.