

Laura was born and raised in Calgary. She is married and has a 20 year old son and a 15 year old daughter.

Laura has been working for ICE for two years since she was referred for employment here by a friend. After 20 years of waitressing, Laura was tired of doing the same job and was ready for a change. She describes her former work as stressful and tiring. Working at the restaurant, Laura used to dread going to work and felt she had to "drag herself" to her job. Since starting at ICE Laura says she has the chance to do fun things with her clients that she could not do otherwise such as going to the library, walking in the park and just appreciating life. She enjoys going to work now.

One of Laura's beliefs is to be a blessing for someone everyday. Through her efforts to be a blessing for the individuals she works with, Laura says she



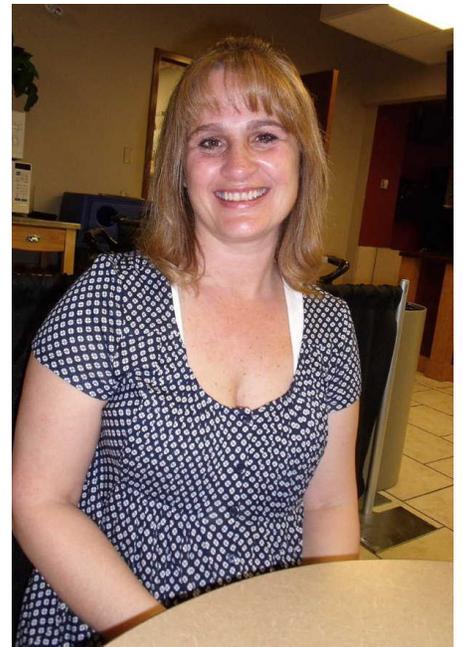
receives blessings in return. For example, Laura and an individual she is currently working with share the joy of laughter together all the time.

Laura has assisted one of the individuals she supports to obtain paid employment and the other individual to obtain a fulfilling volunteer position. Laura advocates very well for clients, and is quick to point out to others their unique capabilities.

Laura was the recipient of the Calgary ICE "Employee of the Year" award in 2011, an honor well deserved!

All ICE offices  
will be closed  
**Monday May 21**

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

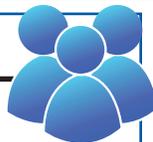


**After  
Hours  
Supervisor**

**(780) 512-3129**



## MEETINGS



**Health &  
Safety Meeting**

May 10th, 3pm

**RPAC**

May 22nd, 1:30pm

## TIME SHEET HAND-IN



Hand-in day will be:

**May 15, 2012**

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

**May 31st 2012**

for all shifts worked  
between  
May 16th and 31st

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## Client Success Story: Christina

Christina (known as "Tina" to family and friends) started receiving Day Program supports from ICE in June, 2011. Christina resides with her mother, father, and two older siblings. She is very connected to her family. Christina has many talents but, one of her biggest ones is that she brings a smile to almost everyone she meets.

Christina is non verbal and has Autism. Christina communicates through her own form of modified sign language. ICE supports have enabled Christina to progress significantly since having the opportunity for routine and a familiar face supporting her daily, this has had a positive impact on Christina. With support, Christina has increased her communication skills through daily use of a new communication board. ICE staff encourage Christina to participate using a flash card picture system. Christina is now able to identify words/images by pointing to the specific picture when asked.

Community access was an area that Christina had not explored a great deal in the past. With ICE supports Christina is now going out weekly on walks around the local shopping centre and visiting Tim Horton's. Christina also recently started accessing the ACT centre where she participates in swimming. Christina has a City of Edmonton community access card that has opened up the opportunity for her to explore a wide range of free community based programs.

One of Christina's favorite pastimes is to relax in her sensory room. In this special room she has: a glow in the dark space theme with a large bubble fish tank, a music key board, foam textured mats, sensory balls and a lighted disco

ball. Christina finds it very comforting and relaxing spending time in this special place. She also enjoys doing puzzles and listening to music.

Christina loves watching the Ellen DeGeneres show and dances while Ellen dances on her show. Christina's brother video taped Christina dancing while she was watching Ellen. In the video, Christina is dancing while Ellen is dancing on the T.V in the background. Matt did a write up about his sister and submitted it with the video to the Ellen show. Christina's family received a thank you from the producers and who knows; maybe one day Christina's community access will take her to California.

Christina and her family went on vacation to Disneyland and Christina found it really was a magical place. Christina's face lit up at the sights and sounds of the music, fireworks and the many twinkling lights.

Christina's parents have commented, "As parents, we are very proud of the progress Christina has made with her personal goals. We are more relaxed knowing that our daughter is well looked after. We see that Christina has increased her skill development in many areas and she is happy, content and relaxed. When we come home at the end of the day we can feel the positive energy from Christina".

Tina and her family are looking forward to continued success in her program with many new opportunities to explore.



## \$100 Employee Referral Incentive

**ICE Employees and Support Home Operators are encouraged to take advantage of this excellent opportunity!**

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.



### 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.

# TRAINING

**PET** As needed  
9 am-5pm, Two day training

**PBI** May 3rd  
9 am-4pm, Proactive Behavior  
Intervention

**CPI** May 15th and 16th  
9 am-5pm, Crisis Prevention  
and Non-Violent Intervention

# TRAINING

Thank  You!

**This month's incentive winner:**

**Bonny Beaulieu** received a Thank You card for helping her client to complete his paper delivery route. Bonny won a blender with cups and a recipe book. Congratulations on a wonderful job!



# Furnace and Gas Safety

A furnace that is not running at peak performance can be deadly. ICE residences are required to have furnaces cleaned and checked every year. The older the furnace, the more important this service is. Newer gas furnaces are equipped with many features that shut the furnace off when a problem is detected. Older furnaces have no such devices. Over time, furnaces can develop small cracks in the combustion chamber. These cracks may not be visible to the naked eye. It is through these cracks that Carbon Monoxide can leak into a home.

## Furnace Safety Tips

- Keep the area around the furnace clean and unobstructed.
- Keep the burner area of the furnace clean.
- Furnaces that require lubrication on the motors and bearings should be attended to by a qualified heating technician once a year.
- Do not have anything combustible within six inches of the furnace vent pipe.

ATCO Gas offers inspection of natural gas appliances to ensure safe operation. ATCO does not repair or clean appliances but will let you know about any needed repairs. Heating contractors are required to be contacted for repair and cleaning services.

## Natural Gas

Natural gas is used in boilers, hot water heaters, stoves, ovens, dryers, some barbeques, and some vehicles. It is colourless and tasteless. Natural gas smells like rotten eggs. Mercaptan has been added to it to give it this smell for safety reasons as natural gas has no smell. Natural gas is lighter than air and will usually dissipate rapidly in the outside environment. Inside buildings however, it can collect. It is flammable and explosive. Although natural gas itself is nontoxic: it displaces oxygen and can result in asphyxiation if it collects in a confined space.

If you smell gas inside a building:

- Leave immediately.
- Do not operate any electrical switches (i.e. lights), television sets, appliances or other electrical devices.
- Do not pull any circuit breakers and do not re-enter the building.
- Call ATCO Gas or 911 with a neighbour's landline.

If you smell gas outside a building:

- Call ATCO Gas or 911 immediately.
- Keep people away from the area.
- Do not smoke or light any flames.

**ATCO Gas's emergency line  
24 hours a day,**

**Edmonton and area: 780-420-5585**

**Calgary and area: 403-245-7222**

**All other areas: 1-800-511-3447**

## Carbon Monoxide

Carbon Monoxide is a natural product of incomplete combustion. Virtually every gas furnace produces some Carbon Monoxide, which is usually carried away through the furnace's venting. A clean, efficiently burning gas furnace produces very small amounts of carbon monoxide, while a dirty inefficiently burning furnace can produce lethal amounts.

Carbon Monoxide is a gas that you can not see, smell or taste and it is very toxic. It causes flu-like symptoms, disorientation, confusion, and even death. All fuels can produce it; natural gas, propane, gasoline, wood, coal, kerosene etc. Common sources in homes include: faulty furnaces and appliances, improper venting, a vehicle idling inside a garage.

Signs of Carbon Monoxide build up:

- Stale or stuffy air.
- Extreme moisture on windows and walls.
- Yellow flames, not blue, in natural gas appliances.
- Soot collecting near a gas appliance burner or vent.
- Pilot light keeps going out.

- Never idle a vehicle in a garage, even with the door open.
- Never use a charcoal barbeque or portable gas grill inside.

*"Safety and Maintenance." National Furnace Heating & Air Conditioning, LLC. n.d. Web. 12 April 2012*  
*"In an Emergency." ATCO Gas. n.d. Web. 12 April 2012*

Symptoms of Carbon Monoxide poisoning:

- Dizziness.
- Headache.
- Fatigue and weakness.
- Watering and burning eyes.
- Nausea and vomiting.
- Loss of muscle control.

If you suspect a carbon monoxide problem and someone is ill leave the premises. Call 911 for medical help.

If you suspect a Carbon Monoxide problem and if no one is ill go outside and breathe fresh air. Call ATCO Gas to check the home.

Prevent Carbon Monoxide build up:

- Complete annual inspections of each home's natural gas furnace and natural gas appliances.
- Call repair immediately if you see pitting or rust on chimneys or heating vents.
- Call ATCO Gas or a heating contractor if burners on appliances have a yellow flame or soot buildup.
- Install a carbon monoxide detector.



**3.4.8 EMPLOYEE'S AVAILABILITY TO WORK AND TO COMPLETE SHIFT ASSIGNMENT**

1. ECAT Coordinators will call employees to fill shifts based on the availability to work, that the employee has provided to the agency.
2. For effective time management of bookings it is advisable for an employee to call in their availability weekly to the office.
3. Should an employee **continually** decline shift assignment when called, this will be noted on the employee's personnel file and a review of job performance will be scheduled with the Personnel Coordinator and/or the employee's immediate supervisor.
4. Once an employee has accepted shift assignment it is the employee's responsibility to complete this work. The employer recognizes that certain circumstances may arise that require an employee to cancel a shift assignment. The circumstances are to be justifiable and the employee needs to provide a minimum of **4 hours** notice if unable to work. The employer has the right to decline the cancellation if the employee does not provide a valid reason or appropriate notice. Repeated shift cancellations by the employee will result in a review of job performance.

## Health and Safety Minutes

### 3.1 Review of Regional Health and Safety Minutes

Edmonton Region – Meeting minutes: March 7/12

Feb. 16/12 – Injury-Client Behavior

Client had a bath. Afterwards the staff was assisting him to dress when the client bit the staff on their wrist. A co-worker came to assist the staff and redirect the client. The client was given space to calm. First Aid was provided to the staff. Afterwards medical care was provided by a physician to the staff for the bite.

#### Injury Investigation to be completed.

Recommendations:

Staff to review PBI training

Client has a Positive Approaches – perhaps additions should be made regarding strategies for provision of personal care.

Review and refresh training regarding this client's positive approaches with the staff member and rest of the team to ensure everyone is clear and effective regarding use of the strategies.

Feb. 27/12 – Slip and Fall

Client had thrown or spilled water on the floor but SHO was initially unaware of this. SHO slipped and fell down due to the water on the floor and injured their right arm and hip.

#### Injury Investigation to be completed.

Recommendations:

Make sure that proper footwear is worn.

Try to always check the path that you are travelling and be aware of your surroundings.

Feb. 24/12 – Injury

HC worker reported that their back and neck were hurting. Medical follow up determined that the worker had a pinched nerve in their neck possibly from a pre-existing injury.

#### Injury Investigation to be completed.

Recommendations:

Possible re-evaluation to ensure the employee has the physical capacity to complete the requirements of the job role.

Self assessment by the employee of their capacity to safely complete tasks as they arise.

Possibly a pre-existing condition, employee to follow up physical concerns with their doctor.

Feb. 29/12 – Injury

A visitor had been upstairs on the second floor of the office. Upon starting down the stairs, their feet slipped forward and they fell backwards to a seated position on the stairs. Another person was walking behind them. The visitor reported that their left ankle was sore after the incident. (The visitor reported holding the banister and having a clear view of the stairs. They were wearing boots).

Recommendations:

Use stair handrails and avoid rushing. (The visitor may have been hurrying due to person following them),

Use caution when floor /boot surfaces may be wet. Spring weather melting ice and snow outside causes footwear to become wet and increasing slip and fall hazards.

ICE staff could provide reminders for use of banisters and suggest visitors proceed with caution for safety when they escort visitors to the pathway down the stairs.

Near Miss Investigations

Feb. 22/12 – Client Behavior

A client became agitated and threatening when staff assisted to clean his room.

The Team plans to involve the client's family in developing a plan for maintenance of a clean and healthy environment in the client's room.

Recommendations:

Make up a chore list and post it for the client

Use positive approaches to encourage cleaning such as a reward / incentive system.

Explanation of Health and Safety standards / requirements could be made to the client by the Manager

GP: Recommendation: Talk to client first about cleaning room before starting the cleaning.

South Region

Meeting Minutes Date: April 3/12

March 19, 2012-Staff was stepping

off curb to walk around the front of truck. She slipped on ICE that was underneath snow. She injured her right shoulder.

#### Injury Investigation Completed

Recommendations: Staff to park on driveway when possible to load & unload passengers. Suggest staff buy some shoe grips for use.

March 26, 2012-Staff was cleaning bathtub fixtures in clients bathroom, the handheld shower head was not in holder properly, fell onto the top of staffs head.

#### Injury Investigation Completed

Recommendations: Make sure shower head is secure in holder.

Feb 12, 2012-A bowl slipped out of clients hand and fell onto other bowls and crock pot. The bowl broke and glass was on the floor.

#### Near miss Investigation Completed

Recommendations: Have staff set dishes down from the cupboard and hand to client to set table. Staff to wear protective equipment when cleaning up glass so not to cut herself. Use of proper tools (for cleanup / vacuum, broom).

### 3.3 Evaluation of Near Miss Investigations

Near Miss Investigations:

Feb 7, 2012

Staff was driving in their vehicle exiting the Wal-Mart parking lot. The vehicle behind them "rear-ended the back of their vehicle as they were merging into traffic.

#### Incident investigation to be completed

Recommendations: Incident was outside of staff's control. (Maintain defensive driving skills.)

### 3.4 Review of 2011 COR Audit Report

Reviewed section 2 (Pages 25 - 29) Discussed what the COR audit is and how often an audit is completed.

### 3.5 Review of Master Hazard assessment and Control Document

Edmonton – Accessing Community - Page 8 through to 12

Use of Sharps: (pg. 10)

Group made changes to the "Hazard Probability" column from a value of 2 to 3.

Group made changes to the "Total" column from a value of 9 to 10.

Group made change of the "Priority" column from a value of 2 to 1.

Calgary

Reviewed:

General Section Page 33-35

Personal Care- Foot Care, Clipping Nails

Safe work practices- include seek professional to complete task

Client Lift Transfer

Inspections: - state monthly safety inspection checklist, daily hoyer inspections, daily ceiling track inspections

### 3.6 Policy Review

Reviewed policy 3.5.1 Employee H&S – Introduction & Responsibilities, 3.5.3 Communication /Staff support, 3.5.4 Working Alone, 3.5.6 Mandatory First aid Kits, 3.5.7 Visitors /Contractors

Recommendations:

Recommendations will be submitted for current policy review

Committee members were requested to review the H&S policies and to bring any recommendations / concerns / suggestions for policy additions or revision forward to Corrina or Joanna as soon as possible.

Membership binder updating / provision

2012 Policy Review

Policy feedback follow up

#### 4.1 Training

ICE Page Health and Safety Article suggestions.

Yard clean up.

#### 4.2

Due to committee membership changes – some Health and Safety Members will require training in Incident Investigation and Hazard Assessment and Control.

Kaitlin will provide inspections and incident investigation training on April 18/12.

Corinne to provide a course in Hazard Assessment and Control on her next GP visit.