

Irene has been employed by ICE for six and a half years. She started as a main staff supporting clients in a residential home in Spruce Grove and later transferred to Edmonton to work with a client with challenging needs. Irene was promoted to a Team Coordinator position after successfully completing the Team Coordinator training offered by ICE in 2008.

Irene's interest in this field began when she was 17 years old helping to care for her grandfather who was a quadriplegic. While living in Nanaimo, B.C. she pursued working with people with various disabilities through organizations such as the YMCA and Boys and Girls Club. Irene provided supports in these organizations for a number of years.

After some time off to start a family, Irene went back to school to complete her high school diploma. She continued her education by attending the nursing program at Grant MacEwan Community College and received her certification for Psychiatric Nursing in 2001. Following this achievement Irene worked for four years at Alberta Hospital Edmonton in various units through out the hospital. After having a 4th child, Irene applied to work at ICE. She felt that providing supports

## EMPLOYEE Spotlight Irene



in a shared residence worked well for both her family and employment commitments.

Irene's priorities and passions are those of an exemplary caregiver. She sets high expectations for herself and her residential ICE team in order to ensure the clients they support enjoy

an excellent quality of life. Irene's personal time off is mostly devoted to her family and ensuring their happiness. She also enjoys some quiet moments to recharge so she can ensure a healthy work and home balance.

Irene really enjoys working for ICE and says that the company has been a great support network for her and the clients she works with.

**Important Time Change Reminder!**

Daylight Saving Time ends Sunday, November 6th, 2011 at 2:00 am.

Clocks are to be turned backward 1 hour to 1:00 am local standard time.

All ICE offices  
will be closed  
**Friday**  
**November 11**  
for  
**Remembrance Day**

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

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

**MEETINGS**

**Health & Safety Meeting**  
November 10, 3:00pm

**RPAC**  
November 22, 1:30pm

**Unit Meeting**  
November 30, 12:00pm

**TIME SHEET HAND-IN**

Hand-in day will be:  
**November 15th, 2011**  
for all shifts worked between  
November 1st and 15th  
and  
**November 30th, 2011**  
for all shifts worked between  
November 16th and 30th

**CONTENTS**

Client Spotlight..... pg 2

Seasonal Influenza..... pg 4

Employee Vacation ..... pg 2

Thank you ..... pg 5

## Client Success Story: Travis

Travis moved to Calgary from Medicine Hat in 2007. In July of that year he moved in with his current supportive roommate through ICE. Travis was at first undecided about his future and worked for a while swamping out trucks. This work was very hard on Travis' back so he talked with his supportive roommate and decided to look into educational options.

This decision led to a connection with the Momentum Community Economic Development Society. Travis began taking some of their programs and soon he was an independent business owner. For the past three years, Travis has been applying siding, eaves troughs, soffits and fascia on houses all over Calgary. He has employed several workers over the years, and is now very happy to be working in a partnership with his step-father. With the assistance of his supportive roommate Travis is further developing his business skills as he works hard to retain work receipts and keep accurate financial records. With the encouragement and support of his family and his supportive roommate Travis is growing his thriving business.

Travis contributes back to his

community outside of work as well. He volunteers at the Centre Street Church as a videographer and he is a motivational speaker for Alcoholics Anonymous (AA). Travis has spoken to groups all over Alberta including at the Spy Hill Correctional Facility for AA.

Travis has an amazing sense of humor and he loves football and hockey. He and his supportive roommate enjoy a healthy sports rivalry. Often during the hockey season they enjoy joking and teasing each other about the losses of the other's favorite team.

There is always laughter in Travis' support home and something with a delicious aroma cooking on the stove. Travis has shared that he is very happy with his life and is looking forward to the future. He credits his roommate's support with keeping him positive, grounded and focused. They talk all the time about his business, his volunteer work and his life in general.

Travis says that he has grown a great deal over the last four years and he is planning to someday move out on his own. He says he is not ready for this



yet and that he intends to continue to live with his supportive roommate until he feels prepared. Travis expresses appreciation for the support he has received from ICE and says he is looking forward to what the future brings.

### 3.4.11 EMPLOYEE VACATION

1. An employee will accrue vacation pay at a rate of 4%, after 5 years of employment at a rate of 6%, as per Labour Standards for the province of Alberta and after 10 years of employment at a rate of 8%.
2. **All Casual Employees** may request a pay out of vacation pay no more than **two times per calendar year** but not within the first year of employment. Any vacation pay received will only be processed through payroll. The request is to be submitted **two weeks** prior to the date requested for approval.
3. **All full time employees** must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation
4. The employer has the final approval of the time when the annual vacation is to be taken. No holidays will be approved over Christmas or Easter for those employees providing direct client care.

with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual holidays **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.**

**Holidays will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.**

Updated October 2009

# 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](http://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!

**Craft show**  
November 4-6  
Evergreen Park

**Festival of Trees**  
November 17-20  
Evergreen Park

**Christmas show and sale**  
November 24  
Crystal Centre

## 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.

## ANNOUNCEMENT:

ICE is pleased to welcome Mary Prince to the position of Northwest Regional Manager. Mary has worked in the disability field for many years in several different capacities.

Congratulations Mary, we look forward to working with you!



## TRAINING

**PBI, TBA 9:30-4:30**

As described on ICE website

Thank  You!

This month's incentive winner:

**Jean Mark** won a Starbucks Gift Basket. She was nominated by the Manager. Jean received a thank you for participating in the COR audit and her ongoing commitment to Health and Safety.

# Seasonal Influenza

Influenza is caused by an influenza virus that is carried by and spread between humans. It is a respiratory illness that affects the lungs and airways. Common signs and symptoms of influenza include: fever; dry, non-productive cough; aching body (muscle pain) often in the lower back and legs; headache; and extreme weakness and tiredness. Other signs and symptoms include: chills; aching behind the eyes; loss of appetite; sore throat; and runny or stuffy nose. Influenza can be spread by direct contact with an infected person, and/ or transferred by contact with a contaminated object and by contact with droplets of an infected person when they cough or sneeze.

Influenza Vaccination (a flu shot) is your best protection against the flu virus. It helps build up your immunity against the virus and can protect you up to a year. The vaccine can also protect against an outbreak at work and health facilities where such an outbreak could result in severe complications and even death for vulnerable clients. Check the Alberta Health Services website for the dates and times of their clinics at: <http://www4.albertahealthservices.ca/immunization/?view=location>

The most important things that you can do to stop of the spread of infection include hand hygiene (e.g. washing hands with soap and water or using hand sanitizer at appropriate times: before and after client contact, before food preparation, after sneezing, coughing, using the bathroom, etc.), respiratory hygiene (covering your cough and sneeze, and then washing your hands after); social distancing (staying more than 6 feet away from an infected person) and cleaning and sanitizing (high touch areas should be cleaned and sanitized frequently).

If you are sick with the flu, you can speed up your recovery by drinking plenty of liquids, getting plenty of rest and eating nutritious meals.

## Slip and Fall Season is Approaching

Plan ahead for injury prevention:

- Purchase "ICE grips" and proper seasonal footwear for use in icy conditions,
- Make sure you have a stock of de-icing salt and sand on hand ready for use on sidewalks and stairs.
- Make sure shovels and ice chippers are on hand and in good condition for use as needed.

Gastrointestinal (GI) Illnesses are another concern over the winter months. A common cause of GI illness in facilities is the Norovirus. Symptoms of GI illness include diarrhea, vomiting and/or stomach cramping. Most norovirus infections are not serious and most people will recover from their symptoms within one or two days. Norovirus can be transmitted from person to person, by eating or drinking foods and liquids infected with norovirus, or indirectly from a person touching surfaces or objects infected with norovirus and then touching his/her mouth, nose or eyes. The number of cases can be amplified in areas of close living quarters such as dormitories, hospitals, nursing homes, schools and cruise ships. The best way to protect yourself and your clients is to follow standard precautions (wash your hands appropriately; wear appropriate personal protective equipment, and ensure proper disinfection of environmental surfaces).



### Key steps for flu protection:

- Get your flu shot,
- Clean your hands thoroughly and often,
- Cover coughs and sneezes,
- Regularly sanitize high contact areas.

# Thank You to All 2011 Certificate of Recognition (COR) Audit Participants!

A heartfelt thank you is sent out to all participants of our 2011 external COR audit. Many employees and Support Home Operators in Grande Prairie, Edmonton and Lethbridge shared information with our external COR auditors during interviews and observation tours.

## What happens after the COR audit?

⇒ After each COR audit, either internal or external, the information gathered is summarized into a written report. This report covers eight key areas of an effective Health and Safety program and scores the agency on performance in these areas. It summarizes current strengths and identifies areas where employee health and safety may be further improved.

⇒ The ICE management team meets twice annually to set and review progress on agency goals and outcomes. COR audit results are reviewed at these meetings and consideration is given to the recommendations provided. A specific COR audit action plan is then developed and followed for the next year.

⇒ Copies of annual COR reports are made available to all ICE employees in the Health and Safety Binders located in ICE residential Programs and at ICE offices. Our 2011 COR report should be available this month so please watch for it and take the time to review it.

**Thanks again to all 2011 COR participants.**

# Thank You!

## 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.



## 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.



# Health and Safety Minutes

## 3.1 Review of Regional Health and Safety Minutes

**South Region Meeting minutes date: August 8, 2011**

### Employee Injuries

July 13, 2011 Client was trying to take something out of the recycling bin, staff helped prevent client to fall into the bin, client hit staff.

### Injury investigation completed

Recommendations: Staff to complete CPI training. Ensure recycling bins are organized before heading to the depot.

### Additional Recommendations:

Regional RPAC review client's behavioural patterns and suggest possible supports.

July 27, 2011 Staff burned their fingers handling a hot pan

### Injury investigation completed

Recommendations: Staff to use PPE, staff did not use oven mitts when the incident occurred. Review PPE available in the home at next team meeting. Note in log book to communicate hazard. Proper use of cooking equipment.

July 28, 2011 Client was agitated when day program staff picked him up from the support home. Staff attempted to redirect by taking a break from recycling etc. Client struck staff.

### Injury investigation completed

No Near Miss Incidents

Recommendations: Review PBI/CPI techniques with staff (i.e. Maintain distance/blocking)

**Calgary Region Meeting minutes date: August 17, 2011**

### Employee Injuries

To further clarify June 14/11 Near Miss Investigation:

While walking, client spotted a chip container and abruptly turned causing client to trip over his own feet. When staff attempted to steady him client fell on top of staff. No Near Miss investigations

Northwest Region

Meeting minutes date: August 11, 2011

### Employee Injuries

July 20, 2011 – Staff was assisting client to get out of bed to see client's family who were visiting. During the transfer, the client began swinging her arms and biting herself. The client scratched the staff's ear and drew a small amount of blood.

Recommendations: Ensure client is fully awake prior to performing any personal care. Avoid providing personal care when client is agitated, review Positive Approaches.

### Additional Recommendations:

Step back and make sure you have enough distance

Provide advance notice to client that family will be visiting

Perhaps make an addition to current Positive Approaches

### Near Miss Incidents

July 20, 2011 – Staff noticed an odor of burning plastic, and found that a cup in the dishwasher was melting. Turned dishwasher off, removed plastic cup.

Recommendations: Avoid placing small plastic cups in the dishwasher. For example medication cups / measuring cups

### Additional Recommendation:

Staff to review proper use of dishwasher

July 21, 2011 – No one was home at the time, staff found broken glass pieces in the clients bedroom that may have fallen from the bulb.

Recommendations: Staff at program to check light fixtures regularly to ensure the covers are secure.

## 3.2 Evaluation of current Injury Investigations

August 26, 2011 Staff was on her way to the ICE office with her client travelling in the back seat. Stopped at a stop sign and the vehicle was struck from behind. Client and staff were alright.

### Injury Investigation completed.

Recommendations: Other driver was at fault. Staff to be offered the

opportunity to attend Mission Possible training.

## 3.3 Evaluation of Near Miss Investigations

August, 2011 Clients were smoking on the patio. Staff noticed smoke coming out of a cushion on a chair on the patio. Staff soaked the cushion with water. Staff thinks that this probably resulted from a dropped cigarette ash.

Near Miss Investigation being completed

## 3.4 Review 2010 COR Internal Audit

Discussion held re preparations for the 2011 COR audit.

## 3.5 Review of Hazard Assessment and Control Document - Master

Corinne distributed the 2011 updated HACD Master to committee members. This replaces the 2010 copy.

Health and safety members to ensure that they have the right copy in their binders

## 4.1 October ICE page articles and reminders

Suggestions: Food safety or burns and scalds

Kelly will write an article on one of these topics.

## 4.2 Policy Review

The group reviewed Policy 2.3.7 Lifting and Transfers.

The group also reviewed 7 Steps to Safe Lifting (document is available to all staff in the H&S Binder Resource section)

Programs requiring use of lifts and transfers for client supports are reminded that they are required to have staff attend a training refresher annually.

# SEASONS GREETINGS

FROM ALL OF US AT ICE

You are invited to attend the  
Annual Christmas Party and  
Awards Ceremony hosted by  
I.C.E



DATE: December 1st, 2011

TIME: 12 noon – 3 pm

LOCATION: Muskoseepi Park Pavilion

Optional gift exchange (unisex gift \$10 value)

Lunch will be provided.

