

Shafiqul is a married father of two. Born and raised in Bangladesh, Shafiqul holds a master's degree in Philosophy and Sociology from the University of Dhaka, the capital city of Bangladesh. After graduation, Shafiqul worked for a local non-government organization in Bangladesh called Centre for Development Services. This organization was funded by foreign organizations such as the Asia Foundation. For 14 years, Shafiqul helped underprivileged people in Bangladesh to improve their health through projects related to water, sanitation and family planning. This same organization used to lend small amounts of money to underprivileged people to help them to improve their socio-economic situations. Shafiqul and his team would train these individuals how to manage their money assisting them to succeed; paying the loans back at a very low interest rate. If these persons were not successful, Centre for Development Services would assess and find out the reasons why and would provide more adequate training to help them succeed. This way of working helped these underprivileged individuals not only to improve their life style, but also to improve their self-esteem.

In 1998, Shafiqul and his family decided to immigrate to Canada. They relocated to Montreal, Quebec where adapting to a new language, French, was not easy at all. Every single form they had to fill out was in French such as when looking for a job, an apartment or a physician. Despite all

## EMPLOYEE *Spotlight* Shafiqul



these challenges, they lived successfully in Montreal for 6 years where they and especially their children learned how to speak French.

In 2004, Shafiqul and his family moved to Calgary. In 2006, Shafiqul started work for Independent Counselling Enterprises (ICE).

Shafiqul is a very patient and loyal ICE employee. He is always on time for work including house meetings. His Team Coordinator recalls one winter, when Calgary had a very bad winter storm. Many employees had a hard time making it in to work, but Shafiqul even picked up his client and ensured the client got safely to his day program. There have been many other similar incidents where Shafiqul has accommodated or adjusted his schedule to meet the needs of clients or coworkers. His positive attitude and skills for adapting to his new life style have helped Shafiqul to support individuals successfully at ICE for almost 4 years now. Hopefully Shafiqul will stay with Independent Counselling Enterprises for many more years as he is a great team member.

### After Hours Supervisor

**Lethbridge is  
403-634-8805**

**Nanton is  
403-625-9513**

(the calls are forwarded  
to one phone so  
no one has to  
pay long  
distance)



### MEETINGS



#### Health & Safety Meeting

September 7, 2010  
Lethbridge, 10:30 am

#### Management

September 7, 2010  
Lethbridge, 1:00 pm

#### RPAC

August 17, 2010  
Lethbridge  
2:30 pm

### TIME SHEET HAND-IN



Hand-in day will be:

**September 15th, 2010**

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

**September 30th, 2010**

for all shifts worked  
between  
September 16th and 30th

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## Client Success Story – Bill

Bill was born right here in Alberta on a leap year. So even though he has celebrated his 58th year on earth he is only 19 years old according to the calendar. Bill has enjoyed life in many places including Vancouver B.C. and California. He returned to Edmonton A.B. in 1999 and started receiving services from ICE in 2000.

Bill is a person with many interests and he has set and achieved many personal goals. Over the last few years Bill has taken a keen interest in computers and he budgeted and saved carefully to purchase himself a personal computer, which he bought in 2009. Over the past year he has proven very adept at using the internet to educate himself regarding his interests including art, movies, and Edmonton attractions and events. Bill has also collected an impressive collection of music including classic rock, retro rock, country and spiritual music on his computer's media player.

Bill has diverse interests. He is a huge movie fan. His favorite movies are "Alvin and the Chipmunks, the Squeakquel" and "Avatar". He also enjoys attending the many local venues and vibrant live events that Edmonton offers like the Telus World of Science, the Valley Zoo, Fort Edmonton, the Street Performer's Festival, Heritage Days and Capital X.

Bill is a familiar member of his community where many people greet him by name. He is a regular visitor to local vendors, his local library and mall. He is also a person whose faith and church play an important part in his life.



Bill attends services at his favorite church every Sunday come rain or shine. Most recently he chose to be baptized and this occasion was celebrated with his brother and his brother's girl friend, staff and especially by Bill himself.

Make no mistake, Bill's life is not all recreation. He takes great pride in being a very active participant in the operation of his home. Bill helps with groceries, laundry, meal clean up, dishes and he keeps his bedroom spotlessly clean. Lately Bill has embraced the Canada Food Guide and he recently achieved another personal goal of losing weight.

So hats off to this 19 year old man with 58 years of experience.



All ICE offices will be closed  
**Monday September 6,**  
for Labour Day

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

### 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.



## Health and Safety Minutes

### 3.1 Review of Regional Health & Safety Minutes

June 2, 2010 Edmonton

April 20/10 – Upon return from his day program, client was very irritable. Client has been going through a period of adjustment in regards to a relationship with a girlfriend. Client approached staff and there was physical involvement. Staff was injured (arms and neck) she experienced headache because of this incident.

Recommendations:

- That male staff be booked to support clients at this program.
- Follow up MH support team.
- Staffs at the program receive refresher PBI training.
- Staff to use PBI techniques, i.e. maintain personal space and be alert

May 2/10 – Staff was in process of administering medication to client. Staff was carrying a pen for recording purposes; staff slipped and accidentally poked himself in the nose. The pen broke the surface of the skin. First Aid was applied.

Recommendations:

- Attach pens for recording medication administration on each individual client's clipboard to avoid staff walking about with a pen.
- Give medication first, recording can be done afterward reducing the division of attention that may have contributed to the incident.
- Review if the floor surface may have been affected by use of materials such as non-stick cooking spray or flour creating hazards not visible. Review safe use of such materials with staff team.
- Review if shoes soles were worn and smooth.

May 25/10 – Office staff was going up the stairs and fell. Staff stated that she tripped and then fell forward and then slid backwards down the stairs.

Recommendation:

- Use the banister at all times
- Use safe methods to carry items on the stairs (sight of stairs maintained)
- Limit the amount of items that are carried when using the stairs
- Focus on task at hand

June 13, 2010-After a client had a bath, staff was cleaning the bathroom wall when they slipped on the wet floor and fell hitting their rib cage. Note: Non-slip mats had been taken out for cleaning after the clients.

Recommendations:

Wear proper shoes

Ensure floor surface is dry, or do not remove non-slip mats before cleaning walls.

Use of an engineering control to extend staff reach for cleaning the back wall of the tub, a wall mop.

June 12, 2010 During a random inspection a sharps container was found to be left out in the common area of a residence (Breach of policy).

Recommendation/s:

Store sharps in the office or in a secure location as per policy.

Train and review proper with the team at the next meeting.

Use of corrective actions to enhance staff performance if required after re-training.

June 30,2010-New /relief staff came to work at a program where a client has a Planned Procedure for Aggression. The client was expecting the TC not relief staff and became agitated and attempted to hit the staff. (no

injury occurred).

Recommendation/s:

Client has a Planned Procedure in place which identifies the need for informing the client of changes to routines. Staff should have explained the plan for relief staff to come rather than the TC. Review the planned procedure to ensure pro-active steps of the plan are consistently followed.

### 3.4 Review of COR Audit Action Plan. (2009)

Reviewed pages 25-27

2.7 Are the health & Safety hazard assessments reviewed when changes to the operation are implemented?

2.8 Have hazard controls been identified and implemented for the job tasks in the inventory?

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

Reviewed pages 30 & 31

1. Wheelchair Use/Ramps
2. Assisting with client mobility
3. Assisting persons who use/have lighters, candles

### 4.2 Nanton office

Fire drill done July 7, 2010

Bi-monthly office inspection done July 14, 2010

Lethbridge office inspections are up to date  
4.4 COR audit

COR audit for South is September 13, 2010

Discussed staff names to be interviewed

Sandra is faxing Office Audit Sheet, Documentation review and COR files review consent for Staff to Nanton office.

Thank  You!

**Sara Thomas received a Thank you card for handing in a first aid report and efficiently reporting a general incident. She won an ice cream maker**

## TRAINING

### PET

Sept 8/9 Sept 22/23, 9:30-5:00

### CPI

Sept 15th Lethbridge 9:30-4:00

### Food Safety for Clients

Sept 16th Lethbridge 1:00-3:00

## **Don't Provide an Invitation to Unwanted Guests and Pests!**

Leaving doors and windows open offers a welcome to pests and intruders including mice, wasps, and mosquitoes. Once admitted, pests introduce multiple hazards and are difficult to get rid of.

- Avoid attracting rodents. The most common rodent attractant in urban locations is wild bird seed. Most people who like to feed wild birds don't realize they are probably attracting more rodents than birds. Pet food, poorly stored human food, grass seed, garbage and compost are other good food sources for rodents.
- Avoid hatching mosquitoes. Mosquitoes don't travel far. Stop them from hatching near residences by removing any unnecessary containers around the yard that could collect rainwater i.e. plant pots, tires, etc. Mosquitoes can lay their eggs in the smallest of puddles.
- Avoid attracting wasps. Wait to serve food and drink outside until people are ready to eat. Promptly put away food when done and throw garbage into a container with a tightly fitting lid. Never place wasp traps in areas of human activity as this of course attracts more wasps.
- Clear clutter in the yard and home. Mice and rats like to forage in the dark. Clutter in the home, debris, construction lumber, firewood, wooden sidewalks and decks on the ground all provide a safe shelter for rodents.
- Exterior doors must fit tightly especially at the sill.



- Screens on windows must be patched or replaced if damaged.
- Crawl space vents should be screened with tight fitting ¼ inch mesh.
- Repair foundation cracks with expansion cement.
- Seal gaps around pipes and Dryer Vents with steel wool.
- Close doors and door screens immediately after entry or exit, even if you are just stepping outside to the car or yard. (It is ironic that people often work so hard to create perfect defense barriers and then just hold the door wide open for pests to walk or fly in.)



### 3.5.1 EMPLOYEE HEALTH AND SAFETY -INTRODUCTION & RESPONSIBILITIES

Independent Counselling Enterprises will take reasonable and prudent action to prevent and to minimize risks in the workplace. (**See policy 4.4.2 Risk Management**) This is best done by having written policies, practices and procedures in place, training and educating employees, employing competent supervisors and communicating to employees their responsibilities. The agency is aware of its responsibilities and complies with legislation as outlined in the Occupational Health and Safety Act and Worker's Compensation Board (W.C.B.).

#### The employer has the responsibility to ensure:

- **Written health and safety policies** are in place. The policies are reviewed by the Health and Safety Committee and on an as needs basis throughout the year. Complete policy review occurs every three years.
- **Access to information:**
  - **Manuals:** The policies are included in the agency's policy manual. Policy manuals are available in every home, in all Managers', Regional Managers', Trainers' and Personnel Coordinators' offices. Employee's can request to review a manual at any time in the office should one not be available at the work site. Policies are reviewed during P.E.T. and the employee is provided with a P.E.T manual for future reference and instructed to review the policy manual within the first three months of employment.
  - **Posting:** There are postings in the reception area identifying the individuals on the Health and Safety Committee and when meetings occur, as well as a copy of appropriate legislation. In addition, policy changes are posted and then reviewed in the monthly newsletter.
- **Information** (P.E.T. training, on- going in-services, communication via postings and newsletters) **instruction** (in-services and access to designated agency personnel) and **supervision** (appointment of competent persons as supervisors) are provided to employees to inform employees of their health and safety in the work place.
- Employees are informed/ trained about any hazard in the work place and about the handling, storage, use, disposal and transport of any article, device, equipment or hazardous substances. Work site hazards are formally documented on the Hazard Assessment and Control Document Master.
- Every reasonable precaution is taken in the circumstances for the protection of an employee.
- Maintenance and inspection of equipment, materials and protective devices is done to ensure these are in good condition.
- This agency strives for effective claims management in the event of an employee injury. This is best achieved by enforcing an incidents reporting/documentation policy, proper investigative procedures of the incidents and an expedient placement into a modified work environment should the employee not be able to return to their current work situation as a result of an injury.
- To establish and support a health and safety committee. (**see policy 3.5.2 Health and Safety Committee**).
- Training is provided regarding Standard Precautions.

#### The Supervisor has the responsibility to:

- Ensure that the employee complies with the agency's health and safety regulations.
- Ensure that the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.
- Ensure the employee practices Standard Precautions.
- Advise the employee of any potential or actual health or safety danger that is known by the supervisor.
- Provide written instruction, when required, about measures and procedures to be taken for the employee's protection.
- Take every precaution reasonable in the circumstances for the protection of the employee.
- To work in compliance with the agency's health and safety regulations
- To respond in a timely and effective manner to employees that decide the skill requirements for service provision exceed what they are able to safely do.
- To ensure the employee has the appropriate medical/ behavioural training prior to working a shift.

#### The employee has the responsibility to:

- Work in compliance with the agency's health and safety regulations.
- Practice Standard Precautions.
- Use or wear any equipment, protective devices or clothing required by the employer.
- Report to the employer or supervisor any known defective equipment or protective device that may be dangerous, missing or defective.
- Report any known workplace hazard to the employer or supervisor.
- Not remove or disable any protective device.
- Work safely and not use or operate any equipment in a way that may endanger any worker.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger.
- **The employee has the right and the responsibility, at all times and without penalty, to refuse work that the employee feels is a threat to his/her health and safety.** The employee is to ensure their own and the clients' immediate safety and immediately contact their supervisor or after hours ECAT supervisor for further direction. Replacement coverage will be provided if required.
- Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the type of work the employee can complete.
- In the event of an injury to follow all agency policy and procedures.

#### The Visitor or Contractor has the responsibility to:

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.
- To do nothing that increases the normal hazards to clients of I.C.E. or to employees engaged in work for the agency. (**see Policy 3.5.7 Visitors/ Contractors**).