D E C E M B E R

ICE PAGE

SOUTH REGION 2013

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TIME SHEET HAND-IN:

December 16th, 2013

For all shifts worked between Dec. 1st and Dec. 15th, 2013

December 31st, 2013

For all shifts worked between Dec. 16th and Dec. 31st, 2013

Health and Safety Meeting

Dec. 3rd, 2013 @ 10:30 am, Lethbridge

RPAC Meeting

Dec. 3rd, 2013 @ 11:30 am, Lethbridge

Management Meeting

Dec. 3rd, 2013 @ 1:00 pm, Lethbridge

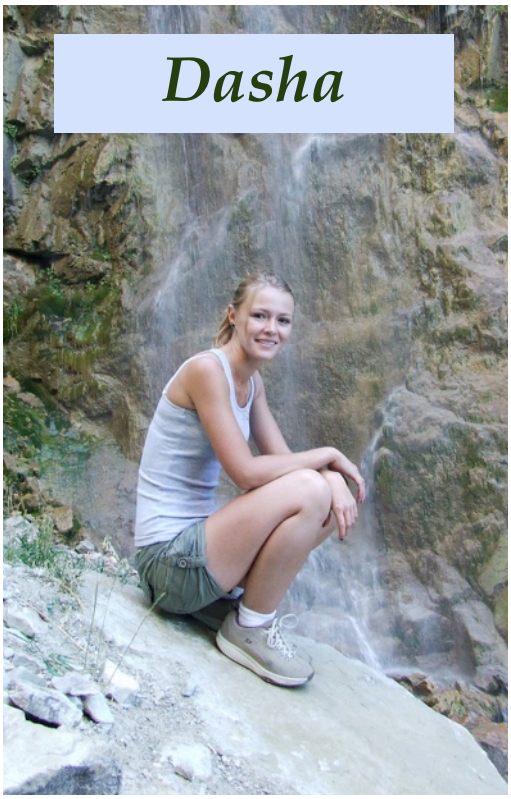
After Hours Supervisor

Lethbridge is 403-634-8805

Nanton is 403-625-9513

(These phones do not accept text messages. Staff need to call ECAT.)

Employee Spotlight



Dasha has been an ICE employee for one year and in that year she has had a big impact. She and her client were both new to ICE last fall. The client had a horse and needed someone who knew about horses to work with her. As luck would have it Dasha applied for employment at about the same time and she had experience working with horses. With amazing ease and professionalism Dasha has created a wonderful program for her client.

Dasha was born in Russia and moved to Canada when she was two years old. She speaks Russian fluently and has a Bachelor's Degree in Addictions Counseling from the University of Lethbridge. Dasha will be starting her Master's degree in the program in July.

Dasha says her favorite thing about working for ICE is seeing positive changes in her client. She has witnessed a big improvement in the client's confidence and social skills over the past year.

One of the interesting ways Dasha supports her client is in working with the client's horse, Atlas. Atlas is completely blind in one eye. This makes doing anything with him challenging as he is very skittish about anyone being on his blind side. When Dasha and her client first began working with him he would not let anyone put a bit in his mouth or ride him. The two have spent a lot of time building a relationship of trust with Atlas and now they are able to ride him frequently.

Dasha's calm, open and respectful attitude with her client has led to a lot of success. She and her client have been able to complete many goals this year and are looking forward to another great year together. Thank you for your dedication, Dasha.

Client Success Story

Ken

Ken is a charming young man well known for his pranks and laughter. He regularly teases his coordinator and the rest of the ICE staff but everyone expects it from him. Ken lives in a support home affiliated with ICE and receives support in the community three days a week. His support home operator (SHO) assists him with his budgeting and together they are also working on developing his cooking skills.

Ken is an active member of the Grande Prairie community. He attends the Peace Area Riding for the Disabled (PARDS) program, Toastmasters, and is a valued member of the Special "O" bowling team. In his spare time he enjoys doing puzzles, watching wrestling and talking to / visiting his girlfriend.

Ken frequently has coffee at the Starbucks located in the local Target store. While there, he has observed store employees stocking shelves and interacting with customers. As Ken enjoys socializing and is seeking employment, he recently made it his goal to apply for work at this store location. Last Monday, Ken had an interview at Target and he is now waiting to hear the outcome.

When Ken came into services with ICE a year and a half ago, he was struggling to walk with his walking sticks (also known as "skinny ladies"). Ken was getting tired quickly and there were concerns that a wheelchair might be a future requirement. However Ken is a determined person, with the help of his SHO, he has been attending physiotherapy and working with a personal trainer three times a week. This has helped Ken's muscles to recover and he is now able to maintain his energy and doesn't use his "skinny ladies" as often. This long process has proven Ken's determination and perseverance to everyone around him. Ken lives an active life that should be an example to us all. Keep up the great work, Ken!

ICE offices will be closed

Wednesday, December 25th and

Thursday, December 26th, 2013

as well as Wednesday, January 1st, 2014

for the Christmas Holiday Season

Please direct all calls to the Employee Client Assistance Team for these days.

Please join us for the

2013

ICE Christmas Open House

Tuesday, December 10th

11:30 am till 2:00 pm

Bill Kergan Centre 207 13st N Lethbridge

Independent Counselling Enterprises

Current Job Opportunities

December 2013

Nanton, Claresholm & Fort Mcleod

F/T hours in Fort Mcleod

Relief/casual shifts available in Claresholm area

Lethbridge

Various P/T hours available

Evenings P/T 3:00pm-11:00pm

Relief for Lethbridge

Please note: Status of programs does change, so please check with your coordinator, if you or someone you know may be interested.

If any staff is available and willing to post ads in your local community, please contact the office at 866-646-1199.

TRAINING

PET

December 4th and 5th, 2013

9:30 am - 4:30 pm

FASD

December 12th, 2013

10 am - 12:00 noon

EMPLOYEE REFERRAL INCENTIVE PROGRAM

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive $100.00!

Thank You Incentive Winner!

Carol Hamm

Carol received a Thank You card from the Team Leader for providing guidance and training in the home. She won a Christmas wreath and centerpiece. Thank you!

ICE has a TD Group RSP plan!

Refer to Policy 3.4.18 ICE

FUTUREBUILDER RSP.

If you are eligible, ICE will match your contributions!

To sign up, please contact Linna Roem at 780-453-9664

POLICY REVIEW

1.1.2 PHILOSOPHY

Excellence and Consistency in Service Delivery

Through a process of continued quality improvement, maintain high standards of service delivery based on the values of honesty, respect for the individual, confidentiality, empowerment and client focused services.

Flexible Service

Be flexible and responsive to the individual needs of the client within the confinements of funding and agency resources to promote opportunities to facilitate individual outcomes.

Employee Support/Training

Support and supervise our employees through the provision of training and education opportunities. To improve their competencies and commitment to excellence in service provision. Employee support/training includes but is not limited to the documentation required to substantiate outcome measures and the subsequent evaluation of the same.

Health and Safety

Establish and promote health and safety policies and procedures to ensure a safe work environment for both the client and the employee.

Updated October 2012

Holiday Safety Tips

Lights:

- Choose the right light; light strings are rated for indoor or outdoor use. Read the package instructions and do not exceed the recommended wattage.
- Check electrical cords, plugs and ornaments before use and replace any damaged products. Avoid plugging too many lights and decorations into an outlet. Overloaded circuits can overheat and start a fire.
- Buy holiday decorations that have the mark of an accredited certification agency on the package.

Cords and Plugs:

- Avoid overloading circuits with plugs and extension cords - this can create overheating and result in a fire.
- Don't run extension cords under carpets, through doorways, or in places where they can be damaged by furniture.

Decorations:

- No more than three light strings can be safely connected together in most cases - read the manufacturer's instructions for directions.
- Make sure bulbs don't touch supply cords, wires, cloth, paper, or any material that's not part of the light string.
- Use proper clips for securing lights and decorations. Staples and nails can damage electrical cords.
- Remember to turn off holiday lights and decorations when you leave the house or go to bed.

Chest Infections and Respiratory Distress

From fall to spring we face increased risks from upper respiratory infections of the head and chest. These infections can affect your nose, throat, sinuses and ears. They may also affect the tube that connects your middle ear and throat, and your windpipe, voice box and airways.

You are more likely to get a respiratory infection if you are:
- emotionally or physically stressed or tired
- not eating enough healthy food
- a smoker
- living or working in crowded conditions.

Ways to prevent respiratory infections:
- Turn away from others and use tissues when you cough or sneeze.
- Wash your hands (or use hand sanitizer) after coughing, sneezing, or blowing your nose
- Wash your hands before touching food, dishes, glasses, silverware, or computer keyboards
- Use paper cups and paper towels in bathrooms.
- Don't let your nose or mouth touch public telephones or drinking fountains
- Don't share eating utensils with others.
- Avoid close contact with others for the first two to four days.
- Keep your hands away from your nose and mouth.
- Eat healthy foods especially fruits with vitamin C, such as oranges.
- Get plenty of rest.
- Do not smoke.
- Wear a face mask if you have a cough.

To recover from respiratory infections drink lots of fluids (water , fruit juice, tea, clear soup broth and non-caffeinated beverages. Inhale warm moist air. Use a humidifier or take showers.

Seek assistance for you or your clients at a Medical Center or doctor's office for symptoms of respiratory distress including:
- **shortness of breath**
- **rapid breathing (over 20 breaths per minute) or apnea (stopping breathing for 15 seconds or longer)**
- **cyanosis ("turning blue" - including finger nails, tips of toes or lips)**
- **repeated coughing (does not stop during eating, drinking, or sleeping)**
- **chest pain or complaints of tightness or heaviness**
- **noises such as wheezing or whooping**
- **fever (oral temperature over 38.5 degrees C)**
- **worsening sore throat**
- **white or yellow spots on tonsils or throat**
- **severe headache**
- **mental confusion**
- **worsening earache**

If the symptoms are severe, or if breathing is interrupted, call 911.

Health care providers will evaluate whether the symptoms are due to a bacterial infection.
Pneumonia is a breathing (respiratory) condition in which there is an infection of the lungs. Bacteria are the most common cause of pneumonia.
The signs and symptoms of pneumonia vary from mild to severe and many factors affect how serious pneumonia is, including the type of germ causing the infection and the person's age and overall health. For some vulnerable individuals pneumonia can present a serious health risk.

Health and Safety Minutes
Meeting - November 12th, 2013

AGENDA TOPIC STANDING ITEMS
Review of Regional Health and Safety Meeting Minutes

3.2) A) Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:
Calgary – October 18, 2013
September 25, 2013- Staff was washing a laundry basket in the bathtub. Staff leaned over to pick up basket lid off of the floor and bumped their right eye on the bath bar; staff also had pain in their neck.
Recommendations:
Staff to work safely, do not rush tasks, ensure shower curtain is pulled open so that bath bar is visible.
Put all items to be cleaned in the tub before cleaning is started
Add bright colored tape to bath bar to make it more visible.

Grande Prairie- September 19, 2013
September 5, 2013 – Staff was walking on side walk into local restaurant and stepped out of the way of a gentleman, not realizing that there was a slope in the side walk for a ramp and lost her balance and fell. Once inside restaurant she felt dizzy and light headed and her ankle was sore. Incident Investigation Completed

Grande Prairie- October 10, 2013
No injury Investigations

Edmonton –October 2, 2013
Sept 17, 2013 – Staff was carrying a laundry basket down to the basement laundry room. They missed a step on the stairs and fell injuring their back. Recommendations: As per the ICE Hazard Assessment and Control Document Master Page 26 – ICE staff are to use laundry bags (not baskets) to carry laundry so that at least one hand is free to grasp handrails etc. ICE inspection checklists (Environmental Quality Audit, Monthly Safety) also specify the requirement for laundry bags of a cloth type. Replace any/all laundry baskets with cloth laundry bags.

Sept 28th, 2013 – Staff went into a client's bedroom to assist with bed making. Coming out of the room the staff stepped on a push pin used to hold papers on the bulletin board. The push pin went through the staff's shoe and injured their foot.
Recommendations:
As per ICE policy 3.5.8 Eliminating/Mitigating/Controlling Work Site Hazards, #2 – "There are to be no stick pins in common areas these may be used in the staff office and only if this is a contained room and able to be locked." Ensure that use of stick pins in this residence is as per policy. Use tape or removable sticky tack as necessary to post information if required in common areas of residences. Ensure staff are wearing safe shoes as per policy. Good strong soles are recommended for safety.

B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)
Calgary –October 18, 2013
No Near miss investigations

Grande Prairie-Sept 19, 2013
No new Near Miss Incidents – Reported
Grande Prairie-October 10, 2013
No new Near Miss Incidents - Reported

Edmonton- October 2, 2013
No new Near Miss Incidents - Reported

Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations):

October 30, 2013-Staff stopped for a pedestrian to cross the street and her car was rear ended. Staff already has AMA training in the past month. Reduce driving with client, use handi-bus or city transit.

3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):
October 17, 2013-Police evacuated two blocks surrounding suspicious package which resulted in staff leaving immediate area. Review of Bomb threat information at next non-residential meeting scheduled on Nov 19th. Review of policies 3.5.10 and 3.5.11.

3.4 Review of COR Audit and Action Items -Tabled until the 2013 COR Audit is completed

3.5 Review of Master Hazard Assessment and Control Document
South- pages 32-34
Medication Administration, Blood glucose testing, Use of Epi-Pen- no changes

Other regions review & and recommendations and regional response to recommendations. :

Calgary- October 18, 2013
Broke down Housekeeping section: Completed New Associated Hazards, Controls and ratings for Washing Dishes and Dusting/Wiping/Washing surfaces.

Northwest- September 19, 2013
Working with people, Working alone, Meetings/Communication, Driving no further recommendations
Northwest- October 10, 2013
Accessing the community: Pay phones are very few around Grande Prairie or they are vandalized and unusable

Edmonton –October 2, 2013
2013 Hazard Assessment and Control Document – Housekeeping section Pg 25 – Expanded review of Vacuuming hazards and controls. This information will be combined with that of other regions to be added to the 2014 HACD.

3.6 Policy Review – 3.3.4 Mandatory Employee Training

4.0 OTHER BUSINESS

4.1 ICE Page Health & Safety Article suggestion: Holiday Safety (re: Putting up tree, extension cords, decorating, Holiday stress, putting up lights).

Influenza information from ICE page handed out.

4.2 CPI training Nov 14th in Lethbridge

4.3 October 22, 2013 Memo shared from Corinne, regarding Chest Infections & Respiratory Distress

NEXT MEETING – December 3rd @ 10:30 am in Lethbridge