

Hellen came to work at ICE in Grande Prairie three years ago. Since then she has worked in several ICE residential homes. Recently she began working full time in one home with one client. Six evenings a week, Hellen helps this person choose and prepare their supper meal, access their community, and meet with their friends.

Hellen has had a long journey to her current work with ICE clients. She originally moved to Toronto from Uganda where she managed a gas station. In Toronto Hellen volunteered as a child and youth worker at a church before moving to Grande Prairie with her friend. Her friend found work at ICE and encouraged Hellen to apply.

Hellen's favourite aspects of working at ICE are when she sees her client's eyes light up when she has made a choice that she is proud of and when she increases her independence. Hellen also loves to see her client regarded as a valued member of the community.

Hellen enjoys peace and quiet when she is not at work, preferring above all else to read her bible, attend church, and relax. Hellen's calm and caring demeanor is appreciated by clients, co-workers, and supervisors alike. ICE is proud to have her as part of the team.

EMPLOYEE *Spotlight* Hellen



All ICE offices
will be closed
**Monday
February 21**
for
Family Day

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

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

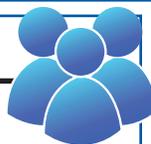
February 16th, 10:30am
Lethbridge

Management Meeting

February 16th, 1:00pm
Lethbridge

RPAC

February 16th, 2:00pm
Lethbridge



TIME SHEET HAND-IN



Hand-in day will be:
February 15th, 2011
for all shifts worked
between
February 1st and 15th
and

February 28, 2011
for all shifts worked
between
February 16th and 28th

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Client Success Story – Chris

Chris has lived in Lethbridge for most of his life. He currently lives in his own home, with the support of his brother and sister. During the week Chris is busy working independently at his job. Chris has been an employee of the Lethbridge Home Depot for many years as a Lot Associate. This is the person that helps you take your purchases out and assists you to load them into your vehicle. Chris also keeps the front of the store clean, and answers questions for customers. He is very friendly and outgoing and is well known to his customers and community members.

Chris enjoys spending time involved in community and household activities with the support of ICE staff. Chris is an avid sports watcher, and can often be found at the different sporting venues in town cheering for our local teams. He plays floor hockey in the community twice a week with his staff and likes to go for walks around the many city parks, weather permitting. Chris also enjoys going on outings into the rural areas of Lethbridge with staff support. This past year he visited a Hutterite colony, to see how people there live and work in their community. He really enjoyed his visit there, and said he learned a lot.

Chris’s dream is to one day be a sports broadcaster. He often provides his own play-by-play report while watching local hockey and baseball games with friends and family. He is

interested in taking classes in the Communication Arts program at the local college to help him further this dream. He is hoping to do an actual play-by-play with a local announcer this upcoming summer at a PCL Baseball league game. It is something he and his ICE staff are organizing, and Chris is very excited about it.

Chris attends tutoring sessions in the community to help him with his reading and comprehension skills; it is not his favorite thing to do, but he knows it will help him to be successful. He also enjoys cooking, and he does this weekly with his support staff. Chris has compiled quite a cookbook with all the recipes he and the staff have tried.

In his free time Chris enjoys spending time on his computer, skiing, golfing, and talking on the phone with his girlfriend. Chris is also a big country music fan and enjoys going to concerts and listening to music.



Belonging to our ICE family is truly rewarding. Long term employees receive the following gifts of appreciation:

5 Years – an ICE watch and \$100.00 bonus is presented during the month following the anniversary.

10 Years – an ICE gold ring and \$1,000.00 bonus to be presented at the annual awards ceremony.

15 Years – \$1000.00 credit at Independent Jewelers and a \$1,500.00 bonus presented at the annual awards ceremony.

20 Years - \$1000.00 credit at Independent Jewelers and a \$2,000.00 bonus presented at the annual awards ceremony.

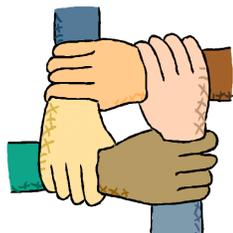


ICE has a TD Group RSP plan!

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 \$50.00. Take advantage of this great opportunity.

Thank  You!

This month's incentive winner: Debbie Brehaut

Debbie received a thank you card from Training Specialist, Kim Clark, for coming to the Nanton office to pick up things for Claresholm so that extra travel in the winter could be avoided by other staff.

Debbie won a griddle.

Congratulations to the following ICE Award winners for 2010.



Employee of the year: Iris Bennett Photo with Training Specialist Kim Clark (left) and Personnel Coordinator Julie Clark (right)

TRAINING

PET **CPI**
 February 24 & 25, TBA
 9:30-5:00pm
 location TBA

Current Job Opportunities

Nanton & Claresholm,

P/T 4 hours Wednesdays & Saturdays in Claresholm

Relief/casual shifts available in Nanton & Claresholm areas

Lethbridge:

P/T daytime hours

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 volunteer to post ads in your local community, please contact Julie at 866-646-1199.



Community Connector of the year: Candace Sinclair

Photo with Community Support Coordinator Jacinda Keedwell (right)

Health & Safety of the year: Laurie Reid Brown

Photo with Community Support Coordinator Jacinda Keedwell (left) and Personnel Coordinator/H&S Chair Julie Clark (right)



Staff was awarded with a candle, Christmas decoration, frame and the ICE incentive plus the flowers

INFECTION PROTECTION



Each winter, many people get sick from viral or bacterial infections. Whether it's the flu, the cold or GI (gastro-intestinal) illness, prevention is the key. One of the most important preventive measures that you can take for your clients and yourself is to practice standard precautions.

Standard Precautions are used to prevent skin or mucous membrane contact with ALL body fluids, including blood, secretions and excretions (except sweat). Infections occur when infectious body fluids come in contact with broken skin, the mucous membranes of the eyes, nose, mouth, or through sexual contact. Standard precautions help to protect against all infectious diseases.

There are six steps to Standard Precautions:

- 1) Hand washing – the best defense against any infection.
- 2) Wear appropriate barriers (i.e. gloves, masks, eyewear, protective clothing).
- 3) Clean and Sanitize (Wash contaminated areas with soap and water, then disinfect with diluted bleach).
- 4) Proper disposal techniques.
- 5) Not sharing personal items (such as toothbrushes, razors, needles, etc).
- 6) Report exposures.



What else can you do?

- 1) Get plenty of exercise. Exercise helps strengthen your immune system.
- 2) Get plenty of rest. Sleeping increases the body's ability to fend off infection.
- 3) Eat a balanced diet. Having enough vitamins and minerals helps to strengthen your immune system.
- 4) If a vaccine is available (i.e. flu), speak to your healthcare professional regarding immunization.

3.8.12 TELEPHONE/CELL PHONE USE AND OTHER PERSONAL ELECTRONIC EQUIPMENT

Telephone/Cell Phones/Blackberries

In addition to telephone services numerous cell phones/blackberries or cellular providers offer a multitude of additional functions and/or services. Such services may include text messaging, digital photography, electronic gaming etc.. The use of a personal cell phone/blackberry or any of it's functions, is strictly prohibited during working hours unless it is an emergency or the user has been specifically authorized to do so. This policy is meant to ensure that cell phone/blackberry use during shift assignment is safe, does not disrupt business operations or present a hazard or distraction to the user and/or coworkers.

1. Telephone/Cell phone or blackberry usage while on duty at either an I.C.E. residence or at the home or facility of any client shall be restricted to emergency and/or official client-related use only. To maintain confidentiality (**see Policy 2.2.2 Client Confidentiality**) the use of any electronic device to take pictures/digitally record in any I.C.E. program is strictly prohibited. No long distance charges are acceptable. Use the office 800 number if calling from a client's home and you require assistance from your supervisor if long distances charges are applicable.
2. Telephone use while working during office hours for office personnel is to be for business purposes. Personal calls are to be limited. No long distance charges are acceptable unless business related. A personal cell phone/blackberry is not to be activated during business meetings. Additionally employees are not to make/receive cell phone calls in their personal vehicles while driving in the course of conducting agency business. If an employee receives a cell phone call enroute they are to let voice mail answer it and retrieve the message(s) when they are able to stop and locate a lawfully designated safe area to pull off the road and park.
3. Emergency calls to the ECAT supervisor or the I.C.E. offices shall be kept to a minimum amount of time and phone lines shall be left open immediately subsequent to the ECAT Supervisor being paged.
4. Should an emergency call need to be made for personal reasons, this shall be authorized by the staff or client of the facility as appropriate.
5. Employees are reminded when calling the ECAT Supervisor, that public pay telephones are not able to receive incoming calls. Therefore it is important to ensure that the ECAT Supervisor can return a call to a telephone capable of receiving incoming calls.
6. Employees working in a residential setting are not to disclose the home's telephone number to non-client related persons. Phone numbers are to be treated as

confidential information. All efforts should be made to ensure that the client's phone number is not inadvertently disclosed through the recipient's call display.

Other Personal Electronic Equipment

Electronic equipment presents a hazard and a distraction to the user and or co-workers. As a result the use of such technologies is prohibited during working hours.

1. The employee is not to bring to work or have on their person during work time, personal electronic equipment. This is to include ipods, MP-3 players, music headsets, hand held gaming equipment and laptop computers. Anyone using such a device will be asked to remove it from the work site. Any repeat offenses will be dealt with as a disciplinary offense up to and including termination.
2. The agency will not accept any responsibility for damage or loss of such equipment if it is at a work site.

Updated October 2009



Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Minutes Dec 1, 2010

Review of Employee Injuries

Nov 11/10

It was early morning, staff proceeded to the sidewalk, and then staff tripped and fell on their knee. Staff felt pain on their knee but did not report the incident until the 25th of November.

Recommendations: If the sidewalk is broken and under the jurisdiction of the City, call them to have it fixed. If there is a sidewalk hazard as a part of the residential property address the problem with the landlord. Spray paint the spot until it can be fixed and then review the hazard with all clients/staff so that they become aware and enter it into the Site Specific Hazard Assessment document. Keep the sidewalk cleared. Review injury reporting requirements with this employee and the team.

Oct/10/10

A client lost their balance arising from their bed, staff attempted to prevent client from falling, staff bumped his head on the dresser.

Follow up – The dresser was moved to provide extra space near the bed so that the client can move more easily around their room.

Recommendations: Staff should not attempt to catch someone who is falling. Instead have a professional (i.e. an OT) assess client support requirements.

November 6, 2010

Non-verbal client had an episode of biting herself and flailing her arms, she hit staff leaving bruises to staff's forearm

Recommendations:

Positive approaches developed to assist staff with supports for this client. Staff is not to attempt transfers or provide personal care until client is calm.

November 3, 2010

Staff went out with client and left kettle on the stove.

Recommendations: Purchased a new kettle with an automatic shut off. Staff reminded to be conscious of fire hazards in the home. Remind staff to check stove prior to all outings.

November 6, 2010

Staff tripped when she caught her foot on the strap of the yoga mat beside the bed and fell while assisting the client with dressing. No injury to client or staff

Recommendations: Strap was removed from the mat. Personal care routine reviewed to ensure safety for client and staff.

Calgary November 17, 2010

October 19, 2010

Staff had an allergic reaction to a personal scented product that the next staff (o/n) wore to the shift

Recommendations: Staff will refrain from wearing product that caused staff to react. Reminder to all staff about wearing scented products to work and effect on clients and fellow staff

October 19, 2010

Staff tripped going downstairs, outside of residence, still dark outside. Outdoor maintenance being completed and light fixture had been removed due to this.

Recommendations: All staff reminded to be extra cautious / vigilant while construction is completed and until the light fixture is back in place.

3.2 Evaluation of current Injury

Investigations

None to report

3.3 Evaluation of

Near Miss Investigations

None to report

3.4 Review of COR Audit

The group reviewed 2010 COR audit (pages 8-9)

3.5 Review of Hazard Assessment and Control Document - Master

The group reviewed pages 1-10 of the Hazard Assessment & Control Document and added scoring for the Psychological, Physical & Chemical Hazards and will continue until all pages are finished, then submit to Corinne

4.1 January ICE page articles

Prevent Slips, Trips & Falls

4.2 Policy Review

The group reviewed Policy 3.6.4 Harassment in the Workplace and from the Ice Page 3.5.5 Employee work related injury, illness, and near misses

4.3 Resources

Tips for staying healthy with Diabetes

Recall article re: Roloids Ultra Strength Softchews

www.Hc-sc-ca/dhp-mps/medeff/report-declaration/index-eng.php

Handout from CCOHS on Hazards & Risks, explaining the types of hazards in greater detail. Website: www.ccohs.ca/oshanswers/hsprograms/hazard_risk.html

4.4 Other

New Bi-Monthly office checklist to include 2 signatures now.