J U N E

ICE PAGE

SOUTH 2014

Contents:

Barbecue Safety - Pg 3

Support Home Opportunities - Pg 3

POLICY REVIEW..... 3.8.6 Dress, Hygiene and Grooming - Pg 4

Management Meeting

June 11th, 2014 @ 10:30 am

RPAC Meeting

June 11th, 2014 @ 11:30 am

Health and Safety Meeting

June 11th, 2014 @ 1:00 pm

TIME SHEET HAND-IN:

June 15th, 2014

For all shifts worked between June 1st and June 15th, 2014

July 2nd, 2014

For all shifts worked between June 16th and June 30th, 2014

After Hours Supervisor

Lethbridge

403-634-8805

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

Employee Spotlight

Robinah

Robinah has proven herself to be a loyal ICE employee since her start with the company in January of 2009. She has worked in many ICE Grande Prairie programs. Robinah enjoys working with a variety of clients and rarely turns down a shift. She was recently awarded with her ICE watch for five years of service and says she plans to continue working with ICE much longer.

Robinah appreciates the support she receives from other ICE staff and says it is a key reason she has remained with the company. She also enjoys taking courses to further her education in the field. Robinah

plans to continue this learning to enhance her support for the various individuals she works with. She has recently signed for two ICE positions, one providing non-residential community supports and one in a shared residence. Robinah's clients enjoy her cheerful demeanor and the way she makes them laugh.

Robinah was born in East Africa and moved to Canada in 2005. She spent her first three years in Canada in Toronto working at many jobs from factories to residential home support for individuals with disabilities. In 2008 Robinah decided to move with her family to Grande Prairie and once there to maintain permanent residence. Robinah now dedicates her time between her two passions in life; her work and her family. Robinah's natural ability to nurture and help positively shape her clients and five children is apparent. She enjoys watching all of them grow and find their own passions just as she has done herself.

TRAINING

Pro Active Behavior Intervention

June 12th & 13th

9:30 am - 4:30 pm

As described on the ICE website

ICE offices will be closed

Tuesday, July 1st, 2014 for

Canada Day

Please direct all calls to the Employee Client Assistance Team for this day.

Client Success Story

Alexandra

Alexandra is a young woman of 20 who loves spending time with her horse and listening to music. She is a relatively new client with ICE, having been with us for 1 ½ years. Alex is very results oriented and genuinely enjoys setting goals and then working to accomplish them.

One of the goals Alex has accomplished is getting her AB Learner Driver's License. She worked with her support staff going over the questions for the test for months. She says she was incredibly nervous to take the exam but fought through the nerves and ended up passing her test. She says the fact that she had to overcome her fear and nervousness was part of the reason it felt so exciting when she passed the test.

Another huge goal Alex has been able to accomplish is securing and maintaining a part time job. She has been working at the Superstore in Lethbridge since November of 2013. Alex is naturally very shy, so she had to overcome this shyness in order to go to interviews and to successfully complete her probationary period. She and her ICE support staff worked on interview skills together. They did mock interviews and Alex practiced answering the typical questions employers ask. She loves having a job now and she feels she has learned many new and valuable skills. Alex also enjoys having some extra money.

Alex's confidence has increased and now she is planning new and exciting goals for this year. She is working on getting her GED as she would like to attend classes at the college. We are so proud of Alex and want to thank her for being an inspiration to everyone around her.

ICE Employees,

Consider becoming a Support Home Operator for one of your ICE Clients

Right now there are excellent opportunities in this area!

A support home is a natural home setting that an adult with a developmental disability shares with someone who provides ongoing support. Support may include assistance with self-care and relationship building, life-skills, meal preparation, personal care and use of community resources and generic services.

Options for support homes are broad and flexible and include a wide variety of arrangements. In some situations the individuals within the home share more than physical space, they share their lives. The members of the home spend a lot of time together and are actively involved in one another's daily activities. In other situations, the home sharing arrangement is characterized by more independent relationships.

ICE is happy to be affiliated with some excellent support home operators and this is a support arrangement that current ICE employees may want to consider in relation to clients that they work with.

Benefits of being a Support Home Operator include: earning an income while working from home,
reduced/shared accommodation/ costs for your primary dwelling, a chance to serve others using a holistic approach and
if you provide a home with room/board for a person with a developmental disability any funds that you receive as an independent contractor are non-taxable under the Canadian Tax Act.

How are Support Home Operators paid?

Clients receive funding through Alberta's Persons with Developmental Disabilities (PDD). These funds vary based on the individual's needs and are paid monthly to the support home. Independent Counselling Enterprises administers the PDD funds and ensures that the support home meets required service standards through monthly visits, provision of training opportunities and other communications.

Interested? It's easy to get started.

If you are currently an ICE employee and would like to be considered for a support home operator, submit a **letter of intent** describing the type of home you have and a brief description of your community. You will require house and vehicle liability insurance and in addition, your house must meet our safety requirements.

If you are not an ICE employee the process includes submission of: A cover letter, current resume, two positive references, a clear Police Information Check, current First Aid / CPR Certificate, house and vehicle liability insurance (In addition your house must meet our safety requirements).

Email:
smcgrath@icenterprises.com
Fax (403) 394-7911

For more information call the ICE office in your region.

Summer is Barbecue Season!

The Canadian Propane Association suggests the following barbecue safety tips:

When removing a Barbecue from storage

- Inspect and clean the gas barbecue before using it for the first time each season.
- If the fittings, flex hose or burners are worn or rusted, replace them.
- Use a flexible brush to clean the tubes between the gas valve and burner, as blockages can occur due to spiders or insects.

Check for Leaks

- Always check all cylinder connections for leaks before using your barbecue for the first time, after an extended period, or any time you replace the cylinder.
- Brush a commercial leak detector solution (or a mixture of 50% liquid soap and 50% water) onto all connections and valves. If bubbles appear, you have a leak.

Close the service valve, tighten the leaking connection, and test again. If bubbles continue, shut off the service valve and consult a qualified service technician.

Location

Keep Barbecues away from houses, fences, trees and anything else that is flammable.

Lighting the Barbecue

•Always open the BBQ lid before lighting.
•Use the service valve on the propane cylinder to turn on the gas supply. Next turn on the burner and immediately use the igniter switch.
•When finished with the BBQ, turn off the service valve first to ensure there's no propane left in the hose; then close the burner control valves.
• Make sure the gas grill is shut off and has cooled completely before covering it.

(*Additional barbecue safety tips are available in the ICE Health and Safety binder.)

HAVE YOU MOVED ?
HAS YOUR PHONE NUMBER CHANGED?

It is important to advise the ICE office of any address or contact changes.

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

***With the start of summer it is important that ICE staff remind themselves of company requirements regarding dress and footwear.**

As per the Occupational Health and Safety Act, employees have the responsibility to wear any safety equipment, protective devices or clothing required by the employer.

3.8.6 DRESS, HYGIENE AND GROOMING

The purpose of the agency's dress code and personal appearance standards are to ensure that the employee presents him/herself in a professional and neat manner and that safe and sanitary working conditions are apparent at all work sites.

Excellent personal hygiene is required of all Independent Counselling Enterprises employees.

Employees are required to dress professionally at all times. Although clothing may be casual, it must be clean and well kept.

Employees are not to wear clothing with offensive slogans/diagrams (sexually explicit, discriminatory, profane). Casual clothing such as sweat clothing and shorts are not acceptable for those employees who work within an office setting. An employee should consult their supervisor if clarification is required concerning appropriate dress/footwear.

Employees are to be well groomed. Hair should be clean and combed. Make-up, when worn, should be flattering and not excessive. Excessive or conspicuous jewelry is considered inappropriate.

Footwear should be safe, functional, and appropriate for the job responsibilities at all work settings. Outdoor footwear should be exchanged for indoor wear. Examples of appropriate footwear for working in the programs include shoes with closed toes and heels/heel supports (sling backs) **with non-skid/ slip resistant soles.** Inappropriate/unacceptable examples include: flip flops/beach shoes, open toed/open-backed shoes, slides/mules (backless shoes), footwear with heels greater that 2.5.inches, shoes with spiked heels, platform shoes (soles greater than 1 inch), molded/plastic shoes, or slippers.

In an office setting sandals or open toed shoes are acceptable providing the heel support (secure strap or fully encased) is present and the shoe fits properly i.e. the shoe fits securely at the heel and remains in contact with the entire sole of the foot while walking.

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!

Current Job Opportunities

June 2014

Lethbridge

- **Full-time days**
- **Weekday evenings 3:00 - 11:00 pm**
- **relief for Lethbridge**
- **weekend respite**

Other Locations

weekend respite in Fort Macleod and Cowley

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 1-866-470-3933.

Thank You Incentive Winner!

Fazla Chowdbury

Fazla received a Thank You card from the Team Leader and Regional Manager for being flexible with shifts and covering on short notice. This was also appreciated by the client's guardian. He won a bocce ball and badminton set.

Thank you for your flexibility!

Health and Safety Minutes
South Health and Safety Meeting - May 6th, 2014

3.0 STANDING ITEMS

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)

Calgary

March 17, 2014- staff was about to walk downstairs to use the bathroom, staff turned to turn on the light and misplaced her foot on stairs and fell down the stairs. Staff injured her neck and shoulders. Staff has been instructed to use the main floor bathroom.
Recommendations: Ensure proper footwear is worn. Hold onto the rail when using the stairs
Do not rush when using stairs
Internal Incident Investigation was completed.
Additional Recommendations: Use a night light near the stairs.

Edmonton

March 17, 2014 - Staff was cooking supper. She picked up a 10kg bag of flour from the counter to put on the bottom shelf. Staff felt pain in her lower back when she did this. Staff contacted ECAT to report the injury.
Recommendations: Purchase smaller bags of flour. Use effective body ergonomics i.e. bend knees, maintain personal capacity (do not lift items beyond your ability), reorganize the storage area to store flour and other heavy items in the pantry on a higher level to avoid strains due to lowering/ lifting heavy items.
Incident Investigation -completed
Additional Recommendations: None

March 26th, 2014 - Staff was cleaning the bath tub in a residence. Staff was leaning across the tub with their hand on the wall when their hand slipped causing them to fall into the tub and strain her back. One hour later the pain was worse. Staff contacted supervisor and ECAT to report the injury.
Recommendations: Never lean on a wet or slippery surface. Don't lean across bathtubs to clean them. Residences may purchase and use an engineered device (such as a long handled scrubber / long handle squeegee) to clean areas where a longer reach is required. If such items are not available, staff may step into the dry tub onto the rubber mat wearing shoes as per policy (with good grips) to clean the shower area. When finished cleaning the hard to reach areas step out of the tub and disinfect the bottom of the tub and mat. Lower your center of gravity on a stable surface to safely clean the bottom of the tub, i.e. kneel on a mat or towel.
An Internal Incident Investigation is to be completed.
Additional Recommendations: None

Northwest -No injury investigations

B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)

Calgary - No near miss investigations.

Edmonton

March 6, 2014 - In one of the residences a shelf fell from the wall (No one was near the shelf, the screws simply came loose). No one was injured.
Recommendations: Take care not to over load shelves. Use stronger screws and proper wall anchors when installing shelving.
Near Miss Incident Report- completed.
Additional Recommendations:
Regularly maintain residence. Fix shelves when observed loose.
March 17, 2014 - Staff was cleaning client's room when they bumped the dresser and a lamp fell on the floor. After the incident the lamp was relocated to a safer place (less likely to be bumped) in the room.
Recommendations: Relocation of the lamp was a good solution. Also assist and support clients (when possible) to consider safety for household purchases i.e. lamps with a broad and stable base.
A Near Miss Incident Report was completed.
Additional Recommendations: None

Northwest - No near Miss Incidents

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:
No injury investigations.

3.3 Evaluation of current Near Miss Incident Investigations: No near miss investigations.

3.4 Review of COR Audit and Action Items - Reviewed pages 24, 25 & 26 - 1.7 through 1.10

3.5 Review of Master Hazard Assessment and Control Document
A) South – April 10th, 2014
General HACD Pages 48, 49 and 50
Client support for seizures: Biological Hazards – suggest increasing frequency to 2. Contact with bodily fluids likely happens at least once per month when working with some clients. All other items remain unchanged.
Entering or leaving the worksite after dark: Biological Hazards – suggest changing the frequency to a 1, and potential consequences to a 2. The total would then be a 5.

B) Other regions review & and recommendations and regional response to the recommendations

Calgary
Reviewed General Pages 17-24
Use of Stove/Oven, Use of Household appliances, Use of Gas Stove,
Use of BBQ- All sections -no changes

Edmonton
Review of Master Hazard Assessment and Control document. Pages 17-19
Review of general sections-use of stove/ oven.
Under Safe Practices – note that stoves are never to be left unattended while food is cooking. Instead turn off stove and turn it back on once back in the room.
Clarify what to check the oven liner / stove burners for (grease drips, food particles etc.)
Add safe practices to control small grease fires and water boiling over.

Northwest
Reviewed Use of BBQ
Reviewed Shopping (grocery, household)
Reviewed Housekeeping: no changes

3.6 Policy Review – 3.8.6 – Dress Hygiene and Grooming

4.0 OTHER BUSINESS
ICE Page Health & Safety Article Suggestion: Tanning and your health, avoiding dehydration.

NEXT MEETING – June 11th at 1:00 pm