

Catherine has been in Calgary since March 2009. She traveled here from Lagos, Nigeria. Catherine graduated from the Federal Government Secondary College in Anambra in what we might call the province of Onitsha. From there she went on to the University of Benin where she studied languages. Other than English, Catherine is also fluent in French. Upon graduation from college, Catherine attended the University of Lagos where she majored in Human Resources and Counselling.

While in Nigeria, Catherine held several diverse positions. She worked in the Embassy of Pakistan as the social secretary to the Ambassador. She was the marketing coordinator for a manufacturing company where she traveled to many of the West African countries. She also spent several years in human resources in Steyr, a vehicle assembly plant.

Then Catherine decided to use her talents working with people on a more personal level. She spread her wings in an extended care facility and supported elderly, youths and individuals with disabilities. This became Catherine's true calling.

Catherine and her five children decided to move to Calgary for the wonderful lifestyle and the excellent schools.



They are eagerly awaiting the arrival of Catherine's husband, who is still in Nigeria while he studies so that he can practice law in Canada.

Catherine loves working with ICE. She says that ICE Calgary has become like family because of all of the support,



help, guidance and honesty she encounters at work each and every day. Even though she is in the community supporting her client, she knows that support is only a phone call away. Catherine has excelled in her role as Community Rehabilitation Support Worker with the individual she supports. In this role, she has had the opportunity to become fluent in yet another language, signing!

She and her children love their new home of Calgary...except for the long winters!



All ICE offices
will be closed
Monday May 23
for Victoria 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**

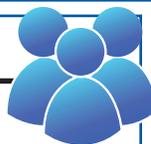
May 18, 10:30am

Management Meeting

May 18, 1:30pm

RPAC

May 18, 1:00pm



TIME SHEET HAND-IN



Hand-in day will be:

May 16th, 2011

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

May 31st, 2011

for all shifts worked
between
May 15th and 31st

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Client Success Story – Larry

Larry, a native Albertan, grew up in St. Albert with a keen interest in winter sports including skiing and hockey. Since 2008 Larry has been participating in Alpine Skiing with Special Olympics (S.O.) in Edmonton where he skis regularly at the Snow Valley hill with his coach and peers. In February of this year, Larry competed in the 2011 Alberta Special Olympic Winter Games held in the city of Leduc. He won three medals including two gold medals and a silver! After this terrific performance, the S.O. head coach for Alberta asked Larry to join Team Alberta to compete in the National competitions next winter.

Larry's events are the Giant Slalom, the Dual Slalom and the Super-G Slalom. He says he has no favorites; he just loves the sport of skiing. When asked what he likes about his involvement in the Special



Olympics program, Larry says he loves the chance to meet people and the camaraderie shared. He says its hard work learning how to win medals, but also a ton of fun!

Larry is dedicated to his sport and he is already busy conditioning himself for next winter's ski season. He regularly works out at the YMCA three or more times a week, developing his cardio, strength and flexibility skills. Larry will start ski practices in October for the 2012 Special Olympic Canada Winter games to be hosted by St Albert, Alberta in February of 2012. With Larry's skills, focus and hard work he may even get on the National Team and have the chance to ski for Canada in Seoul, South Korea at the 2013 Special Olympics World Winter Games.

Congratulations on your achievements, Larry. We admire your dedication and wish you the best of luck!

Training Opportunity for Community Rehabilitation Field Staff!

Persons with Developmental Disabilities is offering service providers Grant dollars for training community rehabilitation staff. ICE personnel interested in career development are invited to submit a LETTER OF INTENT FOR TRAINING OPPORTUNITY to the ICE office. Applications will be accepted until funds have been administered.

Applicants will be required to describe how the training requested will benefit them in their position at I.C.E.

A LETTER OF INTENT FOR TRAINING OPPORTUNITY template is available from ICE reception and on the ICE Website.

Successful applicants will be notified.

Please note that this one time funding is limited and not all applications will be funded. A final decision regarding the selection and approval of full or part funding of successful letters of intent are at the sole discretion of the President and decisions are not subject to further appeal.



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.



Thank You!

This month's incentive winner:

Linda Ransome who was nominated by her client for helping him with his reading. Linda won a lawn chair with ottoman.

TRAINING

PET, Locations TBA
 May 25 & 26, 9:30-5:00pm
 Location tba

Current Job Opportunities

Nanton & Claresholm,

Respite providers for 48 hour weekends

P/T hours in Claresholm

Relief/casual shifts available in Nanton & Claresholm areas

Lethbridge:

Pincher Creek:

Respite providers for 48 hour weekends

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.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton March 1, 2011

Review of Employee Injuries

February 1, 2011

Overnight staff fell on the stairs and hit their head. Staff had a bump on their left eye. Staff was carrying a heavy back pack on their way to the basement, staff was not holding on to the rail.

Recommendations: Advice staff to care a smaller back pack or a tote for his personal belongings.

Additional Recommendations: Hold onto rail, leave bag at the house in the staff office

January 6, 2011

Client missed their medication under the care of a respite worker. Client became agitated and pushed SHO.

Recommendations: Will review monitoring meds with respite worker.

Additional Recommendations: CPI/PBI

February 9, 2011

Office worker smelled something burning from the microwave.

Recommendations: The microwave was immediately unplugged and a sign was posted to let other employees know. A new microwave has been purchased and an instruction for basic use has also been placed.

Additional Recommendations: Have plug checked

Northwest-March 10, 2011

February 9, 2011 – Staff was assisting the client during a biting incident. The client grabbed the staff's right arm, scratching and pinching the skin. As a result the skin on the staff's arm was broken drawing a small amount of blood.

Recommendations: Review with staff safe ways of assisting the client when she is upset to avoid injury to staff and client. For example when client is not feeling well let her sleep, use PRN medication to manage discomfort.

Additional Recommendations: CPI/PBI, RPAC review of behavior of concern.

February 10, 2011 – Staff was assisting a client during a biting incident; the client grabbed the staff's left thumb. The staff's skin was broken, drawing a small amount of blood.

Recommendations: Review with staff

safe ways to assist the client when she is upset to avoid injury to staff and client. For example when client is not feeling well let her sleep, use PRN medication to manage discomfort.

Additional Recommendations: CPI/PBI, RPAC review of behavior of concern.

Calgary March 16, 2011

Feb 16/11-Staff was backing out of garage on way to outing. Backed into city electrical box across back alley from garage. Broke Taillight. Staff doesn't usually park in garage but on street in front of residence.

Recommendations: Reminder to staff to maintain awareness of presence of potential hazards especially in new surroundings. Reminder sign regarding presence of Electrical box to be posted in garage.

Additional Recommendations: AMA Mission Possible Training

March 4, 2011-Staff noticed that residence extremely warm and that furnace was not shutting off. Fire Department and ATCO gas were contacted, both inspected furnace for danger/imminent risk. Broken thermostat the culprit.

Recommendations-Landlord was contacted regarding thermostat and necessary repairs.

3.5 Review of Hazard Assessment and Control Document - Master

The group reviewed pages 42-53 of the Hazard Assessment & Control Document and added scoring for the Psychological, Physical & Chemical Hazards and will continue until all pages are finished-will fax to Corinne.

4.1 February ICE page articles

The Heart & 1.1.3 Outcome Measures

4.2 Policy Review

The group reviewed Policy 3.5.8 emergency Procedures

4.3 Training

CPI April 14, 2011 in Claresholm

Formal Fire Extinguisher training to be set up for 1 office staff per office and 1 staff per residential home.

Fire Safety Training & Fire Safety DVD

Office: Nanton Fire Extinguisher has been re-certified

Ergo checklists were completed for Lethbridge, Nanton will be completed in September once Kim has been trained

PERSONAL SAFETY

Recently there have been several news stories highlighting safety concerns for support staff in our communities. Some of these concerns have related to persons (known or unknown) accosting staff in the community or at residential programs.

Hazard control measures while in the community:

- Avoid walking alone.
- Use caution when using elevators, isolated stairways, or toilet areas. Don't place yourself at risk.
- Plan the safest route to your destination and use it. Stick to main roads as much as possible.
- Remain alert. Use your peripheral vision. (Wearing headphones may decrease your awareness.)
- If approached, maintain a comfortable distance while you answer questions or give directions. Never turn your back on someone who has approached you.
- Park in well lit and busy areas, particularly at night or if you expect to return to your car after dark.
- If ICE staff are working alone in community locations where hazards are increased they are to use, "Call in" reporting to verify their safety prior and after these shifts. Calls are to be made to their supervisor at the office or to ECAT.
- Avoid using ATM's in dark or isolated places.



**** As per ICE Policy 3.5.4 Working Alone, #7... Employees who find themselves in a situation that they decide is personally unsafe are to remove themselves from the situation to a safe location and proceed to immediately contact the main office or ECAT supervisor for further direction. The situation that the employee feels is unsafe can be at the work site or while travelling to the work site. A safe location may mean that the employee leaves the client's home immediately, as in the case of working with a home care client or the employee working in a home operated by I.C.E., may remove themselves to another room in the home or go to a neighbours.**

Hazard control measures while working at residential programs/offices:

- While at work, maintain easy access to a charged telephone at all times in the event of an emergency.
- Park nearby the residence/ office in a well lit area and request that a co-worker monitor your arrival or exit from work from the safety of a nearby location (i.e. residence or office) if possible.
- Have your keys (and perhaps your car panic button) ready to use as you approach your vehicle. Lock your vehicle doors once inside.
- If clients or residential staff go out into the community during the course of their shift, everyone must be signed out in the Staff Communication Log. Provide information about the intended destination and the expected time of return. If clients/ or employees do not return / show up to shift as expected, this must be reported to a supervisor at the office or to the Employee Client Assistance Team (ECAT).
- If you or clients are going out late, a lift should be arranged or a taxi. People should be dropped off as close to the door as possible.

**As per ICE Policy 3.5.7 Visitors/Contractors:

For all residential homes operated by Independent Counselling Enterprises the following applies:

1. If the employee does not know, is not familiar with, or is uncomfortable in the presence of the visitor they are required to contact the Office/ECAT Supervisor and confirm if they have access to the premises
2. With the exclusion of the Guardian (as appropriate) no visitor will gain entry without calling the Office

Remember, while we can not control the dangers now present in our communities, we can take steps to safeguard ourselves and our clients from these risks.



Attention all Staff!

Starting May 1, 2011 ICE will increase the employee referral incentive to \$100!

You will now receive \$100 when you refer your friend or relatives to work with us!!!

Here is how the Employee Referral Incentive works! If you refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, you will receive \$100.00. Take advantage of this great opportunity.



2.2.1 CLIENT RIGHTS AND RESPONSIBILITIES

Independent Counselling Enterprises believes clients have the following rights:

1. The right to independence.
2. The right to be listened to and to self-advocate, or if unable, to have someone advocate on their behalf.
3. The right to be informed about the service provider (agency's policies and procedures that govern service delivery) and the services being provided there by enabling the client to make informed choices to accept or to refuse services (see Policy 2.2.3 **Informed Consent**).
4. The right to service provision according to the clients needs' and established personal plans not restricted by gender, age, race, creed, religion, sexual orientation or colour.
5. The right to quality service and support characterized by respect and dignity for the client, recognition of the client's privacy needs, courtesy, competency, punctuality, flexibility, confidentiality and freedom from mental, physical and financial abuse by the service provider.
6. The right to be fully included in the planning, revision or review of their personal plan.
7. The right to be informed of the appeal process and to appeal decisions made by Independent Counselling Enterprises regarding service delivery without fear of reprisal or discrimination.
8. The right to be informed of any Policy changes affecting service provision.

Independent Counselling Enterprises believes clients have the following responsibilities:

1. The responsibility to actively participate in decisions and to make a commitment to follow through in all aspects of service delivery.
2. The responsibility to keep agreements made with Independent Counselling Enterprises and its employees.
3. The responsibility to treat Independent Counselling Enterprises employees with respect.
4. The responsibility to express concerns and problem-solve with the employee and to report unresolved issues to the employee's supervisor.
5. The responsibility to ensure financial arrangements for service delivery are met within the specified time lines.
6. The responsibility to promote a safe working environment for both the employees and other clients.
7. The responsibility to pay all costs in their living environment including repairs.

Updated October 2009