

Therese is a proud mother of three from Cameroon, Africa. In Cameroon, Therese ran a small business that sold baby clothes and accessories. Four years ago, shortly after her third child was born, Therese immigrated to Canada and lived in Toronto for a year. There were not many jobs available in Toronto at the time so she contacted several agencies in Grande Prairie and was told, "If you get yourself here, you have a job". She quickly relocated to Grande Prairie. Shortly after her arrival in Grande Prairie, ICE was lucky to have received a resume from Therese.

Therese quickly found full time hours with ICE because of her flexibility and her ability to work well with almost all of ICE's clientele. She has been working very hard and sending money home to support her family, who still live in Cameroon. She plans to bring them to Canada either this winter or next spring. Therese said that she came to Canada for the opportunities, jobs, and better life Canada offered and she is very excited to share that with her family. "Life will be much better when my kids are here," she said. If her children come to Grande Prairie this winter she will be waiting at the airport with jackets, boots, mitts, and toques ready to educate them about winters in Canada. She remembers last winter when a friend's children saw snow for the first time and ran outside in bare feet. Chuckling, she decided that, rather than intervene, she wouldn't say anything, knowing that, "They'll be back in no time."

## EMPLOYEE *Spotlight* Therese

What people likely don't know about Therese is that, in contrast to her bubbly personality while out with others, when she is home she loves peace and quiet. She chooses not to own a television or radio and spends her time reading and talking on the phone to friends and family in other cities. Her living arrangement with roommates who are often away in the oil fields suits her perfectly. Therese is a valuable and appreciated employee of ICE.



### 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

October 13, 2010 10:30 am

#### Management

October 13, 2010 1:00 pm

#### RPAC

October 13, 2010  
2:00 pm

### TIME SHEET HAND-IN



Hand-in day will be:

**October 15th, 2010**

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

**November 1st, 2010**

for all shifts worked  
between  
October 16th and 31st

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## Client Success Story – Shelley

Shelley has been with ICE in the south Region for almost 5 years. Shelley lives in a supported home with a family she really enjoys the company of. Recently, Shelley welcomed a new addition to her family, Snowball the kitten, a 50th birthday gift from her support home family. Shelley is responsible for taking care of him. She feeds him, changes the litter box, and makes sure he is well loved!

Shelley is very active in the community, she and her staff are always busy volunteering, working out, and visiting with others in the community. Shelley lane swims three times weekly, and she volunteers at the Lethbridge Senior Citizens Organization two times a week. She has completed all the Building Healthy Lifestyle courses that Lethbridge has to offer and has maintained a healthy lifestyle over the past year by losing weight and eating right.

Shelley is an active member in the Red Hat society and attends their monthly planning meetings as well as all of their social activities. Shelley also happily volunteers for other local organizations on a project by project basis when the need arises. These include the LSCO, the Good Food basket, and Building Healthy Lifestyles just to name a few.

Shelley loves music and can often be found at dance and karaoke sessions at the LSCO. She loves the movie Mamma Mia! and could sing you all the songs word for word. She and her ICE staff can be seen driving around town singing along to the CD in the car. She and her staff attend polka



dancing classes weekly and have great fun singing and dancing along to the music. Shelley has also won many trophies through Special Olympics 10 pin bowling. Way to go Shelley!!

Maintaining relationships with people is very important to Shelley; she loves to spend time with her family and extended family. She loves to talk on the phone and to visit with people face to face.

Congratulations Shelley! Your willingness to help others is an inspiration to us all.



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

All ICE offices will be closed  
**Monday October 11,**  
for Thanksgiving

### 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.





## Current Job Opportunities

**Nanton & Claresholm,**

P/T shifts in Claresholm

Relief/casual shifts available in Nanton & Claresholm areas

**Lethbridge, Cowley, Areas**

**Lethbridge:**

ROOMMATE POSITION

P/T mornings 7am-9am for male staff

Relief for Lethbridge & Fort MacLeod Areas

**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.

Thank  You!

**Sharon Hinkle received Halloween Decorations for a Thank you card from the coordinator and trainer for responding so calmly and professionally during an "emergency" situation.**

## TRAINING

**PET**

October 6th & 7th 9:30-5:00

October 27th & 28th 9:30-5:00

**AMA**

October 20th in Lethbridge 1:00-3:00pm

October 21 in Claresholm 1:00-3:00pm

### 3.6.3 EMPLOYEE APPEAL PROCEDURE

Any employee with an appeal will follow this procedure:

1. A verbal discussion should be initiated with the appropriate supervisor within 24 hours of the events leading to the appeal. The supervisor will attempt to resolve the appeal to the satisfaction of all parties. Informal documentation is required to be entered into C-Views at this stage.
2. If the supervisor and the employee cannot reach resolution, they can meet with the appropriate Manager for a further meeting. This meeting will take place no later than 72 hours after the original meeting with the supervisor. Minutes of the meeting will be documented.
3. Should the appeal require further mediation due to extraordinary circumstances, the Manager or the employee may request an additional meeting with the Alberta Manager of Operation or Chief Operating Officer. This meeting should take place no later than 72 hours after the Chief Operating Officer receives the request. The President is to be notified of the meeting and of the outcome. If a final resolution is required the President will make the decision. The President's decision is final and all parties are bound by his decision.
4. Should the situation warrant (e.g. harassment, abuse) the employee has the option to bypass his / her immediate supervisor and be heard by upper management.
5. The employee may request to be supported by a co-worker or by mutual agreement a neutral third party will be sought at any step in this process.
6. Employees who have been terminated do not have the right to the Appeal Procedure.

Updated October 2009

## Thank you to all 2010 Certificate of Recognition (COR) Audit Participants!

ICE targets continuous improvement. As part of that process our Health and Safety program is audited through the Certificate of Recognition (COR) program annually. This year the COR audit was conducted internally and involved multiple site observation tours and 82 employee interviews in three regions of the province including Nanton (South region), Calgary and Edmonton. **ICE would like to express a heartfelt thank you to all participants of our internal 2010 COR audit. Your cooperation in attending appointments, touring sites and sharing feedback was appreciated so much!**

### What happens after the audit?

After each COR audit either internal or external, the information is summarized into a written report. This report covers eight key areas of an effective Health and Safety program: Management Leadership and Organizational Commitment, Hazard Identification and Assessment, Hazard Control, Ongoing Inspections, Qualification, Orientation and Training, Emergency Response, Accident / Incident Investigation and Program Administration. This report is made available to all ICE employees in the Health and Safety Binders at ICE programs and ICE offices.

### How is the COR report used?

The COR audit report summarizes areas of strength where the agency is doing well, and identifies areas where employee health and safety may be further enhanced. The auditors make recommendations for how system improvements may be made and then the ICE management team develops a plan to put the recommendations into action. The company's efforts to implement the action plan are reviewed during the following COR audit.

Thank you again to all participants. It was a pleasure to meet with you. Please continue to promote safety daily!

### Your ICE COR auditors:

Corinne Stasiewicz – Health and Safety Specialist

Greg Lane – Quality Assurance and Risk Management Consultant



# CHEST INFECTIONS & RESPIRATORY DISTRESS

In our community residences and in our own home settings, it is essential that we all are able to recognize the signs and symptoms of chest conditions which need immediate medical attention. With the approaching flu season, this early detection of lung or airway complications is even more critical. Those of you who work in homes which have clients with a known history of chest complications, tube feeds or swallowing difficulties, compromised immune systems, chronic immobilization or other stressors should be particularly alert.

## Respiratory distress symptoms include:

1. shortness of breath
2. rapid breathing (over 20 breaths per minute) or apnea (stopping breathing for 15 seconds or longer)
3. cyanosis ("turning blue" – including finger nails, tips of toes, lips)
4. repeated coughing (does not stop during eating, drinking or sleeping)
5. chest pain or complaints of tightness or heaviness
6. noises such as wheezing or whooping
7. fever (oral temperature over 38.5C or 100F)

Any of these signs should, at least, indicate taking the sufferer to a Medcenter or doctor for medical assessment. If the symptoms are severe, or if breathing is interrupted, call 911.



**Remember the basic ABC's of First Aid:**

**A = airway B = breathing C = circulation**

## Health and Safety Minutes

### 3.1 Review of Regional Health and Safety Minutes

Edmonton August 19, 2010 minutes reviewed

Re: Committee Jackets

South would like to see a different color for the jackets (Navy, black or neutral color) and could be a fleece or vest.

Injury investigations

July 5, 2010-Staff was preparing dinner. Client grabbed staff from behind and twisted staff's arm and hand. Two of staff's fingers were broken.

Recommendations:

Retrain staff with PBI

Program staff team to review behavior plan at next team meeting. Follow behavior plan (if client was agitated staff should not turn their back on the client).

South Recommendations: CPI, stay in a safe location, do not make supper when client is agitated, have 2nd staff assist.

Near Miss investigations July 15, 2010-Client tried to grab staff on the chest

Recommendations:

Review PBI with team. (This client's supports for behaviors of concern are currently being reviewed and updated strategies are being developed. New plans to be implemented ASAP)

South Recommendations:

CPI, use gender appropriate staff

July 2010-An intruder entered a community site apartment building (someone unknown had opened the door to a stranger) This person assaulted and stole property from a tenant in the building. This incident occurred while ICE staff were in the same building visiting a HC client.

Recommendations:

Survey community environments for personal safety before access. Use working alone call in procedures. Ensure that doors are always locked behind you after building entry. Immediately report hazards (suspicious activity) observed to an ICE supervisor and building management.

South Recommendations:

Have a sign at the apartment complex entry way, if the building management agreed, "Tenants should only let themselves in to prevent illegal activity".

Calgary minutes July 21, 2010 reviewed

Near Miss investigations

July 8, 2010-MVA staff was backing out of parking spot and backed into another vehicle that was also backing out of their parking stall.

Recommendations:

Staff to take Mission Possible-distraction module.

South Recommendations:

Be aware of surroundings and reverse camera for vehicle.

Master Hazard review for Outdoor activities. Note: There is already a separate hazard outlined for proper food storage.

Northwest minutes August 12, 2010 reviewed

July 10, 2010-Shade for ceiling light fell and hit and hit the floor, shattered. No injuries

Recommendations:

Team leaders at all residential programs have been asked to check to ensure that all the light fixtures in the homes are securely attached, and to repeat throughout the year.

### 3.2 Evaluation of current Injury

### Investigations

August 3, 2010

MVA-Staff went through a red light & was hit by another car as distracted by client. No injuries to staff

Investigation was completed and follow up done.

Recommendations: Staff attending Mission Possible training October 20th. Do not follow client if client is agitated. Walk rather than drive.

### 3.4 Review of COR Audit Action Plan.

Reviewed pages 28 & 29

Internal COR audit was completed on September 13, 2010

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

Reviewed:

1. Entering or Leaving worksite after dark

Add to controls: cell phone and call advise someone before you leave and when you arrive safe.

2. Ascending/descending stairs

Please clarify how no Candles permitted in residences apply. Questions: do they walk with walking aids/canes? Make sure there's a railing. Make sure obstructions such as pets or people are not in the way.

3. Travel on wet/slippery surfaces (ice or snow)

Should be two categories, one for walking and one for driving. For walking hazards include head injuries (from falls) and infections (from cuts and scrapes incurred during falls). Consequence change to a 4, total is 12.

### 3.6 Policy Review

Reviewed 3.1.3 Employee Immunization