ICE PAGE

October 2011 SOUTH REGION

EMPLOYEE Spotlight

Timothy

Timothy moved to Canada from Nigeria in 2005 because of political prosecution. He first landed in Toronto but relocated to Grande Prairie in 2007. Very soon after moving to Grande Prairie, Timothy discovered ICE and began working with two male individuals in their home where he is currently a full time employee.

Before choosing a career as a support worker, Timothy poured his energy into many different jobs. After high school he worked as an administration officer for his father's sawmill and then took a position as a field interviewer for the Nigerian Institute of Social and Economic Research (NISER). After moving to Toronto he began his current role as an assistant social organizer for the Nigerians in Diaspora Organisation (NIDO). In Edmonton he worked at the hospital and in Grande Prairie he volunteered at the Young Offender Centre.

Timothy's education background is as eclectic as his work history. In Nigeria Timothy studied public administration and business administration and then in Toronto he studied computer science. Timothy later obtained his diploma as a Personal Support Worker. Timothy is currently researching university programs in pursuit of a degree in criminology.

Timothy is a globally-minded individual. He speaks four languages, enjoys traveling, loves photography, and routinely follows world news. Timothy was recently reunited with his wife and four children when they moved to Grande Prairie. His goal is to help his children receive the best education possible to assist them to enter into good careers.

Timothy guides his life by the principles of honesty, consistency, and helping those in need no matter who they are. ICE is lucky that Timothy chose to offer his services to the team because he exercises these principles in his client supports and all that he does.

Keep up the good work Timothy.

All ICE offices will be closed

Monday October 10

for the Thanksgiving Holiday

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

October 4, 10:30am in LETHBRIDGE

Management Meeting

October 4, 1:00pm in LETHBRIDGE

RPAC

October 4, 2:00pm in LETHBRIDGE

TIME SHEET HAND-IN

Hand-in day will be:

October 17th, 2011
for all shifts worked between October 1st and 15th

and

October 31st, 2011
for all shifts worked between October 16th and 31st

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Client Success Story: Marie

Marie has been living in Lethbridge for the past few years enjoying the quieter pace of life that the city here offers. Before moving to Lethbridge, Marie lived in Calgary where she was supported by ICE Calgary for a time.

Marie likes to be busy; she is always on the go with her Support Home Operator (SHO) and her day program staff. She and her SHO have had lots of fun this summer exploring different places, going to barbeques, attending local fairs and other events.

Marie has also been hard at work these past three months, searching for a job. She made lots of initial phone calls, sent out resumes, went on cold calls, and made follow up phone calls to various businesses in Lethbridge. Her determination recently paid off when Marie was hired to work full time in the hospitality industry as a hotel housekeeper! She loves her new position and is pleased about being able to start paying off some debts. Marie is also excited to start saving to take a vacation to some place warm and tropical with her Support Home Operator.

At home Marie enjoys helping with the cooking and cleaning and being part of "the family". She loves to watch wrestling and knows every wrestler by name as well as all their statistics. Marie also take pleasure in going for walks, visiting with friends, meeting new people, and taking cooking classes at the local community kitchen.

Marie is focused on bettering herself and is always looking for opportunities to learn new things. She has attended Self Advocacy functions, tried the local Toastmasters public speaking group, and enjoys attending ICE planned functions and New Connections Dances.

We are proud of Marie for her hard work and determination in finding a job and we are excited to see what the future holds for her.

Thank You!

This month's incentive winner:

Marci Woodruff won fall decoratons. She was nominated by the H&S Chair. She received a thank you card for attending extra training in regards to Health & Safety and participation in the COR audit.

TRAINING

PET
Oct 5 & 7, 10:00-4:30pm, Claresholm
Oct 26 & 27, 9:30-5:00pm, Nanton

Current Job Opportunities

Nanton & Claresholm,

P/T in Claresholm days, evenings, weekends

Relief/casual shifts available in Nanton & Claresholm areas

Lethbridge:

P/T 7am-9am shift for male

P/T day shift

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 the office at 866-646-1199.

BURNS

What is a burn?

A burn is an injury to the skin tissue, usually caused by contact with intense heat, electricity or chemicals. In more severe cases, the injury may involve deeper tissue damage such as bones and muscles. There are a number of causes of a burn: dry heat (fire); wet heat, which is also known as a scald (steam or hot fluids); radiation (sun); heated objects (stove-top burner); extreme cold; inhaling smoke or toxic fumes, particularly from chemical explosions or house fires; electricity and chemicals.

First Aid for Burns

If the skin is unbroken, run cool water over the area of the burn or soak it in a cool water bath (not ice water) for at least 5 minutes. A clean, cold, wet towel will also help reduce pain. Minor burns usually heal without further treatment. If the burn is severe, such as a burn to the face or throat, or chemical or electrical burns, an ambulance may need to be called. If fingers or toes have been burned, separate the toe or fingers with dry, sterile, non-adhesive dressings. For Chemical Burns – flush the area with large amounts of cold water for 15 to 20 minutes. If chemical is dry powder, quickly brush off any loose chemical with a cloth before flushing. For electrical Burns, call 911. Turn off source of electricity if able to safely do so. Give First Aid to entry and exit burns by covering them with clean, dry dressings.

Prevention

Always test the temperature of water before getting into the tub. Do not leave a cooking pot unattended. Always turn pot handles towards the back of the stove. Never leave hot food / liquids near the edge of the table. Avoid wearing loose-fitted clothing while cooking. Always turn burners and oven off when not in use. Put smoke alarms in your home. Check them monthly. If they run on batteries, put in new batteries every 6 months. Use oven mitts or potholders when cooking. Use a sunscreen with a sun protection factor (SPF) of 15 or higher. Use caution when handling chemicals found in many household cleaners. Read labels carefully to ensure proper use of the chemicals. Wear eye protection when working with chemicals. Do not use electrical devices in wet environments. Frayed electrical cords should be replaced immediately

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton July 7, 2011 Reviewed

Injury Investigations:

June 6, 2011 Garbage truck passed by collecting trash in the back alley. Staff found one more bag of garbage and decided to rush the bag to the garbage truck. Staff stumbled on an incline in the lane and fell on the ground. Staff suffered minor abrasions on hands, face and knee.

Injury Investigation to be completed.

Recommendations: Review with staff that their safety is more important than such tasks. Better to leave garbage for the next pick up.

Additional Recommendations: Awareness of surroundings, proper footwear.

Near Misses:

June 14, 2011 Client had shown signs of agitation at their day program and upon their arrival at home. When client was preparing to take their bath staff was assisting them. Client became agitated and pushed staff and then staff fell. Client was reported anxious because client was scheduled to go camping the next day.

Near Miss Investigation being completed.

Recommendations: Clearly outline the support requirements for assisting this client with bathing and for supporting them when anxious. Review PBI with staff involved.

Additional recommendations: CPI, RPAC review of behavioral supports.

Calgary June 22, 2011 Reviewed

No Injury investigations

Near Misses: July 5, 2011-Staff was cleaning windows with removable panes, when replacing pane she bumped the stationary pane and the window broke, glass was safely cleaned and disposed of. Chinook glass was called to replace glass.

Near Miss Investigation completed.

Recommendations: Window to be repaired, staff to remain diligent in task. Other cleaning alternatives to removing pane should be utilized.

Additional Recommendations: Extra support staff, proper use of PPE (gloves, footwear).

July 11, 2011-Client became upset with staff when watching chuck wagon races and staff suggested she go to bed instead of watch TV. Client threw a coaster at staff; staff moved and was not struck by coaster.

Near Miss Investigation Completed.

Recommendations: Staff to give options to client rather than direction; provide encouragement and information to client regarding their choices. Positive approaches to be written.

3.2 Evaluation of current Injury Investigations

July 13, 2011 Client was leaning into recycling bin and staff was afraid they would fall in. Staff attempted to pull client to safety which resulted in client becoming upset and turning around and hitting staff.

Injury investigation completed

Recommendations: Staff to complete CPI training. Ensure recycling bins are organized before going to depot.

July 27, 2011 Staff burned fingers on hot pan

Injury investigation completed

Recommendations: PPE to be used and staff did not use oven mitts. Review PPE available in home at next team meeting. Note in log book to communicate hazard. Proper use of cooking equipment.

July 28, 2011 Client agitated when picked up from support home, staff attempted to redirect, took a break from recycling, etc. Client struck staff.

Injury investigation completed

Recommendations: Review PBI techniques with the employee i.e. maintain distance, use of blocking.

3.3 Evaluation of Near Miss Investigations

No near miss investigations

3.4 Review of COR Audit

COR Action Plan

Reviewed Section 3. Hazard Control

3.5 Review of Hazard Assessment and Control Document - Master

Reviewed pages 6-9

Outdoor Activities, Accessing Community, Cooking/Food Preparation

4.1 Policy Review

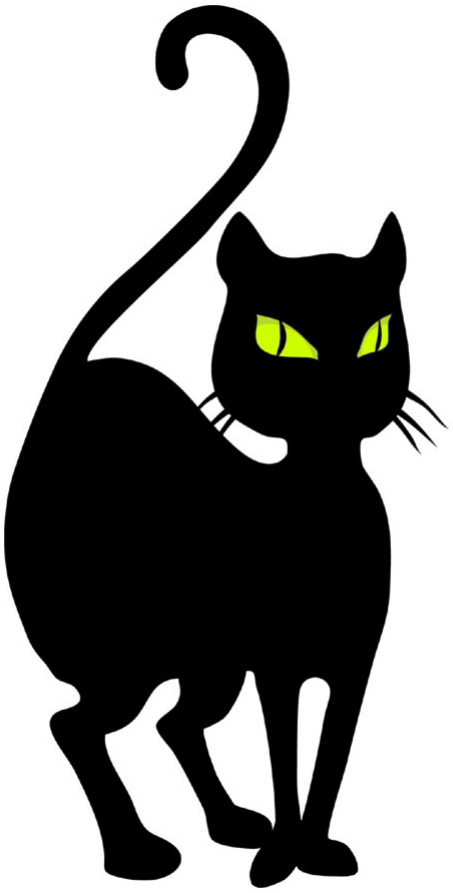
4.4.3 Quality Assurance Audits

Email to Corinne regarding possible revision to C-7

4.2 Training

Fire Extinguisher Training in Calgary Aug 23 and Sept 6

CPI in Lethbridge Sept 15



3.5.5 EMPLOYEE WORK RELATED INJURY, ILLNESS, AND NEAR MISSES

B. Reporting and Recording

As soon as the employee reports a work related injury, contracts an illness as a direct result of their work or experiences a near miss (an event occurs that almost did, or easily could have resulted in an injury) specific processes are to occur.

1. The supervisor contacted is to ensure that the employee seeks medical attention if required and informs the agency of the outcome.
2. The supervisor contacted is to document the incident using C-Views and instruct the employee to submit the Critical/General reporting incident report to the main office within a 24 hour period to further follow up on the incident. If the supervisor contacted is not the employee's immediate supervisor then the employee's supervisor is to be informed of the situation as soon as possible. If the employee's supervisor is contacted then this supervisor will complete steps #3 and ongoing in consultation with the appropriate personnel as outlined below.
3. The appropriate supervisor will complete a WCB employer's report if this situation is reportable. A reportable injury is defined as:
   - the worker will miss time from work, other than the actual day of the accident
   - the worker will not be able to do their regular work, and will need their work modified to accommodate their injury (see Modified Work)
   - death or permanent disability will result from this accident
   - ongoing medical treatment will be needed, such as physiotherapy, chiropractic, etc.
   - the worker will incur medical expenses such as dental treatment, prescriptions, eyeglass repair, etc.
4. An injury needs to be reported to "Alberta Workplace Health and Safety" immediately if the incident has resulted in hospitalization over 48 hours, or death of the injured employee.
5. Should the employee injury occur during office hours the Health and Safety Specialist/office designate is to be immediately contacted and will provide direction to the employee's supervisor while the supervisor completes the WCB employer's report. If unavailable a Regional Manager, CR Manager or Manager of Community Supports will assist with the process. Should the incident occur outside of office hours and be when the office is closed for more than 24 hrs the ECAT supervisor is to complete the WCB employer's report and submit this report to WCB within the allotted **72hr** time frame. **Do not wait until the office reopens to forward the report to WCB. And do not mail the report to WCB–fax it or use online transmission. Clearly document on the employee's file the date and time of the above.** It is imperative that the ECAT supervisor then inform office management of the incident during the exchange of information at shift end to ensure appropriate follow up. Regional Managers must be contacted and inform the C.O.O. if the employee injury results in death or prolonged hospitalization immediately.
6. Once the injury or illness is reported and page one of the critical incident is complete **the employee** is responsible to notify their direct supervisor within 24 hours or the ECAT supervisor if the office is closed. The contact must be directly by telephone or in person at the main office and will determine what future action is required. If the employee has recovered and there is no time loss from work duties, further documentation is not required from the employee. I.C.E personnel will document the contact with the employee and file any substantiating documentation as appropriate and ensure follow-up.
7. If the employee is unable to return to their current work duties documentation from their attending physician must be provided to the employer as soon as possible to support the absence from current work duties. The employee will next be instructed to complete a W.C.B. worker's report. I.C.E. is required to report the injury, in writing, to W.C.B. The employee's direct supervisor or the appropriate I.C.E personnel will provide instruction to the employee as to where he/she will report to work for their next assigned shift if the employee is unable to return to their current work situation. Should the employee's wages need to be stopped or adjusted payroll is to be immediately informed by the employee's direct supervisor in order to complete any adjustments required to wages. Employees are not able to use sick or holiday benefits during a time lost claim.
8. WCB will determine if the claim is appropriate for compensation if there is a loss of earnings for the employee after the day of the incident, and will directly provide compensation to the employee.
9. Should the employee not be returning immediately to their current work situation (unable to work or in a modified work situation) the employee will be directed to remain in contact on a weekly basis with their direct supervisor for follow up. If the direct supervisor is unavailable the unit manager will assume this role. This follow up will be documented in the employee's C-Views personnel file and is to determine when and if there will be a return to the work duties the employee was performing prior to the injury. It is the employee's responsibility to initiate the weekly follow-up.

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10. The employee must provide written verification from the attending physician, or the employer and employee must have the consent of WCB in order for the employee to return to work following an injury when there is a time loss from earning for the employee.

11. Every effort will be made to achieve an early and safe return to work for an injured employee. This may include a modification to existing work duties that is consistent with the employee's functional abilities and skills until such time as the employee has recovered from the injury. As a result the employee must work cooperatively with the agency to restore the employee's pre-injury earnings when ever possible. The agency is directed by WCB to accommodate an injured worker and modify work duties that fall within the scope of the employee's education and experience if such a position is available.

C. Modified Work Duties

I. C. E. will make suitable, meaningful modified duties available for every work related incident that is being covered by the agency's WCB account. I.C.E. will find or create modified work at every post-injury functioning level, on a non-permanent basis, at the worker's pre-injury rate of pay. Gradual return to work schedules will be accommodated as needed. All injured employees are required under WCB legislation to accept suitable modified work.

1. "Modified work" is a modification to existing work duties that is consistent with the employee's current functional abilities and skills, available until such time as the employee has recovered from the injury or illness. The employee will work cooperatively with the agency to restore the employee's pre-injury earnings when ever possible. The agency is directed by WCB to accommodate an injured worker and offer modified work duties that fall within the scope of the employee's education and experience.
2. The Health and Safety Specialist or designate will work with WCB and the employee's physician to determine the limitations and capabilities of an injured employee. If the limitations and capabilities of the injured worker do not match the worker's regular work, modified work will be found. WCB will be consulted with, and kept informed of the proposed nature of the modified duties, the times that these duties will occur and what wages will be provided to the employee.
3. The Health and Safety Specialist or designate in consultation with the appropriate Regional Manager will determine what modified duties are suitable within the agency. If no suitable duties are available, work that provides value to the company will be temporarily created to accommodate the worker's restrictions.
4. The employee's direct supervisor or the appropriate I.C.E. personnel will provide instruction to the employee as to where he/she will report to work for their next assigned shift if the employee is unable to return to their regular work situation the day after a work-related injury or illness.
5. Once the modified work has successfully been arranged, the Health and Safety Specialist or designate must again contact WCB to confirm that the modified work has actually started, within 24 hours of the worker's actual return to modified work. Note in other regional offices outside of Edmonton the regional manager may be in contact with WCB.
6. 6. The Employee's supervisor will remain in regular contact with the injured worker. This Supervisor must document contact with the injured worker in C-Views and update the Health and Safety Specialist or designate or Regional Manager WCB must be kept updated about any changes or developments in the case of a worker that has not yet returned to regular work.
7. The Health and Safety Specialist or designate or Regional Manager must inform WCB within 24 hours when the injured employee returns to pre injury employment.

D. Documentation for Employee Personnel Files

For every employee where there is a WCB employer's report filed this report and the C.I./GI reporting incident report that lead to the filing of the claim will be placed together in the employee's personnel file. Should the claims management be ongoing this information will be removed to the Health and Safety Specialist/Regional Manager's (as appropriate) office and an additional file will be developed. This file will contain the following:

Section One:	Initial Critical/General Reporting Incident
	WCB Employer's report
	WCB Employee's report only if available
Section Two:	WCB Correspondence
Section Three:	Physician's and Other Professional's correspondence relating to the claim
Section Four:	Agency Correspondence & Contact Notes
Section Five:	Employment during Claims Management

Once the claim becomes inactive the information will then be inserted into the hard copy of the employee's personnel file.

Should an employee have WCB involvement reference will be made to this on the hard copy of their personnel file.

E. Internal Investigations of Employee Injuries or Near Misses

Either simultaneously or upon completion of the C.I/GI. an internal investigation into an employee injury or near miss will occur. Refer to the Master Forms binder for the investigation forms. The following will apply to this process:

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1. An investigator is assigned to review the incident and complete all relevant documentation in accordance with the injury incident investigation report.
2. A Unit Manager (from the area the employee works i.e. CR, payroll, personnel etc.)/Regional Manager will assign an investigator. Each regional office has a complete list of trained investigators. Only trained personnel are able to conduct internal investigations of employee injuries or near misses. This process is not to be delegated to any employee. Regional Managers /Alberta Manager of Operations will ensure sufficient employees are trained to deal with these circumstances.
3. The investigator is to:
   - Complete sections A, B, and C of the injury investigation report within 72 hours. Complete means all sections are filled in and their signature is on the form.
   - Ensure that they are aware of the C.I/G.I. that resulted in the investigation and attach page one of this C.I./G.I. to the injury report form.
   - Ensure that the C.I./G.I. is in a form that maintains client and employee confidentiality i.e. black-out names.
   - Provide the written injury report to the employee's supervisor.
4. The employee's supervisor is to:
   - Complete section D of the report and follow up with the employee. Often this follow-up is in consultation with the Unit Manager. In some cases the Unit Manager is the employee's supervisor. This must be done again within the 72 hour period.
   - Ensure that approved actions are in place. Note that the action may be completed immediately or may occur over the long term. This is dependent on the circumstances of the injury and the extent of the recommendations.
5. The Unit Manager (note that this may be the Regional Manager and is dependent on each regional office) is to:
   - Submit sections A, B, and C to the Chair of the Health and Safety Committee for their review. Ensure that this submission maintains both client and employee confidentiality. The Chair will then bring this document forward to the committee and documentation of the minutes will have the review of the incident.
   - Sign the document. This means that they are aware of the incident and that the employee's supervisor is instituting recommendations.
   - Forward the completed report to the C.O.O. and President for their signature.
   - File the complete report in the injury/near miss binder in the correct Managers Office and place a confidential copy in the employee's file.
   - NOTE: All of the above parties must complete their responsibilities within the 72 hour time frame. This does not mean that the recommendations will all have been completed as again this is dependent on the circumstances of the injury.

Also this document is not complete if signatures are missing in section E.

Do not file this form until this section is complete.

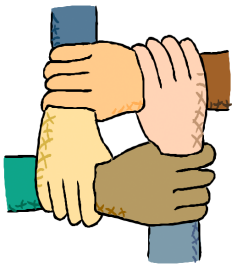
Updated October 2009

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 $100.00.

Take advantage of this great opportunity.