

ICE PAGE

SOUTH REGION

2012

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TIME SHEET HAND-IN:**September 17th, 2012**

For all shifts worked between September 1st and September 15th, 2012.

October 1st, 2012

For all shifts worked between September 16th and September 30th

Management Meeting

September 4th, @ 10:30 am Lethbridge

RPAC Meeting

September 4th, @ 11:30 am Lethbridge

Health and Safety Meeting

September 4th, @ 1:30 pm Lethbridge



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)

EMPLOYEE SPOTLIGHT

Tanya D

Tanya is originally from Lethbridge and attended Lethbridge Community College where she obtained her Rehabilitation Services diploma. After completing school Tanya moved to Calgary and worked for the Society for the Treatment of Autism. When the residential program she worked in closed, Tanya was hired by ICE. That was thirteen years ago.

Tanya currently works in a residential day program with ICE. She reports feeling honored and privileged to have been able to work with her ICE client for the last

thirteen years. Tanya does her best to provide quality support so that



this individual may achieve and enjoy an excellent quality of life. She says it is very rewarding to help work through day-to-day challenges

with her client and that she feels that this job has made her a better person. Tanya notes she could not imagine spending her days any other way.

Tanya says she feels lucky in the support she receives at ICE from her supervisors and fellow team members. In addition to offering quality client services, Tanya contributes to the agency as a current and valued member of the Calgary Health and Safety Committee.

Outside of work Tanya enjoys spending time with her husband and her two stepsons. She also enjoys traveling and gardening.

Thank you for your many excellent contributions to our ICE team!

Client Success Story: Daniel



Daniel is a quiet man who has been receiving residential services from ICE since November of 2001. Daniel's anxiety has unfortunately held him back from participating in many activities in his community. Daniel would see his roommates and peers busy going places and doing things that he too desired to do, but his anxiety about these environments would get the better of him, and he would refuse to participate. Daniel instead chose to spend most of his time at home or visiting just a few familiar and community locations.

This year, upon hearing about the summer camp his roommate was planning to attend; Daniel bravely spoke up and told staff that he too wanted to go to camp.

His support team was thrilled! Careful planning was completed to prepare Daniel for his camping experience and when the time arrived off he went for a week's camping with the support of a familiar ICE staff member.

There were a few difficult moments the first day but Daniel successfully adjusted and went on to spend five days and nights at camp where he participated in activities including: rock climbing, canoeing, crafts, dancing, sing-alongs, and hiking. At the end of the week each camper was presented with a special title on a lanyard to take home with them. It was no surprise to anyone that Daniel's earned title was, "Fearless!" He arrived home at the end of the week proud and triumphant from his trip with a ton of photo memories of his adventures. His "Fearless" lanyard now hangs in a place of honor above the bed in his room alongside many of the crafts he made at camp.

Because of his courage, Daniel made his world bigger this summer. He has already told staff that he wants to return to camp next year. His support team is working to build on Daniel's recent success to encourage his continued participation in a wider range of community activities. Congratulations, Daniel!



ICE has a TD Group RSP plan!



Refer to Policy 3.4.18 ICE Future Builders RSP.

If you are eligible, ICE will match your contributions!

**To sign up, please contact Linna Roem at
780-453-9664.**



Current Job Opportunities

Nanton & Claresholm:

8-28 hrs/week in PINCHER CREEK area

P/T in Claresholm weekends & days

Relief/casual shifts available in Nanton, Pincher Creek & Claresholm areas

Lethbridge:

P/T 7am-9am shift for male

ROOMATE CONTRACTOR for male

P/T positions for residential home weekends, awake nights, evenings, days

P/T day shifts 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.

THANK YOU!

Gladys Soosay received a Thank you from the manager and her coordinator for being flexible with her schedule. Gladys won a two person inflatable boat. Thank you for being so accommodating and working shifts that were better for ICE clients and programs!

TRAINING

PET

Two day workshop

September 12th and 13th

September 26th and 27th

9 - 4:30 pm

Abuse Prevention for Clients

Sept 6th, 2012

1:00 – 3:00 pm in Lethbridge

Attention all ICE employees:

Important contact information is needed!

Please submit your email address to your supervisor as soon as possible.



Avoiding a Fall Pest Invasion

Most pests reach a population peak in August or September. As summer winds down and fall approaches these pests start looking for warm places to escape the oncoming winter. It is important to avoid pest problems moving into our homes.

Ground invaders include mice, centipedes, millipedes, ground beetles, spiders and ants. Insect pests are attracted to the leaf litter and debris found around the foundation of houses. From the foundation, these ground pests wiggle their way into homes through any crack or crevice they can find. Insects such as carpenter ants can establish colonies in walls and remain active causing eventual structural damage if untreated. Mice can reproduce at a rate of four to seven pups per litter in just over nineteen days. The pups themselves will mature and be able to reproduce within six to ten weeks. Mice gnaw on electrical wires, tear insulation, contaminate food and leave unpleasant odors.

Air invaders include house flies, cluster flies, wasps, hornets or yellow jackets, fruit flies, miller moths and mosquitoes. Many of these pests are highly attracted to outdoor lights and enter homes when doors are open. Usually a wasp, hornet or yellow jacket queen bee will overwinter in the wall spaces or the attic. In the spring they will awaken. Fruit flies are small enough to enter homes through window screens or they may be brought in on fresh produce. Keeping produce in secure containers inside refrigerators and dumping compost buckets daily will help prevent homes from fruit fly infestations.



To avoid an autumn pest invasion a clean up needs to be completed around the outside of homes. Systematically walk around and inspect the outside of the building for potential openings where pests could enter. Cut back trees and bushes from touching the home, and seal gaps, cracks and holes around the foundation. Make sure door gaskets are firmly in place and that all other openings are sealed. Check the seal around windows and replace any broken screens. Examine house fixtures like water taps and dryer vents for potential pest entry gaps and seal these with steel wool.

To avoid giving pests an easy entry make it a habit to close doors and screens immediately after entry or exit, even if you are just stepping outside to the car or yard. Leaving the doors open to a pest is the same thing as issuing a friendly invitation.



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!

POLICY REVIEW

NOTE: The following excerpt related to Internal Safety Investigations represents only a portion of Policy 3.5.5. For the complete document please refer to the ICE Policy Manual.

3.5.5 EMPLOYEE WORK RELATED INJURY, ILLNESS, AND NEAR MISSES

Refer also to Policy 2.7.3 Critical and General Reporting Incidents

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:

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 offices will be closed

**Monday,
September 3rd, 2012
for Labour Day**

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



HEALTH AND SAFETY MINUTES

3.1 Review of Regional Health and Safety Minutes

Edmonton Region-July 4th, 2012

Reviewed

Injury Investigation: June 28, 2012:

Staff was trimming the lawn edges and the cutting line on the weed eater clipped her left foot on the top causing an injury. Staff was wearing running shoes that fit securely but the top of the foot was exposed.

Injury Investigation Completed.

Recommendations:

Footwear and other clothing need to be selected with work tasks and safety in mind. Footwear worn for high hazard tasks such as lawn care should cover the foot completely and be sturdy enough to protect the employee's foot.

Review safe use of equipment with the team (weed eater).

Northwest Region-July 12, 2012

Reviewed

No Injury or Near Misses.

Calgary minutes –July 18, 2012

Reviewed

Staff Injury- July 1, 2012

Staff was with client in a community setting when client became agitated because they did not have any money. Client struck staff on shoulder and arm; staff raised hand to block the hits and was hit on the hand, which resulted in bruising and swelling. Staff was replaced on shift to complete medical supports.

Recommendations:

- Review incident with RPAC and complete any behavioral follow up recommended for client support.
- Money management plan to be created
- Staff has been transferred from this program for their safety due to client behavioral patterns of discrimination.

3.2 Evaluation of current Injury Investigations

July 26, 2012-Injury Investigation

Staff fell on cement floor while assisting client with recycling.

Injury Investigation completed

Recommendations:

Staff to focus on task.

Trainer to complete environmental health & safety check on all sites staff work in.

3.3 Evaluation of Near Miss Investigations

No Near Miss Investigations

3.4 Review 2011 COR External Audit

Reviewed Pages 33 & 34

3.5 Review of Hazard Assessment and Control Document - Master

South Region:

Reviewed Pages 41-42

Extended workday

Add to Controls: AMA Mission Possible – Fatigue training module.

Exposure to allergens

Add to Controls: Scent Free environment and Latex Free Gloves.

Exposure to smoking

No additional recommendations

Edmonton Region:

Hazard Assessment review was tabled for this meeting as the 2012 Hazard Assessment document is in the revision processes. The new document will be circulated by August and review of the 2012 document by the committee will be implemented then.

Northwest Region:

Use of floor Mat Page 21

Seasonal Yard Work

No additional recommendations.

Calgary Region:

Reviewed 41-42

Entering or leaving worksite after dark

Typo- No candles permitted in residences.

Ascending/ descending stairs

Add use of cleaning caddy or cloth bag to carry cleaning or other supplies.

Travel on wet/slippery surfaces

Nothing to Add.

Travel around obstructions on floors

Nothing to Add.

Exposure to Natural disasters

Nothing to Add.

Working day

Employee Scheduling: Can the wording be changed for clarification?

4.1 ICE page article

Health Corner: Dementia & Alzheimer's

4.2 Policy Review

3.5.4 Working Alone

4.3 Resources

From Part D of Resource Binder: Safety when commuting Article

From www.mayoclinic.com re: artificial sweeteners

Alberta Association for Safety Partnerships information about what their roles are.

5.0 Next meeting September 4, 2012 @ 10:30 in Lethbridge



2012 Internal COR Audit

The 2012 internal ICE Certificate of Recognition (COR) Health and Safety Audit will take place September 10th – 21st, 2012. Three regions of the province: Calgary, South (Nanton / Claresholm) and Edmonton will be involved in this year's audit. Internal ICE COR auditors, Greg Lane and Corinne Stasiewicz will complete 10 office / community site observation tours as well as over 70 Health and Safety interviews for this important process. Achievement of a Certificate of Recognition shows that a company has an excellent safety record and is constantly trying to improve it.

After the actual audit is completed the information gathered will be summarized into a report covering eight key areas of an effective Health and Safety program. The report summarizes areas of strength and identifies areas where employee health and safety may be further enhanced at ICE. The completed audit document is first submitted to the Continuing Care Safety Association (our certifying partner under the direction of Partners in Injury Reduction, Govt. of AB.) for review and approval. Once approved the annual COR report will be made available to all ICE employees. (The 2011 COR report is currently available for review in the Health and Safety Binders at ICE residential programs and ICE offices. We received a mark of 98% on last year's external audit.)

It is the role of management to construct a comprehensive vision of what health and safety should be for an organization in order to manage risk. The agency's management team meets twice annually to set and review progress on agency goals and the COR audit recommendations form an important part of our ICE Outcome Measurement System related to health and safety. As we participate in the internal COR audit this September we are all offered an excellent opportunity to renew our commitment to a safe and healthy future.

