

EMPLOYEE *Spotlight* SAM



Sam Goslin works hard and starts each day with a smile on his face. He carries out his work for ICE with a positive attitude. Sam was taught to do everything to the best of his ability; this is a philosophy he practices daily. When a client requires support, Sam can be counted on, as he is committed and reliable.

Sam has many duties and roles in his life; he is a Christian, Husband, Father, Grandfather and Support Worker and enjoys being all of these. Sam lives in Claresholm, Alberta and will have been married to his wife for 30 years in October. They have a son and a daughter (both married) and four grandchildren.

Sam has worked with ICE since November of 2007 and his weekday position requires him to work in and around Nanton, Alberta. Nanton is a small town between High River and Claresholm, with a population of approximately 2200 people. Sam and his day program client deliver Meals on Wheels to the elderly one week every month. Sam also supports his ICE client in running and operating a successful recycling business. Sam reports that his goal has always been to share his skills and abilities, love and kindness with all mankind.

Above and beyond his regular weekly roles, Sam supports various other persons involved in Special Olympic events and community activities such as visiting seniors and playing bingo. Through these activities Sam supports these individuals to develop their social skills and most importantly to have FUN! Sam says, "ICE is a very good program and I am enjoying being on board and part of it. I enjoy my clients and my duties and try to make a difference in their lives."

**After
Hours
Supervisor**

403-819-0583



MEETINGS

**Health &
Safety Meeting**

April 23rd, 1:30 PM

Team Leader Meeting

April 17th, 1:30 PM

RPAC

April 9th, 2:30 PM



TIME SHEET HAND-IN



Hand-in day will be:

April 15th, 2009
for all shifts worked
between
April 1st and 15th
and

April 30, 2009
for all shifts worked
between
April 16th and 30th

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Client Success Story: Sunny

Sunny is 22 years old, lives in Grande Prairie, and is one of the busiest men you will ever meet. Every day of the week you will find Sunny in the community working, hanging out, or participating in some kind of activity. Sunny is a role-model for anybody searching for a balance between work and leisure. When Sunny is in the community you will also find him socializing with his large network of friends. His staff say that Sunny is a very popular guy and Sunny says that "Everybody says hi to me."

Sunny works two jobs through the week. On Sunday Sunny works as a cashier at his dad's store, Mission Fas Gas. On Tuesdays and Fridays Sunny works at the Woodland Tim-br Mart stocking shelves. Sunny says he enjoys both of his jobs very much.

Outside of work time, Sunny keeps busy doing numerous activities in the community. Every Wednesday Sunny joins the Wolverines Active Living when they go bowling, play games, and engage in other activities. On Thursdays Sunny hangs out at the Leisure Center with staff, socializes and eats lunch. On Monday Sunny goes to Special Olympics powerlifting. Also with Special Olympics, Sunny goes swimming on Saturdays and plays floor hockey on Tuesdays, but currently floor hockey is done for the year. Sundays after work, when the weather is warm enough, Sunny goes to Muskosepi Park with his staff and skates on the frozen pond. Sunny and his staff also go bike-riding, walking, and swimming, watch movies, play pool, exercise at the gym, and hang out at the mall. When Sunny isn't busy with activities in the community he likes to hang out with his family.

If that doesn't seem like enough, Sunny is also graduating from the Grande Prairie Regional College's department of Physical Education. Although his graduation date is May 9th, 2009 he said he does not have any celebration plans yet. While he finishes his program at the college, Sunny is the equipment manager of the men's basketball team. As equipment manager, Sunny is responsible for the jerseys and for filling the water bottles and basketballs.

Sunny's long-term goals are to take over his dad's Fas Gas store, get married and have kids, and get his driver's license. Everybody at ICE wishes Sunny the best of luck with his graduation and long-term goals. Sunny is an inspiration to us all.



All ICE offices will be closed for
Good Friday

Friday April 10th

All ICE offices will be closed for
Easter Monday

Monday April 13th

Please direct all calls to the
After Hours Supervisor
for these days.



ICE Calgary Congratulates Long Term Employees !!!

Staff	Years	Date
Jack Mikolajczyk	6	April 25th
Leslie Schmidt	5	April 5th
Juvenal Hakizimana	1	April 28th
Gerard Hanowski	2	April 16th

Thank You!

Incentive Thank-you Card Draw Winner

Theresa Sanborn received a thank-you card for ensuring H & S Policy 3.5.8 is maintained in the home. Your dedication and commitment to policy is very much appreciated, Theresa!!

Other Thank-you Cards Received

Lith Akau received a thank you card for quick follow through on a maintenance issue. Thank You Lith!!!!

Mussie Gebreegziabher received a thank-you card for four and a half years of perfect attendance. It is very much appreciated Mussie!

Kim Grimes received a thank-you card also for perfect attendance. Thank You Kim!!!!

David Abatan, Carol Gieck, Theresa Sanborn, Fisseha Kelemework, Maxine Bailey and Nancy Colp received thank-you cards this month.

Thanks everyone!!!

THANK YOU

Thank you to everyone that attended the ICE Bingo on March 9th. Unfortunately the weather was bad and the roads even worse so attendance was not high, however those who attended enjoyed eating goodies, playing Bingo and winning PRIZES!!! Congratulations to all the winners!!!

Also a HUGE thank you to Eileen Mickey-Pex who designed and made the beautiful Easter Basket Prizes.

Calgary Referral Incentive Winner

Do you Remember the Employee Referral Incentive Program?!! There has already been several staff that received this incentive in 2009!!!

Fisseha K rec'd for referring Bayou W

Margaret G rec'd for referring Lou R

Gerard H rec'd for referring James M

And an Edmonton Employee rec'd for referring Rachel N .

Thank you all for sending such wonderful staff our way.

Will you be the next staff to receive the incentive?

WILL YOU BE ONE OF NEXT MONTH'S FEATURED EMPLOYEES RECEIVING A \$50.00 INCENTIVE PAYMENT?

PET

April 21st & 22nd 9 AM – 4 PM

Epilepsy In-service with
Epilepsy Association of Calgary

April 15th 1:30 PM – 3:30 PM

TRAINING

Health Corner

SNOW MOULD

The arrival of spring is a welcome event for most people. However, spring may not be so pleasant for people fighting itchy, watery eyes, congestion and runny noses due to allergies.

Spring is typically a difficult time for people who suffer from allergies because of the increased amount of dust and allergens in the air. As the snow melts, snow mould is uncovered and grows while spring cleaning and the start of farming and gardening season also contribute to allergy symptoms. Common allergic reactions include sneezing, inflamed and itchy skin, wheezing, hay fever or difficulty breathing.

Snow Mould

Lurking beneath the piles of melting snow is a fungus called snow mould, one of the biggest contributors to seasonal allergies. Snow mould looks grey. They are circular patches of mouldy grass on the lawn. Snow mould creates problems for allergy sufferers. Once the snow begins melting, the spores from the mould are in the air and anyone with sensitivity to them will start developing some symptoms such as watery eyes and runny nose. Even if a person has never experienced seasonal allergies before, they can develop suddenly, especially in adults.

People allergic to mould may have symptoms from spring to late fall. The mould season often peaks from July to late summer. Unlike pollens, moulds may persist after the first killing frost. Some can grow at subfreezing temperatures, but most become dormant. Snow cover lowers the outdoor mould count dramatically but does not kill moulds. After the spring thaw, moulds thrive on the plants that has been killed by the winter cold.



What Are the Symptoms?

The symptoms of mould allergy are very similar to the symptoms of other allergies, such as sneezing, itching, nasal discharge, congestion and dry, scaling skin. Some people with mould allergies may have allergy symptoms the entire summer because of outdoor moulds or year-round if symptoms are due to indoor moulds.

Mould spores can deposit on the lining of the nose and cause hay fever symptoms. They also can reach the lungs, thereby causing asthma. Sometimes the reaction is immediate, and sometimes the reaction is delayed. Symptoms often worsen in a damp or mouldy room such as a basement; this may suggest mould allergy.

Asthma is a chronic inflammatory disease of the airways. The American Academy of Allergy Asthma and Immunology estimates that as many as 38 per cent of people with allergic rhinitis may also have asthma.

How Is Mould Allergy Treated?

- Avoid contact with the spores. Wear a dust mask when cutting grass, digging around plants, picking up leaves and disturbing other plant materials.
- Take medications for nasal or other allergic symptoms. Antihistamines and decongestants are available over the counter—without a prescription

Preventing Allergic Reactions

Allergies cannot be cured. But the symptoms of the allergy can be reduced by avoiding contact with allergens. Several measures will help:

- Stay indoors during peak pollen hours - usually early to mid-morning. Keep your windows and doors closed.
- Clean your home frequently to avoid the build-up of dust and other allergy triggers.
- Keep the windows of your car and home closed. Use an air conditioner, especially one with HEPA filtration, to help clean the air.
- Don't mow grass and avoid freshly cut grass without wearing a filter mask
- In the fall, rake up and remove leaves and keep thatch to a minimum to discourage the growth of snow mould over the winter months.
- Avoid hanging your laundry outdoors as it may collect pollen.
- Avoid having too many household plants as mould thrives in wet dirt.
- If you need to get out of the house on days when pollen counts are high or it's windy outside, consider going to air conditioned venues for your leisure activities.
- Change your sheets and pillowcases often.

Personal Safety – Tips for Staying Safe – Part 2

The least expensive and most effective measures staff and clients can take to protect themselves in the community are to adopt habits of personal safety and security. Everyone can incorporate positive routines into their daily life that make them less vulnerable.

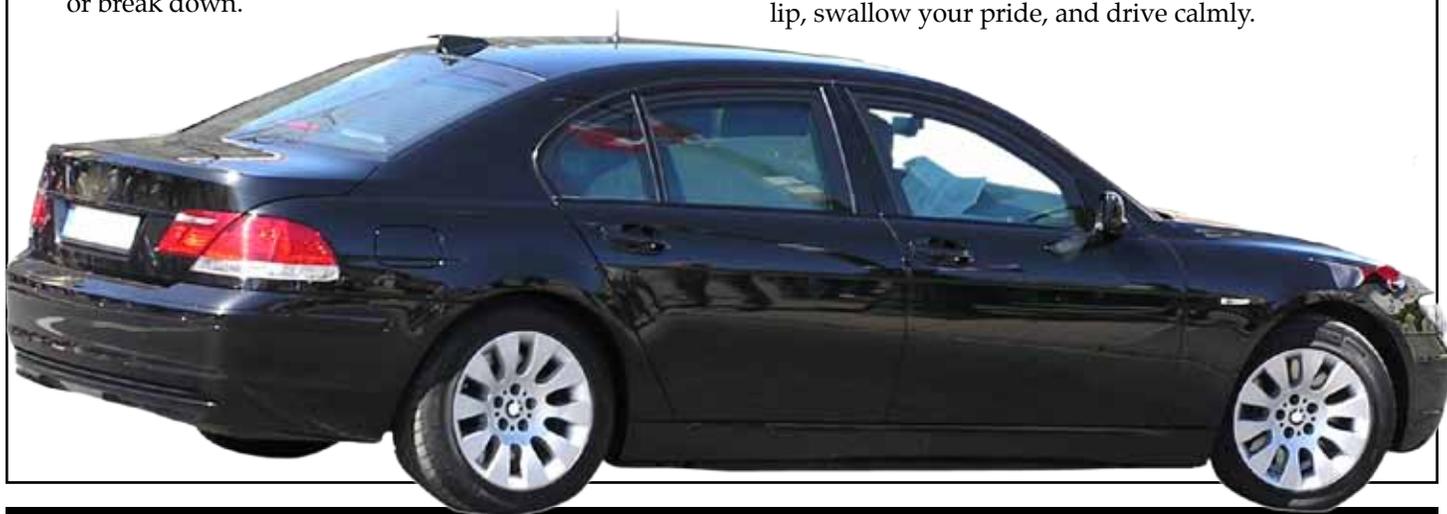
USING PUBLIC TRANSPORTATION

- Try to use convenient, well-lighted and frequently used bus stops.
- Make sure that you aren't alone at an isolated bus stop for a long period of time. If you must walk home late at night from a bus stop, call ahead and arrange for someone to meet you.
- Know where you are going, where you have to transfer and how to get back home.
- When boarding the bus, try to choose a seat close to the bus driver. Buses have two way radios and can summon police rapidly if they are required.
- Be alert to who gets on and off the bus with you. Trust your instincts. If you feel uncomfortable, walk immediately to a public place where there are people present.

IN YOUR CAR

- Have your keys ready in your hand when you leave your home or office. (If your key set has a "panic button," hold your keys in a manner that will allow you easy access of this feature if you need it.)
- Check the floor and backseat of your vehicle for intruders before getting in.
- Once safely inside, keep car doors locked and the windows up.
- If you commute, consider a cell phone. It is the best safety device you can have in the event of an accident or break down.

- Never pick up hitchhikers of either sex.
- Park your car in well lighted areas where there is pedestrian or vehicle traffic.
- Don't forget to lock your car! Use a club type device as an additional deterrent to would be thieves.
- Keep your car free of items including: clothes, jackets, bags, CD's, cell phones, boxes, sporting equipment and anything else that could draw the attention of a thief. Keep anything, even of minimal value in the trunk.
- Have the house keys in your hand before exiting your vehicle at home or at your workplace.
- Avoid stopping to aid others during your commute. If someone requires assistance, stop at the earliest safe opportunity, call the police and inform them that help is required.
- Underground parking lots can be dangerous, avoid these where possible.
- If someone is following you, drive to the nearest police station, restaurant, gas station where there will be other people and then remaining inside your vehicle, sound your horn.
- If you observe a vehicle driving carelessly or erratically do not try to pass it to get away from it. Slow down to let it get ahead of you, and if possible record the license plate number. Report the license plate number to the police as soon as possible.
- If involved in a minor motor vehicle accident, quickly assess the damage, then remove the damaged vehicles from the roadway and exchange particulars in a safe place. Avoid discussion of blame.
- Avoid road rage. Using verbal retaliation or a gesture on a foolish driver could end in a tragedy. Bite your lip, swallow your pride, and drive calmly.



3.4.6 LATENESS AND ABSENTEEISM

All ICE policies including those regarding Health and Safety can be found in the ICE Policy Manual. In residential programs the Policy Manual will be located in the home's office. Workers in community programs may access a Policy Manual in the reception area at the ICE office.

1. Employees are responsible for notifying supervisors of lateness or absenteeism as soon as they become aware of these circumstances either in regards to their own circumstances or that of others.
2. Employees are to be prepared to commence their shift at the assigned shift start time that was provided during booking. Being present and unprepared to commence a shift does not constitute availability to complete work assignments and as such will be addressed during employee performance evaluations.
3. If an employee does not arrive at the scheduled time to relieve another employee, the employee who is waiting to be relieved will contact the supervisor. The supervisor will make alternative arrangements for coverage.
4. If the employee finds his/her shift has been canceled or the client has not shown up, the supervisor should be contacted immediately.
5. If an employee is repeatedly late or absent, disciplinary measures will be implemented.

Health and Safety Minutes

3.1 Review Regional Health and Safety Minutes

South – Feb '09 minutes were reviewed.

No investigations to review.

Discussed the new eco friendly light bulbs. Committee will await further information/ findings in regards to their use.

Committee liked their hazard assessment review and their recommendations.

Northwest – Not rec'd.

Edmonton – Jan '09 minutes were reviewed

Clients were packing/preparing items for an outing at Christmas. Staff was helping one client, the other wanted assistance and became upset that staff was not as prompt as client would have liked. Client punched staff in the forehead above left eye. Staff redirected the client and gave client space.

Recommendations: Staff attend a refresher PBI / CPI course. Team to review the existing behavioral plan for client.

Regular staff was unable to pick up client from day program. CSC went to pick up the client. Client is non verbal and hearing impaired, client became upset while going to the car and laid down on the ground in the parking lot. CSC and day program staff tried to encourage client to get up and move to safety. Day program staff went to the store in the parking lot and purchased a beverage for the client, client then got into the car. CSC was not made aware that client likes to have a beverage while in the car as a routine

Recommendations: inform staff of any routines that may be out of the ordinary. Positive Approaches to be developed for this client to enhance their safety in the community

Additional: Discussed Behaviors of Concern. Specifically are staff reinforcing by providing

attention and the drink?

An employee was getting out of their car near their residential program and was approached by a stranger who demanded the employee hand over their car keys. Luckily the employee was expected on shift, and the TL was keeping watch for them. When the TL spotted the employee outside being approached they opened the door to the residence and offered the employee assistance. The stranger left when the other staff came out to help.

Recommendations: All staff to review the Working Alone Policy (which offers information beneficial to such situations) and discuss at team meetings. Watch out for one another when shift change is approaching and ensure the outside lights on. Review the Safe Commuting handout (located in the H&S binder) at meetings. It is a good idea for all staff with electronic key-buttons to hold these ready for use in their hands when leaving or walking to their cars so that they may activate the "panic button" on them if required.

Additional: Will review this information at next TL meeting.

3.2 Evaluation of current injuries and near misses.

No Injury investigations to review.

Near Miss:

1) Immediately after a client left a bathroom, light cover fell off and broke on the floor. Staff cleaned up glass and TL contacted landlord. This could have been attributable to light fixtures age, or perhaps last time bulb was changed perhaps fasteners on cover were not tightened enough etc.

Recommendation:

Semi annual checks completed on all light fixtures to ensure safety of fasteners etc. Also,

replacement of aged fixtures.

3.4 Development of action plan for a section of the COR Audit recommendations

Sections Reviewed:

1.1

Fine

1.2

Added to Policy

1.3

Complete H&S Policy is posted on H&S bulletin board at Calgary office.

Complete H&S Policy review could be included as part of Promoting Safety training course.

1.4

Committee is also going to develop 1 question each to ask at 3 month eval and annual eval. We will compile them and provide to all staff that complete evaluation, as a way to assess H&S knowledge and to create opportunity for H&S discussion.

4.1 Training

Epilepsy In-service held on 11th was well attended and enjoyed

Another in-service date has been scheduled for more staff to be able to attend. April 15th 1:30 3:30 PM.

4.2 Fire Drills

Discussed client involvement in the drills.

All clients should participate monthly, however in order for a certain staff on shift to complete, if only one client can attend, please complete more than one drill that month so other can participate as well (another staff member could complete second drill, etc.)