

Darlene joined ICE almost two years ago. She has worked and volunteered with people from a wide-range of age groups, from infants to seniors. She is also a woman with diverse talents and experience; Darlene studied art at the Alberta College of Art in Calgary and has worked as a reporter/paste-up artist/photographer for a small-town newspaper. She also taught Art to elementary grades for 1 ½ years and was self-employed for 5 years in the telecommunication business. Darlene is presently working with one full-time ICE non-residential client and 1 part-time ICE non-residential client.

Darlene's full-time client is actively involved working in the community and is dedicated to improving her balance, co-ordination, and strength through a full-time membership at the local gym. With Darlene's support, her client has received high praise from the GYM trainer for the client's dedication and progress in training.

Darlene is also assisting her part-



time client to increase her exercise and to improve and organize her home. These actions are really building the client's self-image. Darlene finds it rewarding facilitating the growth of her client's physical abilities and positive self-esteem.

Darlene's other passion is being an artist; she works mainly on portraits. She is in the midst of developing an "After School Care" program in her home and an art studio in her garage so that she may continue to share her artistic talents to teach others. This talent and knowledge has been a great benefit to her work with ICE clients as eye-hand co-ordination improves

when completing "detail" work in hobbies & crafts...with an added benefit of building pride and positive self-esteem in producing their projects.

Darlene is continually working on professional ways to help clients build connections, confidence and trust with members of their community. Thank you for generously sharing your talents!



After Hours Supervisor
403-819-0583

MEETINGS

Health & Safety Meeting
April 20, 1:00 PM

Team Leader Meeting
April 6, 1:30 PM

RPAC
April 7, 1:30 PM

TIME SHEET HAND-IN

Hand-in day will be:
April 15th, 2011
for all shifts worked between April 1st and 15th and
May 2nd, 2011
for all shifts worked between April 15th and 30st

CONTENTS

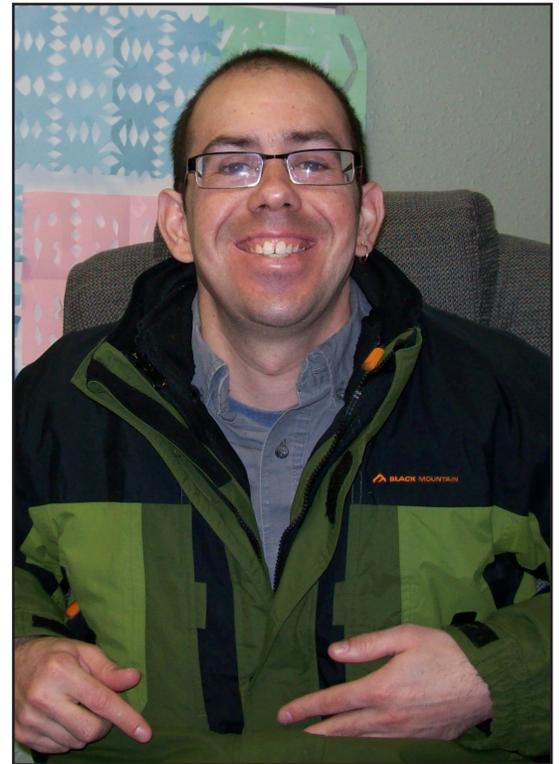
Client success..... pg 2
Heart Attack..... pg 4
Outcome Measures..... pg 5

Client Success Story – Curtis

Curtis is a 31 year old man that lives in a support home in Grande Prairie. He also has community supports provided by ICE throughout the week. At the end of March Curtis is going to the Philippines for a vacation with his support home provider and roommate. He is very excited because it is really hot there and he likes the people. Last time he went to the Philippines he shopped in the “giant malls”, went swimming, visited an ostrich farm, and also saw crocodiles. Curtis has already had his immunizations, saved his money, and has started packing his suitcases. The one hurdle left is the long overnight flight. Curtis is dreading it.

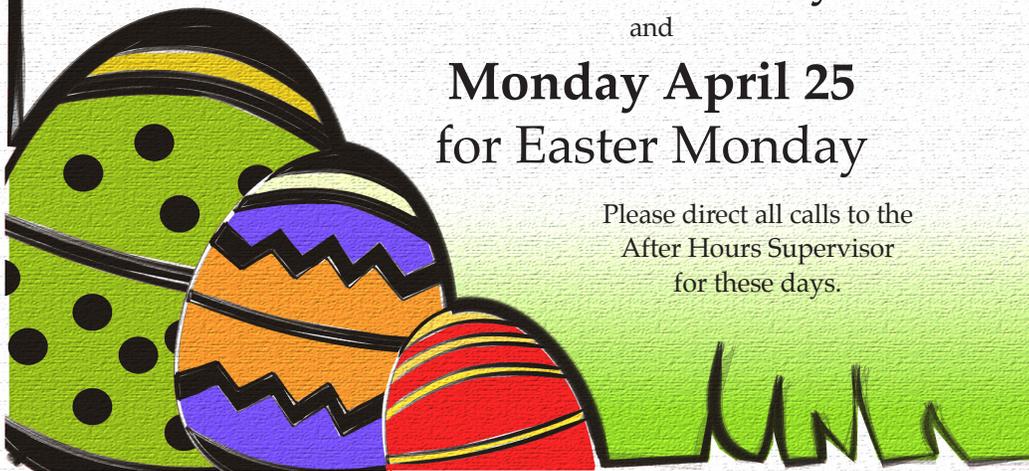
One word people use to describe Curtis is “busy”. He’s always doing something. Wednesdays Curtis volunteers at the QEII Hospital visiting with friends, playing board games, and eating pizza. Sundays Curtis participates in 5-pin bowling. On alternate weekends Curtis visits his family in Whitecourt. Thursdays he goes to Joy Chapel where he meets his friends and girlfriend. Some of his favourite activities include; swimming, playing video games, and going for coffee at Tim Horton’s. Curtis is often a lucky winner at “Roll up the Rim”.

Curtis is fun-loving, social, busy, and an intelligent man who lights up any room he enters. Congratulations, Curtis on your ongoing success!



All ICE offices will be closed
Friday April 22
for Good Friday
and
Monday April 25
for Easter Monday

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



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 \$50.00. Take advantage of this great opportunity.



Thank You!

Incentive Thank-you Card Draw Winner

Chris White received a thank-you card for her efforts in establishing a communication method that enables the client to make her desires known.

Other Thank-you Cards Received

Bev Jerrett received a thank-you card for dealing with a very stressful situation so proactively. We appreciate your efforts Bev!

Shirlene Stuckey received a thank-you card for her efforts during the past few months. Thanks Shirlene!!!

Margaret Gordon received a thank-you card for dealing with a very stressful situation proactively. Great job Margaret!!!

Annette Izon received a thank-you card for responding to a possible problem and doing a great job of follow up. Thank You Annette!!!



ICE Calgary



CONGRATULATES Long Term Employees !!!

Staff	Years	Date
Jack Mikolajczyk	8	April 25th
Leslie Schmidt	7	April 5th
Gerard Hanowski	4	April 16th
Lori Miller	2	April 14th
Laura Nicolson	1	April 12th
Shamim Virani	1	April 12th
Mikki Walker	1	April 26th

TRAINING

PET

April 13th & 14th

9 am to 4 pm

Health & Safety Committee Member Incentive Recipients

Congratulations and thank you for your ongoing committee contributions!!!!



Sandra Garratt – Coffee Mug –
Attending 3 H&S Meetings



Maxine Bailey and Aaron Sacher –
Committee Jackets – Attending 15 H&S Meetings

The Heart

The heart is one of the most important organs in the human system. It pumps blood to all parts of your body. The blood delivers oxygen and nutrients to the cells in your body. The heart contains four chambers. The right side of the heart pumps blood to the lungs where waste that was collected gets exchanged for fresh oxygen. Then the freshly oxygenated blood is returned to the left side of the heart, which pumps it to the rest of the body.

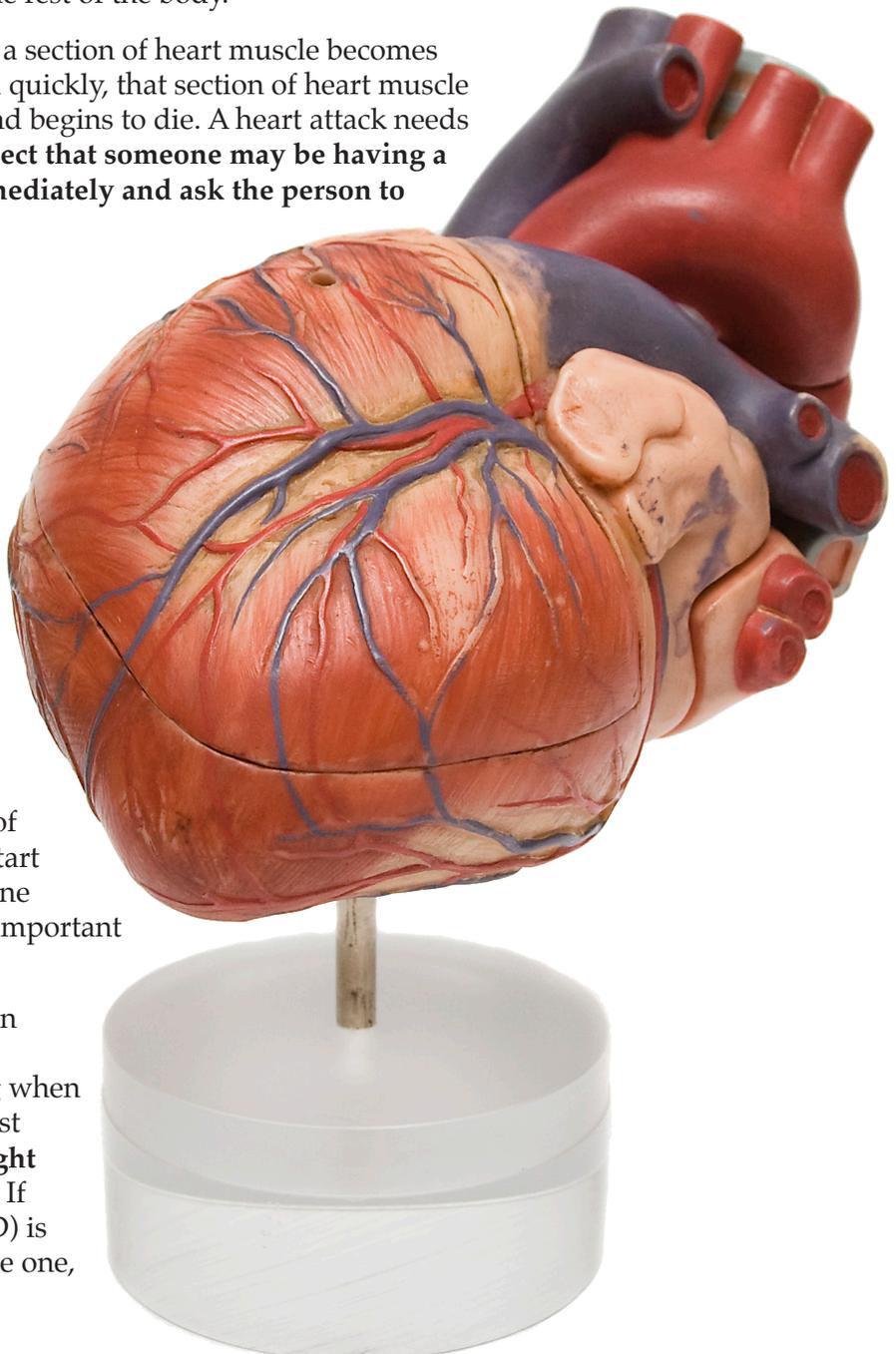
A **heart attack** occurs when blood flow to a section of heart muscle becomes blocked. If the flow of blood isn't restored quickly, that section of heart muscle becomes damaged from lack of oxygen and begins to die. A heart attack needs to be treated within one hour. **If you suspect that someone may be having a heart attack, you need to contact 911 immediately and ask the person to rest while waiting for the ambulance.**

The symptoms of a heart attack include:

- ♥ sudden discomfort in the chest, neck, jaw, shoulders, arms, or back that does not go away with rest;
- ♥ discomfort/pain such as burning, squeezing, heaviness, tightness or pressure;
- ♥ chest pain or discomfort that is brought on with exertion and goes away with rest;
- ♥ shortness of breath; nausea, indigestion, vomiting; sweating and fear (anxiety or denial).

Cardiac arrest is the sudden, abrupt loss of heart function. "Brain death" and death start to occur in just 4 to 6 minutes after someone experiences cardiac arrest, therefore, it is important to call 911 quickly.

Signs of cardiac arrest include: sudden non responsiveness, especially when called or tapped on the shoulder and not breathing when you tilt the head back and check for at least five seconds. **It is important to call 911 right away and start CPR (if you are certified).** If an Automated External Defibrillator (AED) is available and you have been trained to use one, use it immediately.



1.1.3 Outcome Measures

General information

- The agency's philosophy (**policy 1.1.2**) establishes what components are measured and evaluated for continuous quality improvement to sustain excellence in service provision.
- The agency's documentation system is the most essential tool to assist in the collection of outcome measures for employee performance and training, effective health and safety protocols and an overall consistent and excellent service delivery. The policy manual and various operations manuals clearly specify and provide details of the documentation required, who is responsible and follow-up required.
- For the purpose of outcome measures the agency will formally document and review **agency, residential and nonresidential goals** for each region. What is encompassing under each of these areas will be addressed below. Prior to agency SWOT meetings, CET or other accreditation processes a summary of each will be provided from information collected during monthly telephone conferences with management. Refer to Master forms binder section A for the forms used for documenting outcome measures for each of these goal areas. Regional Managers/Managers or the appropriate designate in each region will be responsible for these summaries.
- Outcome measures are documented in the above three areas on a regular basis, in accordance with agency policy and procedure, and then reviewed and evaluated through various team and managerial meetings. Recommendations are established and implemented to further facilitate improvements in service provision, health and safety and employee competencies.

Description of Goals

Agency Goals: This will include information on the following:

- Total hours of service billed per month per client and compared to total hours of approved funding available.
- Review of COR score (as applicable) and WCB stats as it pertains to employee safety.
- Review of agency SWOT goals and what was achieved.
- Review of CET as applicable.
- Review of employee mandatory training.
- Review of client behaviour plans and RPAC involvement.

Residential Goals: This will include information on the following:

- Progress on **client goals** to determine percentage achieved.
- Client health and safety will be reviewed by documenting number of EQAs, random inspections and monthly safety inspection checklist (the latter also includes fire drills, emergency drills and inventory list of emergency preparedness kit).
- Review of client/guardian satisfaction with service as reviewed at annual planning meetings.

Nonresidential Goals: This will include information on the following:

- Progress on **client goals** to determine percentage achieved.
- Client health and safety will be reviewed by documenting number of random inspections.
- Review of client/guardian satisfaction with service as reviewed at annual planning meetings.
- Review of staff communication.



Find frequently used forms at
www.icenterprises.com

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

South Region – Meeting minutes date:

Jan 19/11

Injury Investigations

- None to review at this time

Near Miss Investigations

- None to review at this time

Northwest Region – Meeting minutes date:

Not available at time of meeting

Edmonton Region – Meeting minutes date:

Not available at time of meeting

3.2 Evaluation of current Injury Investigations

None to review at this time.

3.3 Evaluation of

Near Miss Investigations

Jan 10/11 – Staff involved in MVA in which they swerved into path of approaching car.

Recommendations – Attend Mission Possible Driver Training. Distraction, Winter Driving modules.

This was also reported quite a bit after the fact. All staff needed to be reminded regardless of damages or injuries, that if a motor vehicle accident occurs during your work hours please report as soon as is practicable to your supervisor.

Feb 2/11 – Staff went to pick up client at community location, parked and was walking towards restaurant, slipped on ice, turned leg but did not fall nor injure self.

Recommendations – Staff was wearing runners, should be wearing good outdoor footwear. Recommended to use “ice grips”.

Feb 4/11 – Staff was stopped at a red light was rear-ended by another driver.

Recommendations – Staff was right in their actions at time of accident. They were stopped at a light.

3.4 Review of COR Audit Action Plan. (2008)

3.2 and 3.3 – Use of hazard controls

3.5 Review of Master Hazard assessment and Control Document

Completing 1st Aid/CPR

Use/Maintenance of oxygen tanks

Use of gloves

Personal Care- bathing/showering client

Personal Care – toileting, changing incontinence undergarments, peri-care.

Personal Care – Foot care, clipping nails.

Blood and Body Fluid Exposure/clean up

Client Lift and Transfer – Mechanical and Manual

Client Repositioning

Wheelchair Use/Ramps

Assisting with Client Mobility

Assisting persons who use/have matches, lighters, candles

Client support for Seizures

Contact with Visitors, Contractors or intruders/strangers at office or residence.

Each hazard area was reviewed and priority rating assessed. This information sent to Health and Safety Specialist.

Discussion was also held about adding a new hazard area to the General section of the HACD – Client Death or Severe Physical injury or Illness. – Psychological effects.

