

Ali was born in south England and came to Canada as a child. Her parents were involved in community services so volunteering with Special Olympics, community food programs and summer inclusive camps were all part of her growing up.

Ali started in the field of rehabilitation services as a summer lifeguard at Huronia Regional Institute followed by a summer program planner position and exercise team leader. Ali pursued her education in human services with a diploma in Rehabilitation. Her second job is a yoga instructor which incorporates her beliefs of self awareness, kindness to her body and being grateful for the world around her.

Ali loves to garden herbs and perennials. Cooking is a passion with lots of experimentation. Ali's motto is "happiness is a habit" and is incorporated everyday.

Ali is happily married with 3 daughters, 3 grand-children and numerous relatives.

She enjoys ICE for the flexibility

EMPLOYEE *Spotlight* Ali



the clients have to explore different lifestyle options available such as: employment, volunteer placements, and special interest community classes.

Good health is the number 1 priority for Ali. She and her client have been actively involved in the Building Healthy Lifestyles Program through the Lethbridge Health Unit. They make more informed food choices, have supportive exercise group and assist with packing Good Food boxes.

Ali and her client start every day with a good joke. They both love music so concerts are a part of their program as well as singing. Ali is very grateful to fellow ICE employees for the support and thoughtful feedback given over the last year.

All ICE offices will be closed
for
the Civic Holiday

Monday August 3rd

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

After Hours Supervisor

403-819-0583



MEETINGS

Health &
Safety Meeting

August 20th, 1:30 PM

Team Leader Meeting

N/A

RPAC

August 13th, 1:30 PM



TIME SHEET HAND-IN



Hand-in day will be:

August 18th, 2009

for all shifts worked
between

August 1st and 15th
and

August 31st, 2009

for all shifts worked
between
August 16th and 31st

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Client Success Story – Michael

Michael was born in Peace River, Alberta and came to Grande Prairie two and a half years ago. Michael says he came to Grande Prairie because there was more to do and that he stays in Grande Prairie because he likes the people. In his spare time, Michael likes to walk, bike, and listen to music.

On July 2, 2009 Michael travelled from Grande Prairie to the 2009 Calgary Stampede. Michael said that going to the Calgary Stampede was his goal for a long time and he was glad to finally achieve it. Michael said that while there he saw the bull riding, the bareback horse riding, and the chuck wagon races.

Michael stayed at the International Hostel and said he enjoyed almost the whole experience. He said the only bad thing about staying at the hostel was that one of his roommates had his alarm set for 6:00am every morning and, of course, always slept through it. But other than the rude awakenings, Michael said he really enjoyed meeting and chatting with all the people staying there from other countries.

Michael reports he did lots of sightseeing in Calgary. He went to the top of the Calgary Tower and said it was so high he was almost too scared to look down. Michael also visited the Glenbow museum, Heritage Park, Fort Calgary, and saw the Calgary Stampede Parade. He took lots of pictures during his trip.

Michael topped off his Calgary experience by buying a cowboy hat that turned out to be lucky. Michael said that it was because of his cowboy hat that he found himself on Calgary's main street square-dancing with a beautiful woman. He reported that he was just walking along the street

where a band was playing and people were dancing and the next thing he knew he was being led into a square-dance line by a beautiful lady. He says this was his favorite part of the whole trip. Michael said that his only regret was that he didn't have on his cowboy boots.

When asked what he was going to do now that he had accomplished this goal, Michael promptly replied that he was going to start saving up for next year's trip!



Thank  You!

Incentive Thank-you Card Draw Winner

Nikki Spence received 2 thank-you cards for covering extra shifts when coworkers needed time off. Thank You, Nikki!!!!

Other Thank-you Cards Received

Mohammed Ayedi received a thank you card from the Team Leader for the excellent care he provided to a client that was ill. Thank You Mohammed!!!

Kelsey Bonner received a thank-you card for covering some last minute shifts. Thanks Kelsey!

Mussie Gebreegziabher received a thank-you card for covering extra shifts. It is greatly appreciated Mussie!!!

Amal Souraya received a thank you card for covering extra shifts when a coworker needed time off. Thank You, Amal!

Carol Gieck received a thank you card for her assistance with searching for better housing. Thanks Carol!!!

Thanks everyone!!!



THANKS TO EVERYONE WHO ATTENDED OUR SUMMER BBQ AND GAMES ON THE 9TH. A GREAT TIME WAS HAD BY ALL. LOT OF BURGERS AND HOTDOGS WERE EATEN AND LOTS OF GAMES WERE PLAYED. SPECIAL THANKS TO THE COOKS, KITCHEN HELP AND GAME ORGANIZERS. YAHOO!!!

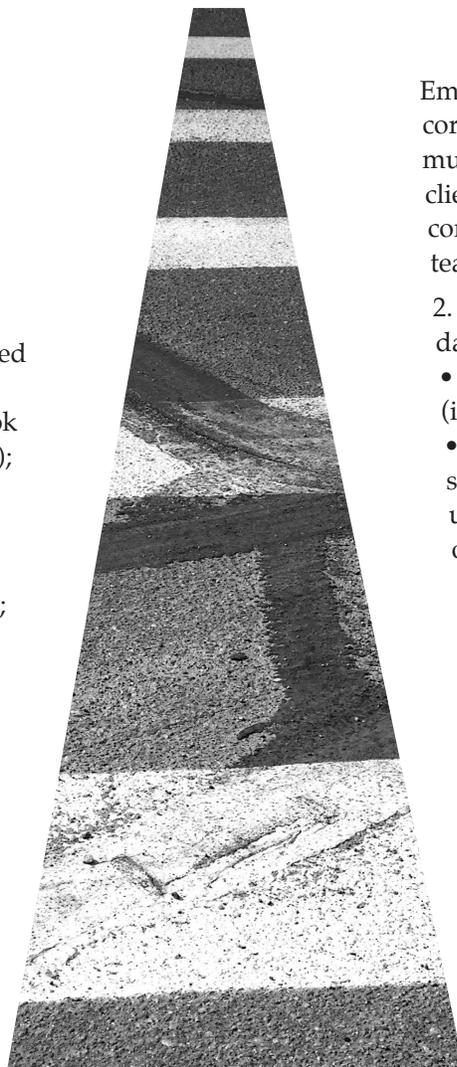
Pedestrian Safety – a Requirement not a Choice

ICE employees on shift are **REQUIRED** to consistently use and model good pedestrian safety skills for several very important reasons:

1. ICE clients are vulnerable to street safety risks. Research suggests that people with learning difficulties or disabilities are more at risk of being hurt or killed on roads. A 15-year study in California indicated that the risk of adults with learning difficulties and disabilities being killed while walking was nearly three times greater than among adults without such challenges.

Reasons for these additional risks include:

- Hyperactivity;
- Impulsiveness;
- Little regard for personal safety (often acting without fear or consideration of consequences);
- Forgetfulness and being easily distracted (likely to be distracted while crossing the road, or simply forget to “stop, look and listen” or apply other safety rules);
- Difficulties thinking and behaving flexibly (example a client with autism spectrum disorder may not generalize skills from one intersection to another);
- Difficulties understanding social contexts;
- Difficulties communicating with and understanding others;
- Over or under sensitivity to sights and sounds (panic in reaction to certain noises or sights (over-sensitivity) and or a lack of awareness of dangers like approaching traffic (under-sensitivity);
- Strong interests which can cause distractions (i.e. a strong interest in



cars could cause someone to walk into a road without care for their safety);

- Co-ordination difficulties (i.e. at particular risk of stumbling or falling into the road);
- Problems judging distance
- Inability to tell left from right consistently (difficulties following instructions);
- Problems doing two things at once or completing complex tasks;
- Difficulties reading (i.e. understanding road signs or markings).

Employees are required to model and teach correct pedestrian skills consistently. Staff must also carefully support and monitor client safety at all times while in the community. Modeling skills is a powerful teaching tool for client safety.

2. Breaking the law is unacceptable and dangerous:

- Fines for traffic offences can be costly (i.e. Jaywalking - \$250 Edmonton)
- The Occupational Health and Safety Act states that workers have a responsibility under legislation to keep themselves and others safe while working.
- Breaking the law and endangering the safety of clients is grounds for corrective action / termination of employment with I.C.E. (Refer to Policies 3.5.1 Employee Health and Safety – Introduction and Responsibilities, 3.7.1 Process of Corrective Action, 3.7.2 Termination of Employment for Just Cause.).
- In traffic incidents involving pedestrians and motorists, it is the pedestrian who suffers, often with tragic results. (In many cases it is not the driver’s fault. It is responsibility

Pedestrian Safety can't

of both driver and pedestrians to ensure each other's safety by following the rules.)

What are some key requirements for staff regarding pedestrian safety?

- Teach clients and reinforce through consistent modeling the proper techniques for crossing the road safely according to bylaws and safety rules (i.e. cross at marked cross walks or traffic lights, look both ways, cross when you are sure traffic has come to a complete stop, walk along-side clients not ahead of them, make sure drivers have seen you before you cross, etc.)
- Do NOT break the law or complete unsafe actions (jaywalking, cross from between parked cars, cross on a yellow or red light etc.)
- Stress the importance of walking on the inside of the sidewalk or if there are no sidewalks, as far away as possible from the travelled portion of the road.

Information resource – Ontario Ministry of Transportation



Health Corner



We are in the midst of the summer. Most of us enjoy outdoor activities and can't get enough of them. It is important for each of us to keep in mind that for every minute we stay out in the sun; ultraviolet rays penetrate our body causing damages to our skin if left unprotected. Insect bites (particularly from mosquitoes) are also on-going concerns during the warm summer months

Ultraviolet rays are part of the sun's energy that reaches the earth. There are three types of UV rays: UVA, UVB, and UVC rays. UVA rays are not absorbed by the ozone. UVA rays

penetrate more deeply into the skin and are responsible for 90% of the damage that cause premature aging. UVB rays are mostly absorbed by ozone. UVB rays penetrate the outer layer of the skin and cause sunburn. And finally, UVC rays are completely absorbed by the ozone, therefore, does affect the skin. In short, UVA causes aging and UVB rays causes sunburn.

Sunburn is a visible type of damage, which appears just a few hours after sun exposure. In many people, this type of damage also causes tanning. Freckles, which occur in people with fair skin, are usually due to sun exposure. Ultraviolet light rays also cause invisible damage to skin cells. Some of the injury is repairable, but some of the cell damage adds up year after year. After 20 to 30 years or more, the built-up damage appears as wrinkles, age spots, and even skin cancer. Severe sunburns may be related to the development many years later of the most dangerous kind of skin cancer called melanoma. Melanomas can develop in all age groups, including teenagers and young adults. Melanomas can spread to other parts of the body and are potentially fatal.

There are ways you can protect yourself when participating in outdoor activities.

- Avoid the sun's rays between the hours of 10:00 a.m. and 4:00 p.m.
- Use sun block with a sun protection factor (SPF) of 15 or more when exposed to the sun. The lighter your skin, the higher the SPF number should be. To be effective, sunscreen should be reapplied every hour and after swimming. Makeup is now available with sun screening protection.
- Wear muted colors such as tan. Brilliant colors and white reflect the sun onto the face. Wearing long sleeved shirt and long pants prevent sun exposure to arms and legs.
- Wear a broad brimmed hat when in the sun
- There are many companies that manufacture clothing that will offer sun protection.

Remember to drink plenty of liquids. By avoiding long exposure to the sun and using appropriate clothing and sun block, you can make your outdoor activity a safer one.

Ticks, bees, wasps, hornets, horse flies and "no see 'ums" can also inflict painful, itchy bites. Most flying insects are active during the early-morning (dawn) and early-evening (dusk) hours.

- As with sun protection, try to avoid being outdoors during these times.
- Use an insect repellent with DEET, in addition to sunscreen. (Apply sunscreen first). Follow the instructions on the product label. The higher the DEET concentration number, the longer the repellent will be effective.
- Wear light-colored clothing with long sleeves, full length pants, enclosed shoes and socks.
- Stay away from standing pools of water.
- Make sure the screens on your doors and windows are intact, and that doors seal properly when closed.
- For infants under 6 months, it is advisable NOT to use insect repellents; instead, use mosquito netting to protect the child.

First-aid measures to reduce pain, itching and reactions are dependent on the type of bite and the individual's response. Generally, immediate application of a cold compress to the bite area will help to reduce inflammation and itching. In addition, there are several types of creams, lotions, and sprays available to soothe bites – again, READ THE LABEL and use accordingly. In extreme cases, an allergic reaction to the bite may develop, sometimes even a few hours after the

bite. This is a **MEDICAL EMERGENCY**, if the person has an Epi-pen, use it. Allergic reactions to insect bites can develop rapidly and may be fatal. Call 911 if there is any indication of shock: shortness of breath; swelling of face, hands, and throat; facial pallor; rapid, faint pulse; cool, clammy skin.

Some insects can carry diseases such as Malaria, West Nile Virus, Lyme Disease, and Rocky Mountain Spotted Fever. In these instances, symptoms may not appear until weeks or months after the bite; therefore, **PREVENTION IS BETTER THAN CURE.**

Be prepared for your enjoyment of summer fun by staying informed and using the protective measures available.



Leadership Perspectives on Health and Safety

An Interview with I.C.E. Vice President of Administration – Wendy Rutherford

1. What are some of your key responsibilities for ICE?

- Setting core performance standards
- Ensuring documentation and monitoring systems are in place
- Promoting health and safety in the workplace
- Performance audits
- Reviewing processes and relating these back to policies

2. How does “promoting health and safety” relate to your role?

Taking workplace Health and Safety and making sure workers follow policies on Health and Safety which I write along with the Chief Operating Officer and the Alberta Manager of Operations. We want to ensure that I.C.E. policies reflect employee safety in the workplace as well as client safety.

3. Policy Development for the agency must involve significant research and review.

Yes, there is both internal and external review of information involved.

Internal reviews are used to examine and ensure the agency’s processes are operating effectively.

External review involves research and review of current legislation and operational standards to ensure we understand and reflect current legislation and requirements in our policies and procedures.

4. Every three years, ICE reviews all of its policies and procedures (manuals), and involves employees from all levels and regions of the province. How does this process work?

Every three years we look at what we’ve accomplished through our efforts everyday. Feedback is requested from everyone in the agency, not just from management. Information is collected in the form of written suggestions and through an agency wide consultation process. All employees who want to be involved are provided options to be included in the process. Usually this process takes several months to complete.

5. This process/method appears ambitious, complex and time consuming, why does ICE management choose to complete policy review this way?

This method is appropriate as we want to include



everyone. The process is complex and intensive but the review then does not just reflect one mindset. I think this demonstrates positive leadership as our review process considers all perspectives.

6. Would you say that revisions in ICE Policies and Procedures reflect changes occurring in the world outside of the agency? Are there trends reflected in this? If so what are some these trends?

Yes, Definitely. Because we take both an internal and external look at what is current. For example we look at the Creating Excellence Together (C.E.T) standards, Certificate of Recognition (C.O.R.) audit results, legislation etc. and include this information when reviewing our policies and procedures. Our policies are written to reflect all aspects the company needs to include.

There are definitely trends and the focus of these varies from clients to employees. Changes in policies are often reflective of what the funding sources want.

7. What aspects of your role and ICE policy and procedure development do you take the most pride in?

The documentation and manuals that we provide to assist employees in their job.

They are intensive but fairly straightforward to understand and the information is consistent across all the manuals.

8. If you were speaking to ICE staff directly what would you want to draw to their attention about Health and Safety and ICE Policies and Procedures?

There isn’t one thing that I could say, “Read this,” but employees need to read the Health and Safety policy and regularly review it. They need to participate to enhance their health and safety.

1.1.1 VISION AND MISSION VISION: EMPOWERMENT, INTEGRITY, AND CARING

MISSION: To provide a comprehensive range of community based services and training to individuals and their support network, in a way that will empower them to discover, pursue, and maintain choices in their lives and involvement in their communities. To be a leading organization, employing skilled and dedicated people.

1.1.2 PHILOSOPHY

- **Excellence and Consistency in Service Delivery**

To develop and maintain high standards of service delivery based on the values of honesty, respect for the individual, confidentiality, empowerment and client focused services.

- **Choices**

To support people in a way that acknowledges the person as the center of their own lives. Our employees will achieve this by assisting people to discover their preferences, honor their choices and find opportunities for connecting to valued roles.

- **Flexible Service**

To be flexible and responsive to the individual needs of the client.

- **Communication**

To enable our employees to provide high quality service through the use of effective information processes. To support our stakeholders to make informed decisions.

- **Employee Support**

To support and supervise our employees to enable them to achieve the best from themselves, and contribute based on their individual skills and talents. Our goal is that employees will understand the importance of their commitment to excellent service.

- **Employee Training**

To provide training opportunities to enable our employees to be leaders in their provision of support to individuals.

- **Increasing the Capacity of the Community**

To create and recognize opportunities to connect the people that we support within their communities.

ICE Calgary Congratulates Long Term Employees !!!

Staff	Years	Date
Deanna Rachkewich	16	August 4th
Cor Kloosterman	11	August 27th
Kim Grimes	9	August 23rd
BJ Harty	3	August 21st
Amal Souraya	1	August 6th

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Region – Meeting minutes date: May 6/09

Injury Investigations:

April 6/09 – Client has a PRP for hazardous cigarette smoking. Client and staff entered into a power struggle over client attempt to smoke in his room. Client kicked, pushed and scratched staff.

Recommendations: Staff review and receive further training re client's PRP and Medication admin protocol. CPI training for staff in addition to PBI. Service review meeting re PRP plan to be held with client and guardian.

Additional: Nothing. Committee values that further review will occur with client and guardian.

April 27/09 – Client agitated about waiting for Disabled Transportation Service bus to go out. (Client has a PPP for aggression.) Client had money and was anxious to get to spend it. Client struck staff on the head with both hands.

Recommendations: Staff review and receive further training in client's PPP and retake PBI training. Enhance current Positive Approaches with strategies to assist client with wait times.

Additional: nothing.

May 19/09 – staff bumped head on filing cabinet when bending down to retrieve a piece of paper.

Recommendations: staff are to be careful and aware of their surroundings at all times, and not rush.

Additional: Maintain awareness of body ergonomics/mechanics.

May 11/09 - Near Miss Investigation: a support home client exhibited strange behaviour throughout the day.

Recommendations: The support home operator will be attending PBS training on June 23/09, and is currently certified in CPI. A Positive Approaches is awaiting approval. The support home operator is no longer working outside of the home, so will be more available to provide support to this person. A medication review was completed at a psychiatrist appointment on June 3/09. All sharps in the home were instantly locked up. Skill building is also occurring with Goodwill.

Additional: Was client support in regards to threat provided (i.e. police involvement, etc.) Did this occur at Goodwill is that why support is being provided there?

3.3 Evaluation of Near Miss Investigations

June 4, 2009 - Staff and client involved in an MVA. Rear-ended another vehicle when it came to a sudden stop. Neither sustained injuries as a result.

Recommendations: Staff will be attending Mission Possible – Speed and Distraction Sessions in July. (8th & 29th).

3.4 Review of COR Audit Action Plan. (2008)

Internal COR Audit will be held in Calgary the week of August 17th – 21st.

Reviewed Sections:

2.3

2.4

New minute format is good way for all staff to review investigations and follow-up from

4.1 Training

Communicable Disease/Standard Precautions In-service

Mission Possible – Speed and Distraction

July 2nd 1 – 4 PM.

Session 1 – July 8th 9:30 – 11:30 am or 1:30 – 3:30 PM.

Session 2 – July 29th 9:30 – 11:30 am or 1:30 – 3:30 PM