

Hilary came to ICE South Region in October of 2010 after moving from Nova Scotia. Hilary was born and raised in Antigonish, NS where she graduated from Dr. John Gillis High School and then later attended St. Francis Xavier University where she studied social policy and research.

Over the years Hilary worked in different community employment organizations in Nova Scotia. There she provided supports to individuals who were looking for work but who required job coaching or extra support.

Since moving to southern Alberta, Hilary has been working in residential and non-residential settings in Nanton and Claresholm. She loves getting the individuals she supports out in the community, trying new things, going on outings, and getting her residential clients "baking up a storm". Hilary states she enjoys living in Alberta and likes working for ICE.

Hilary is an advocate for her clients, and she excels with the individuals she works with. She has a fun, upbeat outlook and this transfers over into her work. She is able to make her clients laugh and see the fun in life. She is a team player and has good rela-



tionships with her co-workers.

When Hilary is not working she enjoys playing sports and staying active. She has a dog that she adores and she loves to travel. She loves to see different parts of the world, exploring the different cultures and trying new things.



Hilary was a great help in the recent CET survey. ICE appreciates Hilary's support for her clients, her dedication and her willingness to help out when needed.

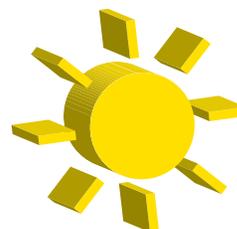
This fall Hilary will be starting a new chapter in her life, she will be moving to Lethbridge where she will continue working for ICE while studying to become a Recreation Therapist at the Lethbridge College.

Reminder!



PDD Grant Dollars are available for training opportunities for Community Rehabilitation staff.

Submit your "Letter of Intent for Training" soon.



All ICE offices will be closed **Monday August 1** for the Civic Holiday

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

After Hours Supervisor
403-819-0583

MEETINGS

Health & Safety Meeting
 August 17th, 1:30 PM

Team Leader Meeting
 AUGUST 4TH, 1:30 PM

RPAC
 August 18th, 1:30 PM

TIME SHEET HAND-IN

Hand-in day will be:
August 15th, 2011
 for all shifts worked between August 1st and 15th and **August 31st, 2011**
 for all shifts worked between August 15th and 31st

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Client Success Story: Lyle

Lyle is an active man in the Grande Prairie community who lives in an ICE operated support home. He also receives community access supports through the agency.

Lyle works Monday to Friday at three different jobs, his favourite position being a job at the cinema. At the cinema Lyle works on the busiest night of the week taking tickets, filling the ice box, sweeping floors, and cleaning up the showroom. Lyle has held this job for about six years. Lyle's second job is for a recycling depot which requires him to travel around town and collect bottles from businesses to deliver back to the depot. Finally Lyle works at a woodshop operated through a day support agency. Lyle has worked at the recycling depot and woodshop for about five years. He prides himself on being a good worker and says he is dedicated to his jobs. The certificates and other acknowledgments Lyle has received from his employers show that they agree.

One of Lyle's future goals is to buy himself a house. His support home operator has been helping him to learn about home ownership responsibilities by involving him in the chores and upkeep at his current home. While excited to someday be a home owner, Lyle confesses he is not excited about having to mow a large lawn. A practical man, Lyle has already been planning to look for a roommate to live with him to help him cover the monthly expenses of home ownership.



Beyond his employment, Lyle also contributes to his community through his active participation in sporting events. His current favourite sports are golf and bowling. With the support of his ICE staff, Lyle attends weekly events for each of these activities with a group of friends through Special Olympics. At the end of April this year Lyle was excited to travel to Saskatoon, Saskatchewan with his bowling team to compete in a bowling tournament. In July he joined the Special Olympics team on their float in the Canada Day parade. Lyle also enjoys camping and he says he is looking forward to a trip with his family to their favourite campground this summer.



Deanna Rachkewich Calgary Regional Manager visits Buckthorn Home July 6, 2011.

Deanna met with Aaron B, Dan G and staff on Wednesday, July 6th to tour the Buckthorn program and to discuss Health and Safety Policy.

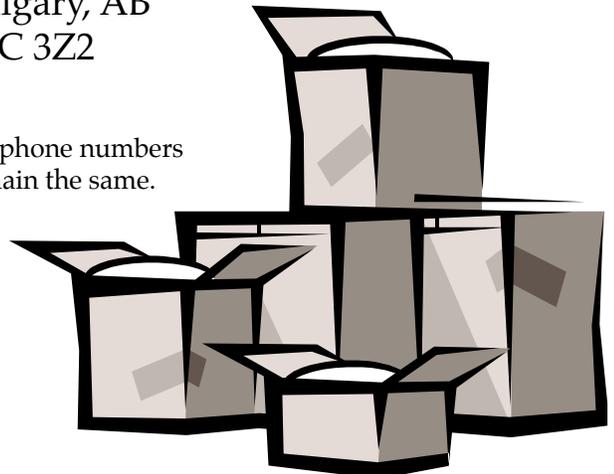
ICE follows health and safety legislation as mandated by Occupational Health and Safety and the Worker's Compensation Board.

We Have Moved!

New ICE Address:

4888 72nd Ave SE
Calgary, AB
T2C 3Z2

All phone numbers remain the same.



YOU ARE INVITED TO JOIN US FOR OUR

Bummer! - It's the end of summer

BARBECUE!!

(RAIN OR SHINE)

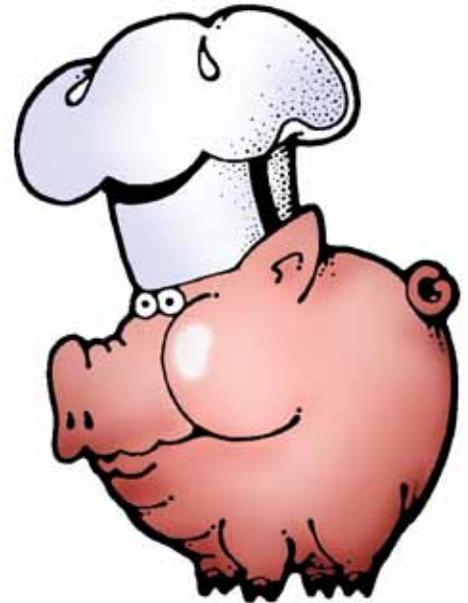
FOOD FUN GAMES

**THURSDAY, SEPTEMBER 8, 2011
11AM TO 3PM**

**MARLBOROUGH PARK COMMUNITY CENTER
6021 MADIGAN DRIVE N.E.
SMALL HALL**

We will be serving BBQ Beef on a Bun, Coleslaw and Baked Beans for lunch and we want to have enough for everyone.

Please call to confirm attendance by September 2, 2011 at (403) 219-0503



Thank  You!

Incentive Thank-you Card Draw Winner

Vivienne Mills received a thank-you card for taking extra precautions to ensure the safety of a client when a light bulb in the apartment burst. Thank you Vivienne, for so quickly identifying a hazard in your workplace!!!!

Other Thank-you Cards Received

Els Jensen received a thank-you card for conducting an emergency fire drill at a community placement. Thank you Els for your commitment to client safety!!!



ICE Calgary



**CONGRATULATES
Long Term Employees !!!**

Staff	Years	Date
Deanna Rachkewich	18	August 4th
Cor Kloosterman	13	August 27th
Kim Grimes	11	August 23rd

Summer Health Considerations



Summer is here and that usually means fun in the sun, but it is also important to be health conscious during these hot summer months. There are four important things to think about when heading outdoors: 1. Harmful UVA and UVB rays from the sun; 2. Insects that bite or sting; 3. Dehydration; and 4. Heat exhaustion.

The first two are easy to handle. Use sun block with a 50 SPF or higher rating to protect from UVA and UVB rays. Apply this approximately 2 hours prior to sun exposure and on a regular basis while outdoors. Use an insect repellent that contains DEET for adults and insect repellent that does not contain DEET for children. There are also all natural “insect repellent patches” available at your local drugstore.

Dehydration occurs when your body has less water and fluids than it requires. This can become life-threatening if not treated. Symptoms of dehydration include dry mouth, lethargy and /or dark or low

urine output. Dehydration is usually treated by drinking fluids; but in more serious cases, IV Fluid Therapy may be needed. Adults need to drink 8 cups of water a day (about 1L) when they are not active; however, when active, they require an extra cup of water for every 15 minutes of activity.



Our bodies cool themselves most efficiently by sweating and then the sweat evaporates. Should sweating be unable to meet the cooling demands of the body, heat-related illness can occur. This is a spectrum of conditions with minor symptoms such as heat rash progressing to heat cramps, then heat exhaustion, and finally to heat stroke. Heat stroke is a life-threatening medical condition. Heat exhaustion occurs when the body gets too hot. Symptoms of heat exhaustion include profuse sweating, weakness, nausea, vomiting, headache, lightheadedness, and muscle cramps. Heat Exhaustion can be treated by drinking water and moving to a cooler area. If treated quickly and appropriately, we can prevent heat stroke.

Informal Hazard Assessment

ICE has many formal assessment and documentation processes for hazards such as workplace inspections; however a lot of important hazard assessment activity is informal.

Employees complete informal hazard assessments as part of their everyday actions. The identification of such hazards doesn't take an inspection or a report; it just involves workers taking the responsibility to protect themselves and others by watching out for things that may cause harm. Examples: Moving cords away from traffic paths, watching for and wiping up water spilled on the floor, closing the door to keep mosquitoes out of the house.

Workers may further enhance informal hazard assessment by asking themselves a few basic questions before starting work tasks and as they complete their work:

- Do I clearly understand my task?
- Am I physically and mentally prepared to do the task?
- What could go wrong?
- Is there a risk to others or myself?
- What can change that could create a new risk?
- Could other persons, equipment or conditions pose risks to me?

How could the above questions be used to enhance employee health and safety? Let's consider an example scenario for Bob, a new employee of ICE.

Today Bob's Team Coordinator (TC) asked him to mow the lawn at the residential program he works at. Using the above questions here are some thoughts and considerations that Bob could have applied to the questions re the mowing task:

Q - Do I clearly understand my task?

Bob's considerations: *I live in an apartment so I don't have much experience with mowing lawns. The Team Coordinator (TC) gave me an orientation for operating the lawn mower at this residence a month ago, but I've forgotten how to start the lawnmower, how to remove the clipping bag and how to mow around the trees. I'll need to ask the TC to re-explain those parts for safety.*

Q - Am I physically and mentally prepared to do the task?

Bob's considerations: *I feel well rested and physically fit, but the lawn is large. The lawnmower is also quite heavy so I might want to take a short break between mowing the front yard area and the back lawn.*

Q - What could go wrong?

Bob's considerations: *I could harm my feet or eyes if I don't wear safe shoes and eye protection while mowing.*

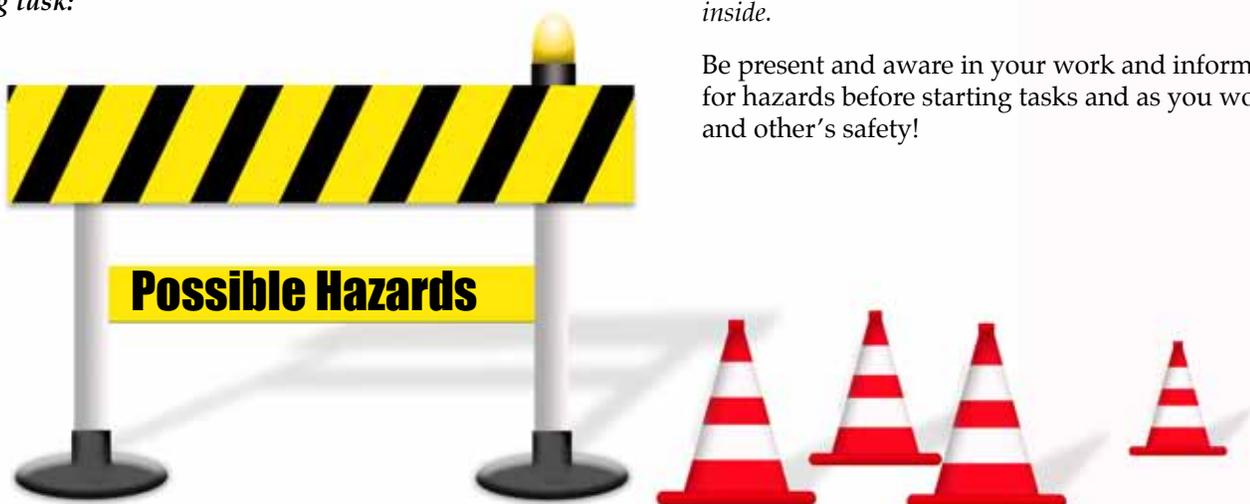
Q - Is there a risk to others or myself?

Bob's considerations: *There could be rocks and sticks that could get thrown up while I'm mowing. Thrown rocks/debris could injure myself, others or property. I better check the yard and pickup any loose debris before I mow. The grass is thick and tall so I'll need to empty the grass catcher often so that I don't risk hurting my back. I better wear mosquito repellent as there are so many mosquitoes this year and they are all hungry!*

Q - What can change that could create a new risk?

Bob's considerations: *It looks like the weather could possibly develop into a storm. It's not safe to mow when there is a risk of an electrical storm. If the weather continues to deteriorate, I'll need to postpone the mowing for a safer time and take shelter inside.*

Be present and aware in your work and informally check for hazards before starting tasks and as you work for your and other's safety!



3.5.4 WORKING ALONE

Independent Counselling Enterprises will take reasonable and prudent action to prevent and minimize risks to employees that are working alone. The agency is committed to the following:

1. The health and safety of the employees in the work place. Incidents that do occur are investigated and corrective action is taken by the agency.
2. Assessing the hazards of the workplace.
3. Taking corrective action or measures to prevent or minimize hazards or incidents from occurring.
4. Training and educating employees to perform job duties effectively.
5. Reviewing policies and procedures on a regular basis to ensure these measures are effective in meeting the existing needs and potential changes in business operations.

A. TRAINING OF EMPLOYEES

1. Prior to employment with the agency an employee must have attended Pre-Employment Training. This will educate the employee in his/her performance of job duties, Standard Precautions, universal health and safety issues, and key policies and procedures of I.C.E. Employees are requested to read the entire policy manual within their first three months of employment, which is available at main offices in the homes operated by I.C.E.
2. Assessment of client needs and the working environment by the funding source and through the I.C.E. intake process will identify if additional training is required for employees in order to meet client needs and to ensure a safe working environment for both the employee and the client. Often additional training is client specific and may include more intensive proactive behaviour intervention, specific use of adaptive equipment or a delegation of a medical procedure. Supervisors will ensure employees are provided with the identified training to meet client needs and they are informed of client support requirements at the time of shift assignment. When appropriate, employees will overlap for a designated time period prior to working alone if the employee is not familiar with the work site or the client. Employees are responsible for informing the ECAT Coordinator, at the time of shift assignment, their familiarity with the client(s).
3. I.C.E. has employed training personnel who provide employees with continual training and support as required when on the job or through the provision of in-services and workshops.

(see **Policy 3.3.4 Mandatory Employee Training**)

B. COMMUNICATION SYSTEM

1. Service provision and employee work schedules are accessible to all supervisors during office hours and to the ECAT supervisor after office hours via computer. The agency is aware of when an employee is working alone and at what work site. Supervisors will ensure updated computer data is provided for client and employee scheduling.
2. All employees are to contact their supervisor or ECAT supervisor if after hours, to inform the agency of a change to their work schedule for any reason.
3. All employees are provided with the agency's 24-hour ECAT phone number. This number is posted in the main office and printed monthly in the newsletter provided to employees. In all homes operated by I.C.E. this number in addition to other emergency numbers are posted by the telephones in the home. In addition each home has an identified safe house with the address and telephone number listed on the posted evacuation procedures plan.
4. During the booking of services, clients are provided with contact numbers for the agency during and after office hours and requested to call should a worker be more than 15 minutes late for their shift.
5. Employees are to contact the office or the ECAT supervisor if at a work site and an employee next on shift is late for their assigned shift by more than 15 minutes.
6. In all homes operated by I.C.E., employees have access to a telephone. Portable phones are made available at the home if client support requirements indicate a need for it.
7. Supervisors ensure that employees are provided with direction/support and if necessary additional staffing when situations arise and the supervisor or ECAT supervisor is contacted at this time. Employees who find themselves in a situation that they decide is personally unsafe are to remove themselves from the situation to a safe location and proceed to immediately contact the main office or ECAT supervisor for further direction. The situation that the employee feels is unsafe can be at the work site or while travelling to the work site. A safe location may mean that the employee leaves the client's home immediately, as in the case of working with a home care client or the employee working in a home operated by I.C.E., may remove themselves to another room in the home or go to a neighbours.

8. Supervisors will ensure that employees communicate client status or changes and proper documentation is in place and accessible by the employee i.e. Logbooks, contact notes, general and critical reporting incidents forms. Supervisors will ensure follow up if client support requirements change.
9. Supervisors will ensure that documentation concerning clients is up to date and available to employees as appropriate, i.e. care plans, home orientation manuals, and that the location of the same is provided to the employee for easy access.

(see **Policy 3.3.3 Staff Support and 3.3.6 ECAT Supervision**)

C. HEALTH AND SAFETY

1. Supervisors and co-workers will ensure that employees know and practice safety procedures when working alone at all times.
2. Supervisors will ensure that this policy is part of the employee's orientation.
3. All employees must report any situation that they feel is or could be unsafe.
4. The agency has a joint health and safety committee that meets once per month. The committee reviews incidents and assists in identifying potential work place hazards to assist in minimizing risks in the work place.
5. Environmental Quality Audits and Random Inspection Audits are conducted on a regular basis in all homes that are operated by I.C.E.
6. Employees working within an office setting will familiarize themselves with office security system, inform supervisors when working after hours and ensure only employees of I.C.E. and/or individuals asked to attend meetings have access to the main office after business

hours. After hours all doors must be kept locked that have access to the outside of the building.

7. Employees who work in residential settings operated by I.C.E. will not permit unidentified individuals to enter the home. Doors to the outside are to remain locked when an employee is working alone.
8. I.C.E. employees should be prepared to identify themselves by presenting their I.C.E. identifications cards when entering work sites of the agency. (see **Policy 3.5.7 Visitors/Contractors**)

D. SERVICE PROVISION

1. Prior to service delivery clients and the working environment will be assessed by the funding source. I.C.E. accepts assessments from Persons with Developmental Disabilities, Family Supports to Children with Disabilities, Child and Family Services, and Alberta Health Services/Capital Health. An I.C.E. supervisor or coordinator will assess all clients coming from any other source before starting service with that client.
2. Supervisors will ensure that shift assignment is based on client support requirements and employee skill level to meet those requirements. Employees are responsible for informing supervisors of any discrepancies noted in their skill level as per shifts assigned. **Employees are free, without penalty, to refuse shifts if they feel their health or safety is at risk.**
3. Supervisors will ensure that employee computer files are updated i.e. skills, training, to facilitate shift assignment.
4. If, upon arrival at the work site, the employee decides the skill requirements for service provision exceed what they are able to do, the employee is to ensure their safety and immediately contact their supervisor or the ECAT supervisor for further direction. Replacement coverage will be provided as soon as possible.

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.



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.



Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

South Region – Meeting minutes date:
May 18/11

Injury Investigation Review:

April 14, 2011 no lost time

Client was asked by relief staff not to put Styrofoam in the recycling bin as it was not recyclable. Client struck staff 3 times in the chest.

Incident Investigation Completed.

Recommendations: Review PBI/CPI, Note to customers that Styrofoam will not be accepted/not recyclable, try to use permanent staff instead of relief staff when client has a big event coming up (Easter at dad's)

Near Miss Investigation Review

None to review

Additional Recommendations: Possible positive approaches or best practice plan to be established in regards to recycling business

Northwest Region – Meeting minutes date:
May 12/11

Injury Investigation Review:

April 7, 2011- Staff was holding the clients hand, and unexpectedly the client went to bite her own hand and accidentally bit the staff.

Injury Investigation completed.

Recommendations: Avoid holding hands with the client as she is known to bite herself with out notice.

April 9, 2011- Client was upset, biting herself and swinging her arms around. Staff was trying to comfort the client and the client grabbed/pinched the staff's arm and this resulted in two small bruises to the staff's arm.

Injury Investigation completed.

Recommendations: Wait until the client calms down prior to providing assistance to the client.

April 10, 2011- Staff was assisting her client who was upset, the client grabbed and pinched staff's arm. Staff noted small scratches and bruises to her arm.

Injury Investigation completed.

Recommendations: Stay out of the client's reach when she is upset, wait for her to calm prior to providing assistance.

Additional Recommendations: Review PBI. Possible best practice or positive approaches plan for when client is upset.

Edmonton Region – Meeting minutes date: May 3/11

Injury Investigation Review:

April 28th Staff injured self getting out of the vehicle; staff slammed their hand in the closing door. Staff sought medical follow up for the injury.

Injury Investigation to be completed.

Recommendations: Staff to pay attention at all times. Make it a habit to let go of car doors when closing them.

No Additional Recommendations

May 1st – Staff was involved in a MVA. Staff was attempting to stop at a red light but the car did not stop due to mechanical problems. The car struck another vehicle and the airbag was deployed.

Injury Investigation to be completed

Recommendations: Staff are responsible to ensure regular maintenance check ups for their vehicles.

Additional Recommendations:

Staff are to ensure that necessary repairs and maintenance to vehicle are completed

April 29th – Worker was in the office, dropped something on the floor and banged their head on a shelf on the wall as they were raising themselves back up. Shelf moved to an alternate location.

Injury Investigation to be completed

Recommendations: Staff to pay attention at all times. Consider potential hazards to others when placing shelving or furniture.

Near Miss Investigation Review

April 14th - A CO2 monitor installed in a HC office in the Edmonton offices, was set off. The area was immediately cleared, employees were informed of the possible hazard and ATCO Gas was called to inspect the area. ATCO inspected the area and determined the CO2 sensor had been triggered by an employee using Lysol spray disinfectant in the room where the CO2 monitor was placed.

A Near Miss Investigation to be completed.

Recommendation: Place CO2 monitors near furnace air-return vents. Do not place in an area where spray cleaners/ spray air fresheners will be used as these will contaminate the filters.

No Additional Recommendations

May 2nd A small coffee maker in one area of the Edmonton office was left on and found when staff came in on Monday morning. H&S specialist was notified and removed the coffee pot due to the risks posed.

A Near Miss Investigation to be completed

Recommendations: If staff in this area

require the use of a personal coffee maker, it must be one approved by ICE management with a safety feature such as those that use a thermos flask or an automatic shut off.

3.3 Evaluation of Near Miss Investigations

June 12/11 As staff walked past a chair they brushed their hand on previously unnoticed exposed metal which caused a scratch, no broken skin or blood

Employee Near Miss Investigation Completed

Recommendations: Chair is to be replaced ASAP, exposed metal is covered with tape until chair can be replaced. Staff to continue to inspect furniture condition with monthly health and safety inspections

June 14/11 While cooking lunch staff noticed that gas oven was not working correctly and they could smell gas. Home was evacuated and Gas company was called in, upon their inspection it was revealed that the hot surface igniter was broken. The oven was inspected by the gas company in March and had been in good working order then.

Employee Near Miss Investigation Completed

Recommendations: Landlord to complete repairs of oven, staff to remain diligent in regards to all health and safety

June 14/11 While walking client spotted a chip container and abruptly turned and tripped himself. Staff attempted to redirect client which resulted in staff falling and client falling on top of staff. No one was injured

Employee Near Miss Investigation Completed

Recommendations: Staff to do mini risk assessment of area to assess if there are any items the client may try to access. Possibly investigate the use of a walker for client.

3.4 Review of COR Audit Action Plan. (2010)

Reviewed section 3.8 and 3.9

3.5 Review of Master Hazard assessment and Control Document

Reviewed General Section Pages 1-10

3.6 Policy Review

Reviewed Policy 3.8.6 – Dress, Hygiene and Grooming

4.1 Upcoming Training

CSC and H & S committee members to attend Hazard Assessment Training

Fire Extinguisher training