

# ICE PAGE

CALGARY

2012

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## TIME SHEET HAND-IN:

### August 15th, 2012

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

### August 31st, 2012

For all shifts worked between August 16th and August 31st.

## Team Leader

August 1st, @ 1:30 pm

## Health and Safety Meeting

August 22nd, 2012 @ 1:30 pm

## RPAC Meeting

August 16th, @ 1:30 pm



**After Hours  
Supervisor  
403-819-0583**

## EMPLOYEE SPOTLIGHT

### Connie G

Please allow us to introduce you to Connie, a valuable ICE South region employee since November 2009. We are grateful for her every day. Connie says that her favorite thing about working at ICE is the way that everyone works as a team; she notes, "We all help each other, but of course I love the clients too. Without them, life would be very boring." Connie works with a client who lives in Claresholm, where she herself moved in 2009 as a new bride. By the time she moved to Claresholm she had moved 38 times in 37 years, all between Vancouver and eastern Saskatchewan.

Connie came to ICE with experience in two very different fields: she worked half her life as a nursing aid or

home care nurse and the other half with horses; she even had the chance to drive a horse and carriage for awhile!



Connie has taken advantage of ICE extra training sessions and is always looking for ways to make herself a more knowledgeable and better support staff. It is clear when speaking with Connie that she genuinely cares about the people she works with, and that she is willing to go above and

beyond the call of duty. Connie's supervisors can always count on her!

In her off time Connie enjoys cross stitching and putting around in her flower beds and watching a good movie in the evening. She also spends time helping her husband of three years to run his home based snow removal and lawn maintenance business. As a new adventure, this summer Connie is getting ready to raise chickens!

Connie's client delivers water and porters residents at a senior's residence. Each and every day, this individual gets more independent at her position with Connie's support. Connie says that she loves the fresh challenge of going to work each day and the big smiles and the high fives when client goals are accomplished, "It is a privilege to be a part of someone's life!" It is because of this attitude that we are so proud to call Connie one of our own!

## Client Success Story: Lyndon



Lyndon has been with ICE since 2001. He has many hobbies that keep him busy, such as volunteering at the local church, learning how to cook, baking treats, keeping everything tidy and attending social activities with his family and within the community. This summer Lyndon attended his first overnight camping experience at Joy Camp. Joy Camp is located near Grande Prairie and made available by Bear Lake Bible Camp staff and volunteers and offers both a day and overnight program. Campers are provided with opportunities to participate in many activities such as crafts, a climbing wall, swimming, archery, horseback riding, scavenger hunts, campfire stories and eating lots of good food.

With ICE support staff there to assist him Lyndon was prepared to achieve his goal of attending the overnight camp. His camping experience was a great success and he had a blast! His favorite activity was the climbing wall which he mastered. Lyndon is thrilled to be adding so many great pictures to his scrapbook and he is already looking forward to attending next year's overnight Joy Camp. ICE is very proud of Lyndon's achievement and realizes that this experience represents a milestone for him; Lyndon now has the confidence he needs to set bigger goals and put his plans into action!



**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.**



# THANK YOU!

## June Incentive Thank-you Card Draw Winner!!

**Jody Hunter** received a thank-you card for assisting with a security concern at one of the staffed residences. Thanks for taking the spare keys to the neighboring home to unlock their staff office!!!

**Mohammed Ayedi** received two thank-you cards from ECAT supervisors for agreeing to and completing several relief shifts with short notice!!! Your willingness to help out is greatly appreciated!!!

**Nikki Spence** received a thank-you card for advocating for a client and reporting a negative incident. Thank you Nikki, it is much appreciated!!!

**Mary Zekaria** received two thank-you cards; one for assisting a client with a sensitive issue and the other for completing extra duties in her program while the TL was on holidays.

**Mimi Ali** received a thank-you card recognizing praise she received from a medical professional involved in a client's care when she was completing relief coverage with this individual.

**Roxanne Wager** received a thank-you card for utilizing proven positive approaches to assist clients in a staffed residence!!! Great job learning and applying interventions as a new team member!!!

**Laura Deseveux** received a thank you card for quickly responding and reporting a client's dental concern!!!



## ICE Calgary

Congratulates  
Long Term Employees!!

Staff	Years	Date
Deanna R	19	August 4th
Cor K	14	August 27th
Analie C	1	August 3rd

## TRAINING

**PET**  
August 7th & 8th  
August 28th & 29th  
9 - 5 pm

**Attention all ICE employees:**  
**Important contact information is needed!**  
Please submit your email address to your supervisor as soon as possible.

# Health Corner

## Dementia and Alzheimer's

Dementia is not a specific disease, but describes a group of symptoms affecting intellectual and social abilities severely enough to interfere with daily functioning. Dementia is a progressive condition which means that the symptoms will get worse.

Alzheimer's disease is the most common cause of progressive dementia.

### Early Warning Signs:

- Withdrawal from work or social activities
- Confusion with time or place
- Decreased or poor judgment
- Changes in mood and personality
- Misplacing things and losing the ability to retrace steps
- Difficulty completing familiar tasks at home, at work or at leisure
- Memory loss that disrupts daily life
- Challenges in planning or solving problems
- Trouble understanding visual images and spatial relationships
- New problems with words in speaking or writing

**Facts:** Alzheimer's is not a normal part of aging. Alzheimer's worsens over time. Alzheimer's has no current cure, but treatments for symptoms are available and research continues.



If you notice signs of Alzheimer's in yourself or someone you know, don't ignore them. Schedule an appointment with your doctor. With early detection you have more time to begin on treatment, and plan for the future.



Dementia generally affects people with learning disabilities in similar ways to people without a learning disability, but people with a learning disability are at greater risk of developing dementia at a younger age – particularly those with Down's syndrome. The numbers indicate a risk about three to four times higher than in the general population.

Living with and/or supporting someone with dementia can be very challenging. It is important to ask for help. The most effective caregiver is one that is well-informed, prepared, and asks for help and support from all resources that are available. For more information and tips on living with Alzheimer's, visit the Alzheimer's Association website: <http://www.alzheimer.ca>

### **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: only part of Policy 3.5.1 is reproduced here. Please consult the ICE Policy Manual for the complete version of Policy 3.5.1.*

### 3.5.1 EMPLOYEE HEALTH AND SAFETY - INTRODUCTION & RESPONSIBILITIES

Independent Counselling Enterprises will take reasonable and prudent action to prevent and to minimize risks in the workplace. **(See policy 4.4.2 Risk Management)** This is best done by having written policies, practices and procedures in place, training and educating employees, employing competent supervisors and communicating to employees their responsibilities. The agency is aware of its responsibilities and complies with legislation as outlined in the Occupational Health and Safety Act and Worker's Compensation Board (W.C.B.).

#### The employee has the responsibility to:

- Work in compliance with the agency's health and safety regulations.
- Practice Standard Precautions.
- Use or wear any equipment, protective devices or clothing required by the employer.
- Report to the employer or supervisor any known defective equipment or protective device that may be dangerous, missing or defective.
- Report any known workplace hazard to the employer or supervisor.
- Not remove or disable any protective device.
- Work safely and not use or operate any equipment in a way that may endanger any worker.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger.
- **The employee has the right and the responsibility, at all times and without penalty, to refuse work that the employee feels is a threat to his/her health and safety.** The employee is to ensure their own and the clients' immediate safety and immediately contact their supervisor or after hours ECAT supervisor for further

direction. Replacement coverage will be provided if required.

- Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the type of work the employee can complete.
- In the event of an injury to follow all agency policy and procedures.

#### The Visitor or Contractor has the responsibility to:

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.
- To do nothing that increases the normal hazards to clients of I.C.E. or to employees engaged in work for the agency. **(see Policy 3.5.7 Visitors/Contractors).**

**ICE offices will be closed**  
**Monday,**  
**August 6th, 2012**  
**for the Alberta Heritage Day**  
**holiday**



**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

#### South Region – Meeting minutes date: May 1, 2012

No Current Injury Investigations  
 No Current Near Miss Investigations  
 - South had added further recommendations to the near miss that Calgary had on April 5, 2012 involving a client behavior. Additional recommendations were a risk assessment, this behavior was a new unanticipated action that would not have been on a risk assessment

- South had added further recommendations for April 13, 2012- client behavior. The staff was aware that the client had a fear of dogs but was unaware of the possibility of dog being outside of the office, this will be added to the site specific hazards

#### Northwest Region – Meeting minutes date: May 10, 2012

No Injury investigations to review  
 No Near Miss Investigations

#### Edmonton Region – Meeting minutes date: May 3, 2012

##### April 4, 2012

Staff arrived on shift and noticed a strong smell especially in the basement of the home in the area of the furnace. Windows and doors were opened to improve ventilation in the home. ECAT was called and provided direction to staff. The heating system was turned off. In the morning ATCO gas was called and determined there was a faulty valve on the furnace but that it was safe to remain in the home.

Injury Investigation completed.

##### Recommendations:

In the event of similar concerns regarding the safe operation of a furnace the Emergency line for ATCO gas should be called immediately. Staff at this and all other ICE residences to review Furnace safety and emergency follow up. (Article circulated in the May 2012 ICE Page.)

ATCO emergency line number to be added to the ICE residence “Emergency Contact” list kept under the phone at each residence. It is recommended that training be provided to all staff involved related to ICE Policy

##### 3.5.10 Emergency Procedures

##### Further Recommendations:

Ensure that ECAT is giving appropriate directions to staff

##### April 25, 2012

Staff was hurrying into the kitchen at a residence to collect a snack for a client. The snack was located on

a table under the kitchen cabinet. When bending to reach for the snack staff hit their head on the corner of the cabinet.

Follow up- Padded covers were purchased for the corners of the cabinets at this location.

Injury Investigation to be completed.

##### Recommendations:

Add visibility to the hazardous location i.e. a strip of brightly colored tape or sign to alert staff.

Staff to proceed with caution and take their time to ensure their safety.

##### Further Recommendations:

Can the location of the table be changed?

Near Miss Investigations

##### April 14, 2012

Client returned to the home after an outing in the community and became angry when the staff was not immediately able to respond to open the door for them and required them to wait a few minutes. The client became agitated and verbally aggressive. The staff did not follow the client’s planned procedure as written, placing them self at risk.

Near Miss Investigation completed.

##### Recommendations:

Client and roommates have their own keys to their residence.

Review/ retraining of PPP with employee and staff team stressing the requirement to follow the procedure for their safety.

Client support for anger management.

### 3.2 Evaluation of current Injury

#### Investigations

##### Employee Injury - May 24, 2012

Client was upset as she thought that the staff was talking to her sister about her, client threw an object at the staff, which hit her. Staff had been threatened by client in previous situations but did not report this to the office.

##### Recommendations:

Staff has been reassigned to another program.

The incident report has been sent to RPAC for review.

### 3.3 Evaluation of Near Miss Investigations

#### May 28, 2012

While visiting with a client at the guardian’s home, staff slipped on wheelchair ramp while pushing the client’s wheelchair. Staff was able to control slip and did not fall. Ramp is usually only used by guardian and has not been assessed for safety or use by staff.

##### Recommendations:

Staff are not to use this ramp, only the guardian should utilize.

##### May 29, 2012

Office staff was on her way to a meeting when she got a flat tire, she was driving on a major thoroughfare and found a safe location to pull over and call for assistance.

##### Recommendations:

Staff to ensure regular maintenance and inspections of vehicle.

Ensure that if a vehicle does break down that you pull over in a safe place and manner.

Reminder to all staff that these are reportable instances.

##### June 2, 2012

Relief staff working in a staffed residence that is in an apartment building discovered that indoor trap for dryer lint had a build up.

##### Recommendations:

Dryer lint will be cleaned after each use from internal venting system.

If possible location of vent or dryer could be changed.

### 3.4 Review of COR Audit Action Plan (2011)

Reviewed 1.9 -1.13

### 3.5 Review of Master Hazard assessment and Control Document

Reviewed Pages 38-40

- Client Support for Seizures

Training- Outside sources (i.e. Epilepsy Society)

- Contact with Visitors, Contractor or intruders/ strangers at office or residence

Resources- Home invasion is included in Health and Safety Binder

Safe work practices- add home invasion drill scenario to emergency drills

### 3.6 Policy Review

3.5.2 – Health and Safety Committee

#### 4.1 New Member

The committee would like to welcome Khrystyna

#### 4.2 Internal Cor Audit

Will be held in the beginning of September (tentatively September 10)

#### 4.3 Training

Revised Promoting Safety and WHIMIS refresher courses will be offered soon.

### 5.0 Next meeting: August 22, 2012, 1:30pm at the ICE office