ICE PAGE

Calgary • December 2009

EMPLOYEE Spotlight

Gloria

Gloria was born in Windsor, Newfoundland and is the youngest of 11 children. She was married at the age of twenty and has three children. Gloria moved to Alberta in 1979 and has lived throughout Alberta, mostly in small rural communities.

Gloria started working for ICE in December of 2000 providing community access support to a client three days a week. From there she moved onto working five days a week in an ICE residential home for many years. After a three month break this summer, Gloria has returned to working the overnights with three wonderful ICE clients in a residential home. She also works three evenings a week with the same individuals completing community access activities. She assists her clients to go swimming, go to the seniors centre for evening events and for walks around the community.

Gloria enjoys her work with ICE and is happy knowing that she is supporting her clients to lead more independent lives. She loves to see her clients smiling and happy. Gloria also enjoys the team support and interaction that she has with her co-workers. She states it is nice to work in an environment where she feels supported by her co-workers; she says it is rare to work in a place where everyone gets along so well.

Gloria has many interests; she enjoys reading and swimming. She is actively involved in her church and enjoys attending church functions as well as spending time with family and friends.

Gloria's patience and positive attitude have made a positive difference in each of her clients' lives, and ICE is pleased to have Gloria as part of our ICE family.

All ICE offices will be closed

December 25th,

December 28th,

and

January 1

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

After Hours Supervisor

403-819-0583

MEETINGS

Health & Safety Meeting

Dec 16th, 1:30 PM

Team Leader Meeting

Dec 8, 1:30 PM

RPAC

TBD

TIME SHEET HAND-IN

Hand-in day will be:

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

and

December 31, 2009
for all shifts worked between December 16th and 31st

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Client Success Story – Amanda

Amanda moved in with her current support home operator over a year ago. She lives in Grande Prairie and spends 6 hours a week with her community access staff. With support, Amanda is achieving her goals.

One of Amanda's goals is to learn to read and write. Recognizing this, her support home operator helped Amanda sign up at the Lion's Learning Centre. Amanda, supported by staff, now attends there twice a week to develop her literacy and math skills and to discuss current news events. Amanda's staff reports that Amanda is learning in leaps and bounds and is very hardworking and motivated. Amanda even takes work home with her to study on the weekends with help from her support home operator.

Another of Amanda's goals is to obtain paid work. Amanda is currently working towards this goal at Goodwill, training in the store and completing other employment development activities. Amanda's support home operator notes that Amanda has a great work ethic. Goodwill also recognized Amanda's strength in this area and awarded her with a "Best Attitude" award.

A third goal of Amanda's is to have her own garden to plant vegetables and flowers. Her support home operator has sectioned off a part of her garden for Amanda to use next spring and summer. Amanda has plans to plant tomatoes, cucumbers, and radishes. She also wants to grow some potted flowers.

A previous goal of Amanda's, recently achieved, was learning the bus route to and from her Day Program. Amanda can now catch the number 3 bus independently both to and from Goodwill. While she is downtown, Amanda is also able to go to City Hall to pick up her own bus pass. Amanda's support home operator notes that these achievements are significant strides in independence for Amanda.

Amanda is interested in interior design and fashion. She has decorated her room how she wants it. Her favourite colour is purple so she has a purple curtain and bedspread, and on her bench sits her purple purse. Her favorite decoration in her room hangs on the wall over her bed: two stained glass dolphins. Now, when Amanda shops for clothes, she does so with enhanced skills for choosing colours that match.

When Amanda isn't at the Learning Center or her day program, she likes to walk, "The Brats." "The Brats" are her two small dogs, Jessie and Sissy. Amanda's support home operator says that Jessie and Sissy have become very attuned to Amanda. Anytime Amanda says the word, "Walk" within earshot, the dogs get excited and run all over the place. Additional favorite activities for Amanda include visits to the pet store, Tim Horton's, and Wendy's, and watching birds at her backyard birdfeeders. She is looking forward to seeing the Christmas lights during the upcoming holidays.

BE A WINNER, IMMUNIZE!

I.C.E. is pleased to announce an exciting new incentive program.

All I.C.E. employees who receive vaccination for Influenza H1N1 2009, and submit proof of same to I.C.E., will have their name entered into an exciting prize draw. I.C.E. Support Home Providers are also included in this opportunity.

Prize draws will be completed after all employees have had an opportunity for immunization access.

TRAINING

PET

TBD

9 AM – 4 PM

TRAINING

Thank You!

Incentive Thank-you Card Draw Winner

Jody Hunter received a thank-you card for being the 1st employee to submit verification that he received his H1N1 vaccination. Thank You Jody!!!

Other Thank-you Cards Received

Mussie Gebreegziabher received a thank you card for completing another year of perfect attendance, bringing his total to 5 years of perfect attendance. Your commitment is very much appreciated Mussie!!!

Annette Izon received a thank-you card for completing her First Aid/CPR well before it was due. Thank You Annette!!!

Elaine Marshall received a thank-you card for completing her First Aid/CPR well before it was due. Thanks Elaine!!!

Sandra Garrat, Nikki Spence, Chi Ayondu, Sally Brilliant, and Melanie Shuya also received thank you cards this month. Thank you Sandra, Nikki, Chi, Sally, and Melanie!!!!!!

Thanks everyone!!!

ICE Calgary Congratulates Long Term Employees !!!

Staff	Years	Date
Sandra Garratt	6	Dec 8th
Linda Doherty	2	Dec 3rd

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes Edmonton Region – Meeting minutes date: September 2/09.

Injury Investigations reviewed:

August 28th /09 - a worker was standing on a small landing at the top of a set of stairs at the office about to enter a door when another employee pushed the door open from inside the second floor area. The worker at the top of the stairs lost their balance and strained their back reaching for the banister to save them from falling.

Recommendations: Signage posted immediately at location to advise all employees of potential hazard and of the need to take care when entering or leaving through this door. Explore the option (cost) to reverse the door to open inwards to the second floor area or to have a window inserted into the door so that staff on either side could see people coming on the opposite side.

August 11th /09 - A worker was washing dishes at the sink in a "galley style" kitchen. A client entered and opened the dishwasher door (to put in a cup) behind the staff without the staff being aware. Staff turned to leave the area and tripped over the open door of the dishwasher and fell forward injuring them self.

Encourage staff to use the alternate front stairwell option for safety. This should be brought forward at the next office meeting

Additional recommendations: none.

Recommendations: The client appears to have a good knowledge base that staff may further enhance to teach them to close the dishwasher door after inserting their dishes. Perhaps a small mirror may be added near the sink so are able to remain aware of actions behind them, or a sound device added to the door of the dishwasher (i.e. making it jingle when it was opened etc.) Workers to be reminded to pay careful attention and visually check for hazards before walking

Additional Recommendations: None. Committee Liked the jingle idea.

North West Region – Meeting minutes date: Sept 10/09

Injury investigation reviewed August 21/09 Staff cut her finger while sweeping the floor. Broom was worn and had a sharp edge. Staff did see a doctor, no lost work time. New broom purchased for residence.

Recommendations— Review hazard reporting with the team at the team meetings. Encourage staff to visually inspect equipment before using it.

Additional Recommendations: replaced as necessary.

Section 4.3 – Northwest Committee discussed the importance of ensuring that your furnace vent is cleaned regularly.

Calgary Committee also recommended that the venting hose be checked as well to be safe and replaced as needed.

3.3 Evaluation of Near Miss Investigations

Oct 3/09 – Broken screen door at one of the residences. The hinges at the top part came off and was starting to fall off.

Landlord contacted and door was replaced immediately.

3.5 Review of Master Hazard assessment and Control Document

Cats and Dogs

Staff should ensure that they relay all known allergies so booking considerations can be reviewed.

Lifting/Moving Furniture

Water Cooler

Signs posted beside water cooler, outlining proper safety measures/ body mechanics of completing this task. (Calgary has this posted above water cooler).

4.1 Training

Pandemic Training - is almost completed. Final Sessions are on Oct 24th.

Mission Possible – winter and Fatigue

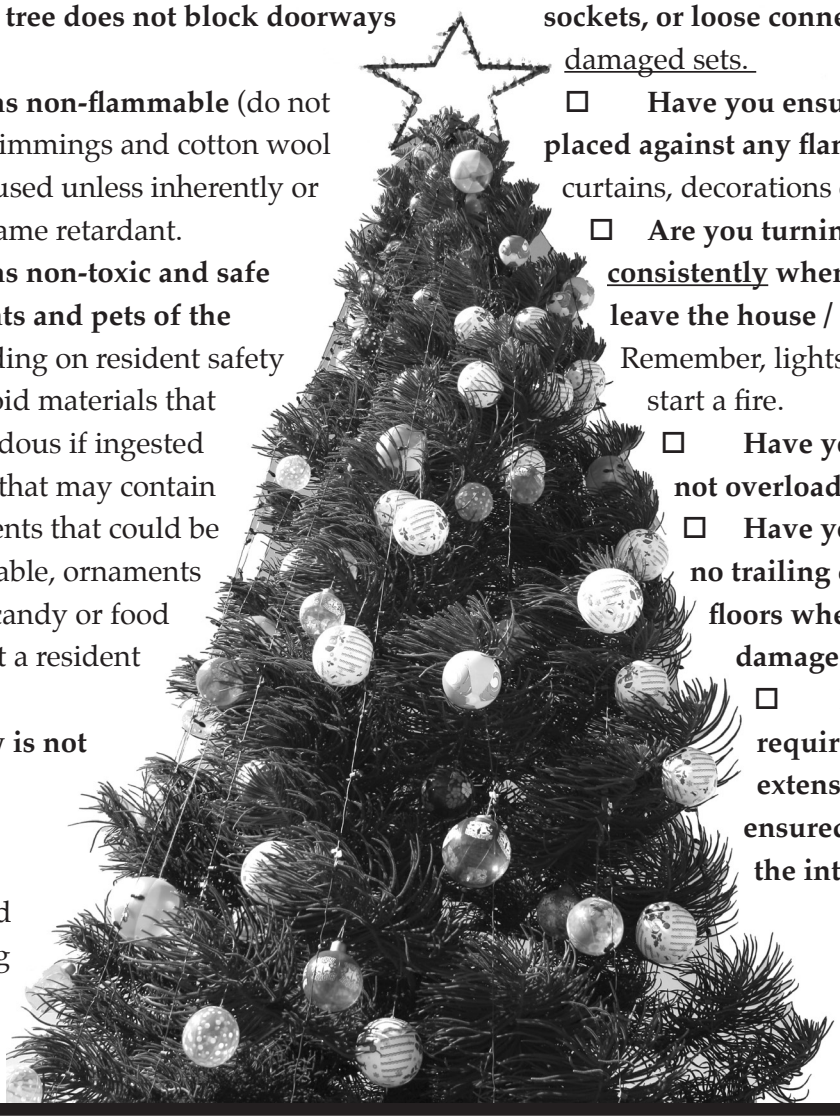
Session 2 – November 7th.

Holiday Decorations – Hazard Checklist

Holiday decorations add to the festive mood of the season, but when decorations are not used properly, they can result in fires, injuries and death. Here is a handy checklist to use to avoid holiday hazards:

Trees and Decorations:

- ☐ **Artificial tree (as designated by Policy 3.5.8)** (*Note-If purchasing an artificial tree, look for the label "Fire Resistant" Although this label does not mean the tree won't catch fire, it does indicate the tree is more resistant to burning.)
- ☐ **Is the tree set up firmly so that it will not tip or fall?** It is worth purchasing a better quality stand for this reason.
- ☐ **Is the tree set up away from radiators and other heat sources?**
- ☐ **Is the tree set up out of the way of traffic? Make sure the tree does not block doorways or exit paths.**
- ☐ **Are decorations non-flammable** (do not burn). Paper trimmings and cotton wool should not be used unless inherently or treated to be flame retardant.
- ☐ **Are decorations non-toxic and safe for the residents and pets of the home?** Depending on resident safety awareness, avoid materials that could be hazardous if ingested i.e. ornaments that may contain lead or ornaments that could be sharp or breakable, ornaments that resemble candy or food that may tempt a resident to eat them.
- ☐ **Artificial snow is not recommended for use.** It uses flammable propellants and may cause lung irritation.



Lights:

- ☐ **Are lights being used as per the manufacturer's designation (indoors or outdoors)?**
- ☐ **Are they newer lights that have been tested for safety by a nationally recognized testing laboratory?** Newer lights have thicker wiring and are required to have safety fuses to prevent the wires from overheating.
- ☐ **Have the lights been examined before use to ensure they are in good condition with no frayed or bare wiring, broken or cracked sockets, or loose connections?** Throw out damaged sets.
- ☐ **Have you ensured the lights are not placed against any flammable materials** i.e. curtains, decorations etc**.?**
- ☐ **Are you turning the lights off consistently when staff and residents leave the house / room or go to bed?** Remember, lights could short out and start a fire.
- ☐ **Have you ensured that you are not overloading electrical sockets?**
- ☐ **Have you ensured there are no trailing cables or cords across floors where they could be damaged or cause trip hazards?**
- ☐ **If light sets have required the use of an extension cord, have you ensured it has been rated for the intended use?**

2.3.4 CLIENT RESIDENCE

The residence is recognized as the client's and as such he/she has the right to be involved and control their physical environment to the extent that they are cognitively, physically and financially able. The following policies apply:

1. The Home and it's Contents: I.C.E. will assist the client to obtain suitable and affordable accommodation in the terms of a rental situation as I.C.E. does not own facilities/homes. It is the financial responsibility of the client to furnish that home with the exception of the contents of the staff room and the fire extinguishers. I.C.E will not assume financial responsibility for the personal property of the client and this includes furniture. I.C.E. will assist with the purchase and maintenance of the furniture but not financially.

Any maintenance of the actual physical structure is the landlord's responsibility and the client must assume the financial responsibility for damages/destruction that is of their doing.

2. Client Involvement: The client has the right to control the temperature of the physical environment to the best of their abilities at a temperature that supports the comfort of the majority of the residents.

3. Client Involvement: The client has the right to be involved in the menu planning and preparation to the best of their abilities. When planning menus client choice and physical well - being must be considered. Three meals must be provided between the time that the client is awake in the morning until 7p.m daily. Snacks and fluids must be available. The client is financially responsible for food purchases and staff will assist with the budgeting and purchasing as required for the same.

4. Each residence holds monthly client meetings to solicit feedback from the client in a formal manner other that what is provided on a daily basis. The meetings are documented and kept on file. In addition other I.C.E. personnel will meet with clients to encourage and obtain their input and feedback about their current living situation and their well being. Guardians are welcome in the home at any time and they may have a key to the home in order for them to provide feedback and assistance to the staff. Formal feedback is obtained from the guardian at the annual planning meeting.

5. It is the responsibility of I.C.E. to ensure that government standards are met as they apply to the agency as a service provider.

6. Prior to any residence moving into a home/residence the Minimum Housing and Health Standard form from I.C.E. must be completed and in compliance. For Support Home Operators this document is done at the onset and attached to the service agreement and completed yearly thereafter. Should the client move bedrooms within the facility, there is construction in the home or his/her home is relocated a new form must be completed during the year. Once the support home operator completes the form an I.C.E. representative must validate the accuracy of the document. For Residential programs operated by I.C.E. the Minimum Housing and Health Standard form must be completed prior to the client moving into the home. It will only be completed thereafter should the client move to a new home or change the location of his bedroom in the existing home. This document is then attached to the lease and filed in the residential office file at the main office. Any correspondence to the landlord or from the landlord in regards to Minimum Housing and Health Standards must be in the section of the file as well. All contact with the landlord in regards to these Standards must be supported by written documentation.

7. When in a client's home the employee is to ensure that he/she demonstrates respect toward the client's residence and their personal property. In addition the following policies are to apply at all times:

- Employees are not to use the residence as a storage facility for their own personal belongings. Only bring to the shift what is required to complete your job effectively. Personal belongings (i.e. purse, money, electronic equipment such as laptops, digital cameras, I Pod's, cell phones

continued on page 6

2.3.4 CLIENT RESIDENCE, **continued from page 5**

etc.) are required to be locked away to ensure safety. I.C.E will not assume responsibility for the damage or loss of an employee's personal property (see Policy 2.2.2 Client Confidentiality and Policy 3.8.12 Telephone/Cell Phone Use and other Personal Electronic Equipment).

- If your cell phone is on your person it must be turned off and it must never be used for any pictures/video clips of any client or their living arrangement and/or other I.C.E. employees property (see Policy 2.2.2 Client Confidentiality and Policy 3.8.12 Telephone/Cell Phone Use and other Personal Electronic Equipment).

- Use of laundry facilities for personal use is not permitted.

- Employees are not to borrow anything that belongs to the client.

- Monetary loans are not to occur.

8. Any staff member completing a shift in a residential setting must be aware of and comply with the following:

- If you are new to the work site you must read the site-specific orientation section of the orientation manual at the onset of your shift. Once complete the employee must sign the sheet at the end of this section acknowledging that they have read the information. Any questions or concerns the employee is to contact the office or ECAT supervisor if after hours.

- A policy manual is available in all residential setting for employee reference.

- All appropriate paperwork is to be completed prior to leaving the home at the end of your shift. This is to include but is not limited to staff communication log book, client log books, daily planner (documentation of housework completed, outings and meals prepared) and general or critical incidents should the latter occur.

- The staff room, if one is available, is to be locked at all times.

- The medication cupboard is to be locked at all times and employees must follow the Medication Administration Policy 2.3.5.

- Client and household routines are documented in the site specific orientation. Client files will further provide additional information if required. Any assigned procedures such as G-tube feeding or use of adaptive equipment such as a Hoyer lift, must be carried out by employees who have been trained in the procedures. For any client requiring a bath/shower assist, the employee is to follow Policy 3.5.8 for monitoring the water temperature to ensure client safety.

- When leaving the home unoccupied ensure that all windows and doors are locked, alarms are set if present, the answering machine is turned on and no appliances are operating such as a coffee pot, washer or dryer.

- If keys were provided to the employee at the onset of their shift, they must be returned to the office either at the end of your shift or the next business day.

- When accessing the community the employee will not disclose information about the residents to outside sources or permit pictures to be taken of the clients i.e. press, media etc.

- If eating meals in a restaurant the employee is financially responsible for their own meal expenses. When employees eat at the home there may or may not be a small charge for the meal. Night staff should not be eating the clients' food.

- No long distance telephone calls are to be made by employees when in the residence

- Employees are not to have personal visitors to the residence.

Failure to adhere to the above policies will result in disciplinary action up to and including dismissal.

Updated October 2009

MERRY CHRISTMAS and HAPPY NEW YEAR

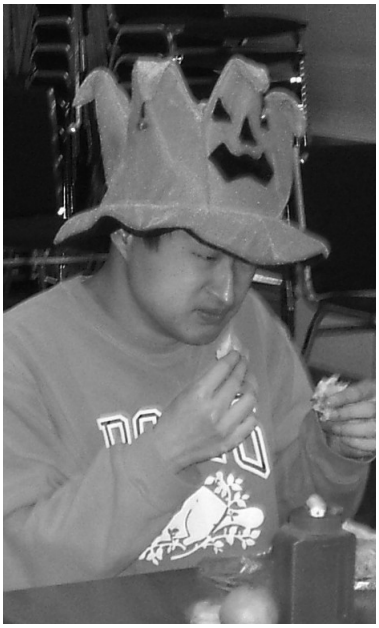
FROM ALL OF US AT ICE

You are invited to attend the Annual Christmas Party and Awards Ceremony hosted by I.C.E

December 10, 2009
From 12:00 p.m. to 3p.m.
at the Marlborough Park Community Center
6021 Madigan Drive N.E. (in the large hall)

There will be a light luncheon followed by the awards, games and door prizes

As we will be serving lunch and we want to have enough for everyone please call to confirm attendance by December 3, 2009 at (403) 219-0503



Thanks to everyone who attended the Halloween Party on October 29th. There were lots of great costumes!!!
Fun was had by all!!

H1N1 Decision Chart

IF YOU HAVE FLU SYMPTOMS

Use the guidelines in this table to help make the best decision for you and your loved ones.
Always use hygiene and prevention measures to avoid contamination:

- Wash your hands frequently.
- Cough or sneeze into the crook of your elbow rather than into your hands.
- Keep your surroundings clean.

	SITUATION FOR AN ADULT OR CHILD	WHAT TO DO?
LOW URGENCY	The person does not have a fever (temperature less than 38°C (100.4°F), but does have these symptoms: • Sore throat • Runny nose • Stuffy nose • Cough	Probably a cold. Get some rest.
MEDIUM URGENCY	The person has a fever over 38°C (100.4°F). The fever came on suddenly and is accompanied by these symptoms: • Cough • Significant fatigue • Headache • Sore throat • Muscle aches	Probably the flu. Rest at home.
HIGH URGENCY	The person has a fever over 38°C (100.4°F) and belongs to a group at risk of developing complications (children under two years of age, the elderly, pregnant women, and individuals with chronic diseases). The person has a fever and one of these symptoms: • Shortness of breath • Difficulty breathing • Painful breathing • Vomiting for more than four hours • Fever in a child who is too quiet and less active than normal or who refuses to play or is agitated	See a doctor today or go to an Influenza Assessment Centre. For Influenza Assessment Centre locations, visit albertahealthservices.ca
IMMEDIATE URGENCY	The person has a fever over 38°C (100.4°F) and one of the following: • Difficulty breathing that persists or worsens • Blue lips • Convulsions • No urination for 12 hours • Severe neck stiffness • Drowsiness, disorientation, confusion, or difficulty being roused • Fever in an infant under three months old	Go to the hospital emergency department immediately. Call 911 if necessary.

CONTACT INFORMATION

Health Link Alberta
Calgary 403-943-5465
Edmonton 780-408-5465 or
Toll-Free 1-866-408-5465

Stay informed, visit
www.albertahealthservices.ca

Alberta Health Services

November 2009