

# ICE PAGE

CALGARY

2013

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**TIME SHEET HAND-IN:**

**June 17th, 2013**

For all shifts worked between June 1st and June 15th, 2013

**July 2nd, 2013**

For all shifts worked between June 16th and June 30th, 2013

**Team Leader**

June 6th, 2013 @ 1:30 pm

**Health and Safety Meeting**

June 19th, 2013 @ 1:30 pm

**RPAC Meeting**

June 20th, 2013 @ 1:30 pm



## ECAT

Employee & Client Assistance Team

403-819-0583

after office hours

## ICE Employees,

### Consider becoming a Support Home Operator for one of your ICE Clients

**Right now there are excellent opportunities in this area!**

A support home is a natural home setting that an adult with a developmental disability shares with someone who provides ongoing support. Support may include assistance with self-care and relationship building, life-skills, meal preparation, personal care and use of community resources and generic services.

Options for support homes are broad and flexible and include a wide variety of arrangements. In some situations the individuals within the home share more than physical space, they share their lives. The members of the home spend a lot of time together and are actively involved in one another's daily activities. In other situations, the home sharing arrangement is characterized by more independent relationships.

ICE is happy to be affiliated with some excellent support home operators and this is a support arrangement that current ICE employees may want to consider in relation to clients that they work with.

Here are some thoughts shared by a few of our current ICE support home operators (SHO).

**Vi**

Vi has been a SHO with ICE since 2002. She currently supports two individuals in her home. One of these individuals has been living with her for more than 22 years.

Vi says, "When you are doing what you care about it doesn't seem like work. One person can make a big difference because of the

consistency of support. It may take a long while to see progress but when it happens, it is really something to get excited about! I feel good when I see the improvements in their health and daily independence. Working from home allows me to pace my work and take a little space for a break when I need one.”

**Joanne**

Joanne entered this field as a foster parent and when the person she was fostering became an adult, Joanne and her family continued to provide supports to this individual in a support home arrangement. She has been a support home provider with ICE since 2006.

Joanne says, “It’s a good cause and a way I can work from home and be home with my own kids. It provides a good experience for my children to learn to be open and accepting of persons with disabilities.” Asked about considerations for becoming a support home provider, Joanne shared, “It definitely helps to have a supportive partner on board as with my husband. While there are challenges and it takes a lot of patience, it is worthwhile. More than a job, it’s a lifestyle. Clients have a feeling of family and there is also a lot of consistency which is important to people with special needs.”



**Ed**

Ed became a support home operator for ICE in 1999. Ed presently has two male clients sharing his home. He notes, “It gives the clients a secure feeling. The home is their home and our home as we come together. It is a true pleasure seeing them grow and learn each day.” Ed says that he also learns from his clients each day. “Consistency is number one, for both the clients and me. I will always be there for them. It is a full time commitment and you have to love your job. I get paid everyday to implement a goal plan that will provide the clients with a positive and successful outcome. By becoming a support home operator it has offered me a second family. I am able to understand and meet their needs better by being with them 24/7.” Ed describes the relationship with ICE as one of cooperation, “ICE has always had my back and is only a phone call away. I can always count on them.”

**Deb**

Deb became a support home operator for ICE in 2006. Deb had been working for another agency as a day program supervisor and wanted to get away from the paperwork and work hands on with the clients. Her client was accepted through ICE and she became his support home provider.

Deb says, “This model of support offers more of a family environment, no shift workers coming and going. It is their safety zone to return to each night knowing that they will never have to leave. Our model is a family model not a business model. I get to work from home on a daily basis with the clients and that is what I love to do. I am a nurturer and also have my social service worker diploma. It is a marriage of the two roles working with my heart and my education.”

When asked about important considerations for persons who might be interested in becoming a support home operator, Deb shared, “Realizing there is no “off button, it is a 24/7 commitment.

Initially it is important to realize that families might not disclose all the information therefore it is a learning experience for everyone involved. If you are in it for the right reasons it is the best job. It is a wonderful way of life with pay. It is rewarding to watch the clients gain independence, confidence and achieve their goals and to be a part of it. I enjoy watching the clients interact and develop friendships with each other.”

**Sue Ellen**

Sue Ellen has been a support home operator for about four and a half years and has been a SHO with ICE for about 9 months. She was first introduced to the field in a part time job with the agency and then did some work in respite for one individual. It worked out so well that when that support home provider moved away Sue Ellen was offered the opportunity to take on the two clients she had been providing support to.

In Sue Ellen’s words, “We are a family who chooses to have two clients as part of our extended family. We consider our clients as family. The clients learn independent living skills appropriate to their needs and we as a family learn how to be accepting, loving, and inclusive to all people. We believe this model works well because it is like family. We don’t have different staff coming and going all the time in the home. The individuals get the opportunity to be part of a regular family dynamic. The family connections can also become supports for the individuals over time. Our family has in fact grown because of the decision to be a support home provider.”

**Kristine**

Kristine has been a Support Home Operator with ICE for just a few short months. She had a friend who is a current SHO with ICE and after seeing the support model in operation she thought, “If she can do it, I might as well apply.” Kristine says that the benefits to her are to be able to stay home with her baby and not work outside the home. She says, “It is a good model to support individuals because they see you as a role model and you show them love and respect.” When asked about important considerations before becoming a SHO, Kristine’s response, “Knowing the clients and that the match is suitable for your family’s life.” Kristine adds, “It’s important to have a nice home and a good attitude.”

Benefits of being a Support Home Operator include: earning an income while working from home, reduced/shared accommodation/ costs for your primary dwelling, a chance to serve others using a holistic approach and if you provide a home with room/board for a person with a developmental disability any funds that you receive as an independent contractor are non-taxable under the Canadian Tax Act.

**How are Support Home Operators paid?**

Clients receive funding through Alberta’s Persons with Developmental Disabilities (PDD). These funds vary based on the individual’s needs and are paid monthly to the support home. Independent Counselling Enterprises administers the PDD funds and ensures that the support home meets required service

standards through monthly visits, provision of training opportunities and other communications.

**Interested? It's easy to get started.**

If you are currently an ICE employee and would like to be considered as a support home operator, submit a **letter of intent** describing the type of home you have and a brief description of your community. You will require house and vehicle liability insurance and in addition, your house must meet our safety requirements.

**If you are not an ICE employee the process includes submission of:**

- A cover letter
- Current resume
- Two positive references,
- A clear Police Information Check
- Current First Aid / CPR Certificate
- House and vehicle liability insurance (In addition your house must meet our safety requirements)

Email: [drachkewich@icenterprises.com](mailto:drachkewich@icenterprises.com)  
 Fax: (403) 717-0503

**For more information call the ICE office in your region.**

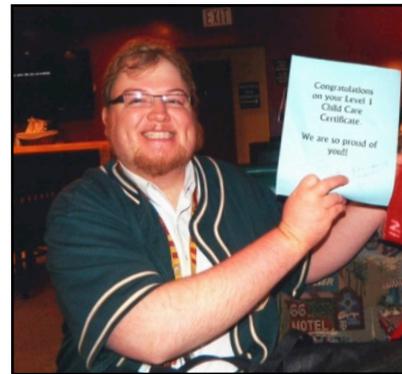
JC loves to be very physically active. With the support of ICE staff he participates in a walking club weekly; he also bikes, swims, and skates. JC is also involved in Special Olympic baseball and floor hockey.

JC has been working on upgrading his computer skills with his staff's help since receiving a computer for Christmas. He participates in an online fantasy hockey league and hopes to one day become the commissioner for this League. JC loves hockey and knows more hockey statistics than just about anyone; he keeps detailed hockey stats on just about everything. He dreams of one day creating and maintaining his own hockey statistics website! JC's favorite team is the Calgary Flames and his favorite player is the great Sidney Crosby.

Every day JC works on making himself a better person either by learning something new or by making someone else's day better. He achieved a significant milestone last month when he earned his Level One Child Care Certificate with the aid of his staff. Congratulations on your achievements JC!

**Client Success Story - JC**

JC has lived in Claresholm all of his life. He completed high school in Claresholm and married his high school sweetheart here in 2008. JC is one of the hardest working, goal focused individuals you will ever meet. He work at Kid's Zone, an after school care facility three days per week and at the library one day per week.



**POLICY REVIEW**

**3.3.1 PROFESSIONAL DEVELOPMENT**

1. Independent Counselling Enterprises encourages all employees to take responsibility for their own professional development through courses and workshops that improve employee's knowledge, skills and ability to do their jobs.
2. Independent Counselling Enterprises may pay for all or part of the tuition fees or provide paid time off when employees complete work-related courses. The employee must obtain pre-approval from their Supervisor, and pay for the initial cost of the course. The employee must provide

documentation of successful completion of the course to obtain reimbursement.

3. Eligibility for reimbursement is dependent upon the employee completing a minimum of 1 year employment as a full time employee (refer to Policy 3.1.4 Full Time and Casual Status) with Independent Counselling Enterprises. Reimbursement will not be based on the employee's anniversary date, but will be based on Independent Counselling Enterprises' fiscal year (October 1 - September 30). Maximum reimbursement will be up to \$500.00 and is dependent on the number of years of employment with I.C.E. and the employees' position within the agency.

## Preventing Strains

A strain occurs when a muscle or tendon becomes overstretched and tears. This painful injury, also called a "pulled muscle," can be caused by an accident, improper use of a muscle, or overuse of a muscle. Strains happen when a person twists or pulls a muscle or a tendon. The symptoms of a strain include pain and difficulty moving the injured muscle, discolored and bruised skin and swelling. Common types of strains include back, neck, hamstring and groin strains.

Strain injuries are painful and recovery times vary depending on the muscle that has been injured and a person's fitness. Muscles that are typically used more in activities of daily living will take longer to heal. A mild to moderate muscle strain to the legs, which is one of the most common areas along with the back to incur this type of injury, may take eight to 10 weeks or more to heal properly. If the strain is severe, it may require surgical intervention.

To prevent a strain or muscle pull warm up properly before doing any kind of strenuous task such as vacuuming, shoveling snow, mowing the lawn, or using a mechanical lift. Stretching, when done properly, increases flexibility and decreases injury. To keep your muscles strong and flexible, it is also important to exercise regularly.

Another way to avoid strains is to evaluate physical tasks before you attempt them. Ask yourself these questions:

Do you know how to perform the task safely?



For example, if a client has to be transferred using a Hoyer lift and you have not been trained to use the lift, do not proceed. Instead ask a trained staff to complete the transfer or contact an ICE supervisor for direction.

Do you have the physical capacity to perform the task safely? To prevent injury it is important to recognize changes in your personal capacity in relation to your health and age.

Example: if you have to move a box that weighs more than what you comfortably lift, ask for help. (According to Lifts and Transfers – ICE Policy 2.3.7. no staff should lift anything over 50 pounds maximum weight.)

Are there controls (engineering, administrative) that could be applied to complete the task more safely and effectively?

For example use of equipment such as carts, lifts, ergonomic shovels etc.?

Perhaps the task could be completed more safely if it was broken into smaller steps? Example, if the house has a huge back yard and front yard, the front yard can be mowed one day and the back yard could be mowed the next day. If you have to shovel the sidewalk after 20 cm of snow has fallen over night, shovel the side walks in sections, taking breaks in between or alternate with a co-worker.

Remember strains are painful and best avoided!



## ICE MOMENTS

### May Thank-you

#### Incentive Draw Winner!

*Felicia Gallant* received a thank you card for assisting with a staff crisis on short notice by working in a home with a medically fragile individual.

#### Other Thank-you Cards Received for the May Draw

**Denise Sielecki** received a thank you card for assisting with a staff crisis on short notice by working additional shifts in a home with a medically fragile individual.

**Maxine Bailey** received a thank you card for reporting a health and safety risk when a window in the home would not completely open. She also arranged for the repair to be made immediately to the window.

**Irene Dixon** and **Beatrice Kobi** received thank you cards for working extra hours to pack and unpack the residential home during a move.

**Phylisters Bayoli** received a thank you card for ensuring the health and safety of our clients by assisting the clients to stay out of harm's way while the movers were loading their furniture.

# TRAINING

## PET

June 12th and 13th

9 am - 5 pm

As described on the ICE website.

## PET

June 26th and 27th

9 am - 5 pm

As described on the ICE website.

ICE offices will be closed

**Monday, July 1st, 2013**

**for Canada Day**



Please direct all calls to the Employee Client Assistance Team for this day.

## CALGARY CONGRATULATES Long Term Employees !!!

STAFF	YEARS	DATE
Bill D	18	June 7th
Jose R	13	June 3rd
Pam T	8	June 8th
Maxine B	7	June 9th
Aline K	2	June 3rd
Johntom L	1	June 21st

In order to ensure the Health and Safety of all ICE client's and employees, the company must have commitment and involvement by senior management.

Recently ICE Calgary Regional Manager, Deanna Rachkewich visited a residential home that had moved. During the visit Deanna checked first aid kits, fire extinguishers, medicine cabinets and water temperature charts.

These types of visits provide excellent opportunities for senior management to observe the positive efforts demonstrated daily by ICE employees for risk management and health and safety.



## Health and Safety Minutes

### Meeting - April 17, 2013

#### 3.0 STANDING ITEMS

##### 3.1 - A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)

Edmonton :

January 18, 2013

Worker was walking on a snowy sidewalk to a client's home when they slipped and fell.

##### Recommendations:

Wear shoe grips (cleats) and walk with care and attention.

##### No Further Recommendations

February 5, 2013

Worker was leaving the home of a client and slipped and fell on a step due to icy conditions and a sloping sidewalk.

##### Recommendations:

Ensure that workers are made aware in advance of shifts of the specific hazards for each work site (sloping sidewalk). Review with employees the necessity to report uncontrolled hazards prior to proceeding at locations with such issues. If reported in advance, hazards can be controlled (i.e. walkways sanded and salted) prior to workers completing their shift. In circumstances where seasonal darkness may prevent a clear view of hazards, workers are encouraged to carry a personal flashlight to enhance their ability to see these.

Additional Recommendations: make sure outdoor lighting is turned on and walk with care and attention

##### South:

No minutes available

##### Grande Prairie / Northwest:

No Current Injury Investigations

##### B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)

Edmonton:

December 29, 2012

Client became impatient while waiting to go to Tim Hortons to get coffee.

Client attempted to strike staff but staff was able to dodge the blow and client

did not make contact. Space given and PBI used. Planned Procedure followed.

##### Recommendations:

Use a visual activity planner so that the client is better able to anticipate the schedule for their desired activity. Review incident at RPAC for further recommendations.

No Further Recommendations

February 1, 2013,

A plumber was working on the water temperature gauges in a residential program. A tenant from the apartment suite above saw smoke (originating from this plumbing work) and called the fire department. The fire department arrived quickly and safely resolved the situation

##### Recommendations:

Evacuate the building immediately when smoke or fire is observed/ reported. (I.E. even if the situation does not turn out to be dangerous staff need to model safe procedures and treat the situation at the minimum as a fire drill.) Monitor external contractor activity on ICE work sites for safety. Have safety equipment readily available for use i.e. fire extinguishers. (Note: A Health and Safety memo was circulated to all ICE residential staff after this incident. The memo stressed the importance of monitoring contractors while they are working on ICE residential sites and identified potential hazards from plumbing work.).

No Further Recommendations

##### South:

Minutes unavailable

##### Grande Prairie / Northwest:

No Current Near Miss investigations

##### 3.2 - Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:

No Current Injury Investigations

##### 3.3 - Evaluation of current Near Miss Incident Investigations:

April 3, 2013

Client decided that she did not want her roommate to have tea, when staff

attempted to make roommate tea client tried to strike staff. Using PBI methods staff was able to avoid being struck. Client is currently under more stress than normal due to upcoming move.

**Recommendations:** Positive approaches to be reviewed by RPAC

##### 3.4 - Review of COR Audit and Action Items:

Reviewed Hazard Control- 3.1-3.9

##### 3.5 Review of Master Hazard Assessment and Control Document Reviewed pages 35-40

- Completing First Aid and CPR- add under policies –Policy 3.3.4 –Mandatory Staff training
- Use/Maintenance of Oxygen Tanks- add under safe work practices-ensure proper placement of tanks
- Use of gloves- no additions
- Personal Care-bathing/showering client-add under training – add regional to LAB day, add under policies 2.3.14 Community Rehabilitation Bath/Shower Assist, add under assessments –Client assessment for safe bathing and shower practices
- Personal Care- Shaving or Brushing client's teeth –Add equipment –use of electric shaver and use of disposable flossing sticks
- Personal Care – Foot care, Clipping Nails-no additions

##### 3.6 - Policy Review

2.3.2 – Planning Client Services

##### 4.0 - OTHER BUSINESS

4.1 - ICE Page Health & Safety Article suggestions –Change of Seasons being prepared for weather

4.2 - Presentation – Jasmine received her cup for attending three meetings

4.3 - Upcoming Training- Mission Possible Speed and Distraction part one April 30, 2013- 9-12 or 1-4 pm  
Part Two Speed and Distraction May 28, 2013- 9-12 or 1-4 pm

##### NEXT MEETING:

June 19th , 2013 at 1:30 pm at the ICE office.