

## Employee Spotlight Samantha

Samantha Halstead is a woman who enjoys challenges. In December of 2007 she was presented the Edmonton ICE award for Complex Care for her outstanding efforts and commitment to assisting individuals with complex needs.

Born and raised in Vancouver, Samantha later left British Columbia to explore new opportunities and horizons. She traveled Europe and then returned to Canada to live in Edmonton as a change of pace from the west coast. A previous work experience in Vancouver had triggered an interest in assisting individuals with disabilities so when Samantha spotted a posting on the internet for an opportunity with I.C.E., she thought it "sounded interesting" and applied. Samantha has held several roles within I.C.E. since joining the agency in 2004 including: Day Program staff, Main staff and Team Leader. She has also

worked with individuals across both adult and children's programs.

Samantha has shown a natural aptitude for supporting persons with complex needs since starting with the agency. She reports that she finds it rewarding to help these individuals build success; "To get to know people, and like a puzzle, figure out what works for them." Samantha takes great pride in assisting individuals to achieve day to day successes that help them reach their larger goals.

Outside of work Samantha is a photography and scrap booking enthusiast, who enjoys music, concerts, and travel. At work she continues to grow with the agency by accepting new challenges such as Team Coordinator training which she is scheduled to complete this spring. Samantha presents a wonderful combination of kindness and strength; qualities which her clients and colleagues appreciate and rely on. ICE would like to extend a heartfelt thank you to Samantha for her dedication and hard work.



Vancouver is the largest city in the province of British Columbia. It's surrounded by water on three sides and is nestled alongside the Coast Mountain Range. Vancouver is home to spectacular natural scenery and a bustling metropolitan core, and boasts one of the mildest climates in Canada.

The Greater Vancouver region is home to more than two million people in 21 municipalities, making it the third largest metropolitan area in Canada.

The Olympic Flame will arrive in Vancouver on February 12th, 2010 marking the opening of the Winter Olympic Games. Vancouver will welcome athletes and guests from around the world for the event.

During the Vancouver 2010 Paralympic Winter Games, approximately 600 athletes will compete in four sports and over 50 separate medal events.

**Did you know?**

## After Hours Supervisor

819-0583



### MEETINGS



#### Health & Safety Meeting

March 20, 1:30 PM

#### Team Leader Meeting

March 12, 1:30 pm

#### RPAC

March 13, 3:00 pm

### TIME SHEET HAND-IN



Hand-in day will be:  
**Mon March 17, 2008**  
 for all shifts worked between  
 March 1st and 15th  
 and  
**Mon March 31, 2008**  
 for all shifts worked between  
 March 16th and 31st

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## Your Employee Health and Safety Committee

**WHAT WE ARE:** ICE employees from different areas working together to improve your health and safety on the job.

**WHY:** increased health and safety cuts down on injuries that hurt you (ouch!) and hurt your company with reduced productivity and expensive insurance coverage.

If you have any issues or concerns about your own, or another staffs' safety, you are obligated to report it (ICE policy 3.5.1, and Alberta Occupational Health and Safety Legislation 2(2), 2006) to your supervisor, a member of the Health and Safety Committee or, in the health and safety box in the front office.

It is also your responsibility to document your issue or concern in the 'Hazard Identification section' of the 'Staff Communication Daily Log pages' if you are a Residential employee so that your co-workers are aware immediately.

**HOW:** the health and safety committee works to improve your work environment by reviewing injury/illness/near miss investigations, reviewing policy and hazards, and taking action based on these findings, and by bringing forth your concerns to management.

**WHEN:** Check your ICE Page for meetings in your area. If you are interested in joining the committee or just attending a meeting, please call your Health and Safety chairperson: Deb Garrioch in Calgary; Tracey Silliker in Grande Prairie; Julie Clark in Nanton; and Corinne Stasiewicz in Edmonton . We are always looking for more front line staff to take responsibility for your health and safety!

*We are always looking for more front line staff to take responsibility for your health and safety!*



# Thank You!

Incentive Thank-you Card Draw Winner  
Prize won: Flatware

**Denise Sielecki** received a thank-you card from Payroll for 5 years of perfect attendance. Your dedication and commitment is very much appreciated, Denise!!

## Other Thank-you Cards Received

**Darlene Logan** received a thank you card from Booking Dept for picking up numerous shifts. Thank You Darlene!!!!

**Max Pineda** received a thank-you card from his Coordinator for assisting with the annual planning process. It is very much appreciated Max!

**Margaret Irwin** received a thank-you card from her Coordinator for all the extra stuff she does. Thank You Margaret!

**Amber-Gael MacDonald** received a thank-you card from the Booking Dept for picking up relief shifts at 2 of the homes. Thank you Amber-Gael!!

**Amber-Gael** received another thank-you card from her Coordinator for staying for the remainder of a shift when she wasn't feeling well. It is very much appreciate, Amber-Gael!

**Theresa Sanborn** received a thank you card from her Coordinator for the wonderful support she provides. It is appreciated, Theresa!!!!

**Audrey Friesen** received a thank-you card from the Booking Dept for picking up relief hours. Thank You Audrey!

**Audrey Friesen** received another thank-you card from her Coordinator for the assistance and work supports she provides to her client. It is appreciated Audrey!!!

**Sandra Garratt** received a thank-you card from her Coordinator for promptly following up with available opportunities for the program. It is very much appreciate, Sandra!

**Pam Thomas** received a thank-you card from the Coordinator for ongoing dedication toward your client and team. Thank You Pam!

**Leslie Schmidt** received a thank-you card from her Coordinator for the assistance with coordinating a meeting with the client. It is appreciated Leslie!!!

**Mohammed Ayedi** received a thank-you card from booking for picking up extra shifts!! Thanks Mohammed!



# HAPPY EASTER!

## Health & Safety Minutes

### 3.2 Evaluation of current injuries and near misses.

Reviewed a Near Miss – Client Escalation, yelling and slammed bedroom door several times. Continue to monitor client for behaviors of concern and to ascertain need for planned procedure development.

### 3.3 Review and updates of a section of the Hazard Assessment Document.

#### Working with People

Committee members felt that a more appropriate rating for potential consequences should be 2.

#### Working Along

Committee members felt that an area should be added to the controls section:

Ensuring that Non-Res staff has change for the phone (access to phone). This is part of the Random Inspection and is an Administrative Control.

### 4.2 Footwear Policy

Reviewed existing policy. Committee members were wondering if this was being revised?

I.e. Include not wearing Crocs, etc.

### 4.3 WCB

Several staff will be attending training/workshop in March

### 4.5 Stove Liners

Discuss use of stove/oven liners?

Committee wondering if they had CSA approval rating. Committee member will investigate

### 4.6 Site Specific Hazards

Increased risk of home invasion/ theft due to presence of psychotropic medications will be reviewed and added.

### 4.7 New Medication Storage Containers

These are now being provided by pharmacy in Calgary.

## Good Housekeeping is Key to Health and Safety

Whether ICE employees are assisting clients with the development of life skills or supporting individuals who need a higher level of care, good housekeeping is important to every I.C.E. employee. Here's a quick good housekeeping list for review. Remember these items are just as valuable for your own home as for the residential programs you work in:

1. Prevent slips, trips and falls and ensure emergency egress safety by making sure walkways are kept clear. Articles must not be stored where they will block or restrict access to fire escape routes. Inappropriate storage of items or supplies can create tripping hazards and obstructions and increase the risk of fire. Remove obstacles from walkways inside the home and always keep them free of clutter. Secure (tacking, taping, etc.) mats, rugs and carpets.
2. Use extension cords (if required) as little as possible. If you do need to use an extension cord, ensure that it is in good repair, CSA approved, and suitable for the job. Never use an outdoor extension cord indoors, or vice versa. Indoor and outdoor extension cords are designed differently. Improper use could cause a fire. Never place cords under carpeting.
3. Store items safely. As per ICE policy 3.5.8 Standard Hazard Controls, all cleaning supplies are to be kept locked up in an area separate from the food and medications in the home. Keep all combustible materials well clear of home furnaces, water heaters and dryers including exhaust pipes and vents.
4. Check regularly that windows are easily opened, and that clients and workers would be able to quickly and safely climb out of them in an emergency. In winter, windows may frost up or snow may build up outside on lower

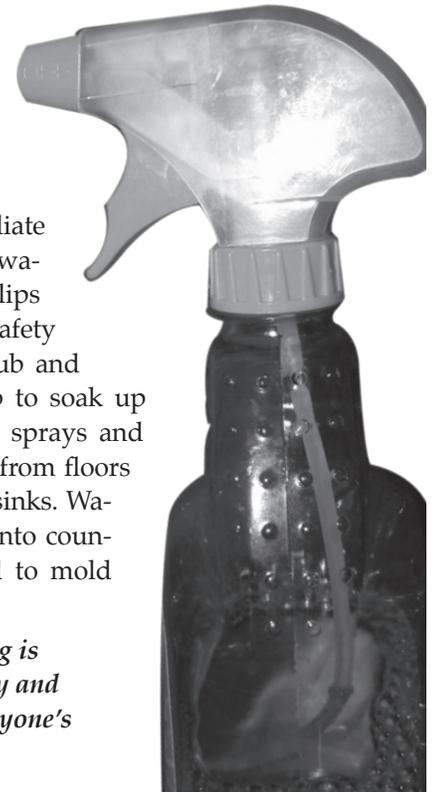
Ensure plugs and cords are in good condition and not frayed or damaged.



## Health & Safety

levels. Window escape routes must be kept clear and operational all year round. Also be sure to have something (chair, stool, dresser, step-ladder etc.) under windows requiring these so that clients/staff can climb on them to reach the window, should they need to escape (Make sure these items are stable so that people can climb them safely.)

5. While doing laundry always remove the lint from the clothes dryer lint trap after every load. Ensure that clients completing or learning to complete their own laundry tasks are also taught this important safety skill.
6. Spills, sprays, and splashes need immediate follow-up. Puddles of water on the floor cause slips and falls. Have a safety bath mat inside the tub and a mat outside the tub to soak up spills. Wipe up water sprays and splashes immediately from floors and around tubs and sinks. Water left sitting creeps into counters etc. and can lead to mold problems.



*Good Housekeeping is key to working safely and working safely is everyone's responsibility.*

# Health Corner

## What is Choking?

To understand choking, you first have to understand what goes on at the back of your throat hundreds of times per day. All the food you eat and the air you breathe passes through your throat to get into your body. Food and liquid go down one pipe, the esophagus to your stomach. Air goes down another pipe, the trachea, or windpipe to your lungs. These two pipes share an opening at the back of your throat.

So if you share an opening how does the food know which pipe to go down? Lucky for you, your body has it all under control. A little flap of cartilage called the epiglottis sits near your trachea, and every time you swallow, it springs into action. Acting like a little door, it closes off the entrance to your trachea so that food is sent down your esophagus into your stomach instead of your lungs.

Though every once in a while, the epiglottis doesn't close in time causing an object; like Mike's Smokey down into the trachea. Most of the time, it's no big deal; your body makes you cough and force's it back up.'

You've probably experienced this. Did you ever have a sip of a drink that "went down the wrong pipe"? You probably coughed a lot and it might have been scary, but usually you're fine in just few seconds. That's because coughing is the body's natural defense against stuff that doesn't belong in the trachea. A good cough often can clear out a piece of food or even an object that heads down the trachea. If a person can still breathe and talk, coughing often does the trick.

But when someone is truly choking it means the food or object is completely blocking the trachea and air cannot flow into and out of the lung. The person cannot cough the object out. They can't breathe, talk, or even make noise. They may

## CHOKING

Just as Mike took a bite of his Smokey, his friend Dave made a goofy face and it cracked Mike up. But it is hard to laugh and swallow food at the same time. A piece of Smokey slipped down Mike's throat and got stuck. He couldn't breathe; he couldn't make any sounds at all.

At first Dave thought Mike couldn't catch his breath because he was laughing hard. But when Mike started waving his hands and grabbing at his throat, Dave knew his friend was in trouble. He yelled for help.

A staff member rushed over to Mike and performed a technique call the Heimlich maneuver, which caused the Smokey piece to shoot out of Mike's mouth and land good 6 feet away. Gross, yes. But the staff member saved Mike's life.

grab at their throat or wave their arms. If the trachea remains blocked, their face may turn from bright red to blue.

The body needs oxygen to stay alive. When oxygen can't reach the lungs and the brain, a person can become unconscious, sustain brain damage, and even die within minutes. That's what makes choking such a serious emergency.

## How Can I Prevent Choking?

Here are four great ways to prevent choking:

1. Be extra careful when eating certain foods that are easy to choke on. They include: hotdogs, nuts, grapes, raw carrots, popcorn, and hard or gooey candy.
2. Sit down, take small bites, and don't talk with your mouth full!
3. Eat softer foods if you have difficulty chewing.
4. Learn the Heimlich maneuver. It's usually taught as part of any basic first aid course.

### First Aid for a Conscious Adult

\*\*This is reminder for staff who has first aid/ CPR.\*\*

#### Determine if the person is choking

- Ask, "Are you Choking?"

#### If the person is not choking;

- Encourage person to continue coughing.
- Continue to monitor situation.

#### If the person is choking;

- Summon someone to can help.
- Give abdominal thrusts
- Wrap your arms around the person's waist.

- Make a fist
- Place thumb side of fist against middle of person's abdomen just above navel and well below the lower tip of breast bone.
- Grasp fist with your other hand.
- Press fist into person's abdomen with a quick upward thrust.
- Each thrust should be a separate and distinct attempt to dislodge the object.

#### Repeat abdominal thrust until;

- Object is coughed up.
- Person starts to breathe or cough forcefully.

- Person becomes unconscious.

#### If the person becomes unconscious;

- If not already done, have someone phone 911. If alone, make the call yourself.
- Do a finger sweep.
- Attempt to ventilate. If breaths do not go in, reposition head and try again.
- Give 5 abdominal thrust
- Repeat these 3 steps until effective, or until ambulance or other trained person takes over.

## 2.2.1 CLIENT RIGHTS AND RESPONSIBILITIES

Independent Counselling Enterprises believes clients have the following rights:

1. The right to independence.
2. The right to be listened to and to self-advocate, or if unable, to have someone advocate on their behalf.
3. The right to be informed about the service provider (agency's policies and procedures that govern service delivery) and the services being provided there by enabling the client to make informed choices to accept or to refuse services (see Policy 2.2.3 Informed Consent).
4. The right to service provision according to the clients needs' and established personal plans not restricted by gender, age, race, creed, religion, sexual orientation or colour.
5. The right to quality service and support

characterized by respect and dignity for the client, recognition of the client's privacy needs, courtesy, competency, punctuality, flexibility, confidentiality and freedom from mental, physical and financial abuse by the service provider.

6. The right to be fully included in the planning, revision or review of their personal plan.
7. The right to be informed of the appeal process and to appeal decisions made by Independent Counselling Enterprises regarding service delivery without fear of reprisal or discrimination.

Independent Counselling Enterprises believes clients have the following responsibilities:

1. The responsibility to actively participate in decisions and to make a commitment

to follow through in all aspects of service delivery.

2. The responsibility to keep agreements made with Independent Counselling Enterprises and its employees.
3. The responsibility to treat Independent Counselling Enterprises employees with respect.
4. The responsibility to express concerns and problem-solve with the employee and to report unresolved issues to the employee's supervisor.
5. The responsibility to ensure financial arrangements for service delivery are met within the specified time lines.
6. The responsibility to promote a safe working environment for both the employees and other clients.

### Creating Excellence Together (CET)

As you may have heard we are preparing for a CET survey for certification in June 2008. There are forty-six standards that ICE will be evaluated on. The standards are divided into three areas: Quality of Life Standards, Quality of Service Standards and Organizational Framework Standards.

The Quality of Service standards are linked to the Quality of Life standards. They look at the role of staff who are closest to the individuals, and how those staff support the individual to achieve each of the Quality of Life standards.

#### The First Six Standards In Quality Of Life Are:

- Homes**  
Standard 1: Individuals have homes
- Choices and Decision-Making**  
Standard 2: Individuals make decisions about everyday matters
- Relationships**  
Standard 3: Individuals have strong, positive relationships
- Rights**  
Standard 4: Individuals are treated with dignity and respect  
Standard 5: Individuals' rights are upheld ie: Aware of their rights, offered choice.
- Personal Control**  
Standard 6: Individuals achieve personal control

#### The First Six Standards In Quality Of Service Are:

- Homes**  
Standard 13: Individual are supported to have homes
- Choices and Decision-Making**  
Standard 14: Individuals are supported to make decisions about everyday matters
- Relationships**  
Standard 15: Individuals are supported in building strong, positive relationships
- Rights**  
Standard 16: Individuals are treated with dignity and respect  
Standard 17: Individuals' rights are upheld
- Personal Control**  
Standard 18: Individuals are supported to achieve personal control

Please look at these standards in regards to your clients and talk to your Team Coordinators or CSC with concerns we need to address. We would also appreciate any great examples of meeting the above standards. (ie: contact notes, meeting minutes, log book entries etc.)

Start reviewing your CET Audit tool book and policies now. It is important that we pass this certification for the overall continued success of the agency. Any further questions please call: Colette Tancsics @ 453-9825 or email @ ctancsics@icenterprises.com