J A N U A R Y

ICE PAGE

EDMONTON /NORTH CENTRAL 2015

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TIME SHEET HAND-IN:

January 15th, 2015

For all shifts worked between Jan. 1st and Jan. 15th, 2015

February 2nd, 2015

For all shifts worked between Jan. 16th and Jan. 31st, 2015

Health and Safety Meeting

Jan. 7th , 2015 @ 1:30 pm

RPAC Meeting

Jan. 21st, 2015 @ 1:30 pm

ECAT

Employee & Client Assistance Team

780-461-7236

after office hours

Employee Spotlight

Don first started working for ICE in July 1998. Don had grown up with a sister with Down's syndrome who is only one year older than him. Growing up with his sister provided Don some first hand experience in supporting someone with a disability. Don had only expected to be working in this field part time. He never expected for it to turn into a career.

Don is both a Support Home Operator and employee of ICE. He helps support two individuals in the small town of Strathmore, AB. He assists these ICE individuals in obtaining and continuing their employment along with social involvement in the community. Some of the things they enjoy together include: attending Stampede, going to concerts throughout the year, and also cheering on the Calgary Stampeders at football games – Go Stamps Go!

Don

In his spare time Don enjoys tinkering and staying connected to what's new and upcoming in the world of electronics as he was previously an Electronic Technician by trade. Don likes working out and staying healthy. He recently became engaged and also enjoys spending his time with his fiancé.

Don says what he enjoys most about working with ICE is the flexibility it has given him to mentor the persons he supports. This field has allowed him to be himself. He enjoys having fun, is personable and easy going, and this suits him well in his position.

It has been a great pleasure to have Don as part of the ICE team for the past 16 years. We look forward to having him continue working within our agency for many years to come.

Client Success Story

Chuck

Chuck is a quiet man who enjoys routine in his life. He has many talents and interests; playing guitar, painting and riding his bicycle to name a few. Chuck brightens the day for everyone he comes across including his roommates and the staff at the shared residence where he lives.

This past year Chuck made the brave decision to break out of his comfort zone and take a trip to Puerto Vallarta, Mexico. Originally, Chuck was looking at vacationing in B.C. but after talking with his family he set his sights to something bigger. Chuck determined that he had never been out of the country and this was something he would like to do. A trip to Mexico seemed the perfect choice.

Chuck began to plan and prepare for his trip with the help of his ICE Team Coordinator (T.C.). There were many things to be done before leaving. Preparations included:

Chuck with dolphin friend

attaining a passport, deciding where and when to travel, choosing accommodations and packing. All the pieces soon came together, and on September 24, 2014 Chuck and his ICE support staff took off on a flight from the Edmonton International airport on his grand adventure.

Chuck stayed seven planned days in Puerto Vallarta, plus one extra day due to a weather related travel delay. At the Mexican resort he enjoyed entertainment shows, took long walks on the beach, waded in the ocean and even swam with dolphins!

Chuck took many pictures and with the help of his T.C. he has created a holiday memory photo album. He likes to share this album when people visit to show them his accomplishments. Being the artist and painter that he is, Chuck is now turning some of these photos into paintings. We congratulate Chuck on his success and look forward to seeing his art work when he is done!

ICE offices will be closed

Thursday, January 1st, 2015

for the New Year Holiday.

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

Important Message from ICE Payroll!

ICE employees need to confirm that that the address on their pay-stubs is correct in order to ensure 2014 T-4's will be received.

If your address is not current /correct please contact the ICE office in your region as soon as possible.

ICE has a TD Group RSP plan!

Refer to Policy 3.4.18 ICE FUTUREBUILDER RSP.

If you are eligible, ICE will match your contributions!

To sign up, please contact Linna Roem at 780-453-9664

Health and Safety Minutes Meeting - Edmonton, December 3rd, 2014

AGENDA TOPIC STANDING ITEMS
Review of Regional Health and Safety Meeting Minutes

3.1) Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:
Calgary- November 19, 2014 Meeting Minutes –
Oct 31, 2014 - Staff was completing paperwork at the kitchen table when client requested a new pack of cigarettes as she had just been outside smoking. Staff asked client if she was sure the previous pack was empty. Staff turned and client took her pack of cigarettes and used it to hit staff on right side of face/eye. Staff initiated distance from client, phoned ECAT, and ECAT team spoke with client to debrief.
Recommendations: Team reviewed client's positive approaches, incident reviewed with RPAC. Staff to complete all paperwork in the office and review PBI training.
Internal Investigation completed.
Additional Recommendations: No further recommendations.
South – November 6, 2014 Meeting Minutes –
No current incidents to review.
Grande Prairie – November 13, 2014, Mtg. Minutes –
No current injury investigations.

3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)
Calgary- November 19, 2014 Mtg. Minutes –
Oct 22, 2014 - Staff and client were driving on the highway, staff signaled well in advance to merge into an exit lane. A driver using this lane to merge on to the highway did not yield. Staff honked to indicate they were trying to merge into the same lane as the driver. Once this was done, staff was able to safely merge into the exit lane and exit the highway. Once off the highway, staff debriefed with client making sure she was alright.
Recommendations: It is recommended that staff complete the Mission Possible safe driving course.
Near Miss Investigation completed
Additional Recommendations: No further recommendations.
Oct 23, 2014 - Staff was leaving a residence in their vehicle, while backing out of the parking stall, staff bumped their vehicle into a cement pole. Client and staff were not injured.
Recommendation: Look at the surroundings around the vehicle before getting into car. Do not rush, and take your time when backing up.
Near Miss Investigation completed
Additional Recommendations: Enhance familiarity with vehicle and perhaps complete some back-up practice. When parking, ensure there is ample space around the car to exit the parking space safely.
South – November 6, 2014 Meeting Minutes – No near miss reports for review.
Grande Prairie – November 13, 2014 Meeting Minutes - No near miss reports for review.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:
November 18, 2014 – Client was listening to music then wanted to tickle staff. Staff was attempting to maintain appropriate personal boundaries and refused to allow the client to tickle them. Client got agitated and injured the staff's finger, making it bleed. Client then later complained about the staff refusing to "play" with them.
Recommendations: Manager suggested that staff review the PRP that is in place for this client. Consult with RPAC. All staff need to be consistent with regard to personal space and maintaining appropriate boundaries.
Additional Recommendations: Discuss at the next team meeting to ensure all support personnel follow personal space boundaries consistently.

3.3 Evaluation of current Near Miss Incident Investigations:
November 1, 2014 – Staff reported that they saw a bug on the wall. The insect specimen was collected to determine what it was. Staff contacted the apartment landlord. An exterminator was hired by the landlord to come in to spray.
Recommendations: Follow pest control and food safety protocols i.e. Don't leave food or dirty dishes out, store food items in bins.

October 23, 2014 – Staff and client were cleaning the client's room. Staff moved items stored in the client's closet which upset the client. The client started hitting the staff with a pillow. Staff tried to evade client but the client pursued. Staff left the house for safety. The other staff supported the client.
Recommendations: Let the client know what is planned well in advance of cleaning their room. Store the client's spare seasonal clothes in bins in an alternate location. The team will talk about the incident and positive strategies for client support at the next team meeting.

3.4 Review of COR Audit and Action Items – The group continued their review (from Oct.'s H&S meeting) of the COR Suggestions for Improvement as written on pages 10-11 of the report. Corinne shared some of the planned COR action plan steps as discussed by the management team at SWOT.

3.5 Review of Master Hazard Assessment and Control Document Edmonton –
Page 40 Snow Shoveling
add a section preceding called "Seasonal Activities" to address hazards that are of a seasonal/holiday nature (i.e. Holiday Decorating). Discussed hazards that could occur and possible preventative measures.
Biological Hazards – Dust,
Food Poisoning – refer to Safe Food Handling Practices,
Physical Hazards – Falling,Tripping, Electrical Shock, Choking, Cuts, Poisoning, Fire. Controls -
Proper use of ladders when putting up and taking down decorations (spotter present). Keep decorations up away from heat sources. Use decorations that are non-toxic. Inspect electrical cords for wear & tear. Replace if necessary Ensure cords are out of the way to prevent tripping. Do not overload a circuit with too many wires/outlets. Do not leave food out that should be refrigerated. Use plastic decorations instead of glass

Other regions review:
Calgary – November 19, 2014 Meeting Minutes. Pages 55-58
Extended workday, exposure to allergens, exposure to smoking, exposure to personal scented products and deodorizers, exposure to noxious odors, staff illness at work- all categories no additions.
South – November 6, 2014 Meeting Minutes
General HACD Pages 63, 64 and 65
Exposure to natural disasters extended workday, exposure to allergens exposure to personal scented products and deodorizers – all no changes.

Exposure to smoking – suggest changing frequency of exposure to 3.

Grande Prairie – November 13, 2014 Meeting Minutes Working with people, Working alone, Meetings/Communication: All No further additions

3.6 Policy Review – Policy 2.3.11 Emergency Medical Situations

The policy was reviewed by the group.

4.0 OTHER BUSINESS –
4.2 ICE Page Health & Safety Article January 2015 – Suggested an article on diabetes including the signs and symptoms of diabetes and the health risks that can arise from having the disease.

How lifestyle can affect prevent and manage diabetes.

NEXT MEETING – January 7th, 2015, at 1:30 pm.

DIABETES

Today there are more than nine million Canadians living with diabetes or pre-diabetes. Diabetes is a chronic, often progressive and sometimes fatal disease, in which the body either cannot produce insulin or cannot properly use the insulin it produces. Insulin is a hormone that controls the amount of glucose in the blood. Diabetes leads to high levels glucose in the blood, which can damage organs, blood vessels and nerves. The body needs insulin to use glucose as an energy source.

There are two main types of diabetes:

Type 1 - which is always treated with insulin. Meal planning also helps with keeping blood glucose at the right levels.

Type 2 - occurs when the body can't properly use the insulin that is released (called insulin insensitivity) or does not make enough insulin. As a result, glucose builds up in the blood instead of being used as energy. About 90% of people with diabetes have type 2 diabetes. Type 2 diabetes more often develops in adults, but children can be affected. Depending on the severity of type 2 diabetes, it may be managed through physical activity and meal planning or may also require medications and/or insulin to control blood glucose more effectively.

Complications of Diabetes

Having high blood glucose can cause complications like chronic kidney disease, foot problems, eye disease, heart attack, stroke, anxiety, nerve damage and other concerns. The complications can be very serious and even life threatening. Properly managing blood glucose levels reduces the risk of developing these complications.

Living with Diabetes

Your body gets glucose from foods like bread, potatoes, rice, pasta, milk and fruit. You can live a long and healthy life by keeping your blood glucose (sugar levels) in the healthy target range. This can be done by:

- eating healthy meals and snacks,
- enjoying regular physical activity,
- Monitoring your blood glucose (sugar) using a blood glucose meter,
- Aiming for a healthy body weight,
- taking diabetes medications including insulin and other medications, if prescribed by your doctor,
- managing stress effectively.

High Blood Glucose levels

Can result when food, activity and medications are not balanced. They may also happen when you are sick or under stress.

Symptoms: thirst, urination more often than usual, especially during the night, and fatigue.

What to do if you have high blood glucose or notice the symptom:.

Make an appointment with your physician and follow the recommendations of your doctor to:

- adjust and follow your meal plan,
- adjust your physical activity,
- adjust your medication and/or insulin.

Low Glucose levels

When the amount of blood glucose (sugar in the blood) has dropped to a low target range, it is called low blood glucose/ sugar or hypoglycemia. Making an appointment with your doctor when you first recognize such signs is important.

Signs of low blood glucose

You may feel**:** shaky, light headed, nauseated; nervous, irritable, anxious; confused, unable to concentrate; hungry; your heart rate is faster; sweaty, headachy; weak, drowsy; a numbness or tingling in your tongue or lips. Very low blood glucose can make you confused and disoriented, lose consciousness, have a seizure.

Make sure you always wear a Medic Alert identification, and talk to your doctor or diabetes educator about prevention and emergency treatment for severe low blood glucose.

What to do if you have low blood sugar.

Eat or drink a fast-acting carbohydrate such as a glass of orange juice or a candy. Wait 10 to 15 minutes, then check your blood glucose (sugar). If it is still low, treat again. Think about why your blood glucose went low and make the necessary changes to avoid low blood glucose again. Wait 45 - 60 minutes before driving.

Information Source- The Canadian Diabetes Association.

Monthly Incentive Draw Winners!

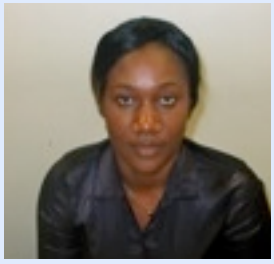
Seana Steinhauer was thanked by her C.R. Manager for assisting with the grocery shopping and taking the clients to appointments and to visit their family. Seana won a Bissell Turbo vacuum. Thank you for your efforts!

Jincy Ulahannan was thanked by his C.R. Manager for his efforts to support a client in the hospital. Jincy won a Magic Bullet high speed mixer system. Thank you for the care and support you gave!

Oluseyi Fasoranti was thanked by her C.R. Manager for assisting to support a client in crisis and ensuring the client's health and safety. Oluseyi won a Crock-Pot Casserole. Thank you for your dedication!

EMPLOYEE REFERRAL INCENTIVE PROGRAM $100 RECIPIENTS!

Solomon Taldese



Claudine Nduku

Joseph Kabba

Bobby Charlvuparampil

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!

TRAINING

Pro Active Behavior Intervention

January 8th and 22nd, 2015

9 am - 5 pm

As described on the ICE website

Autism

January 9th, 2015

9 am - 12:00 pm

POLICY REVIEW

3.4.18 FUTUREBUILDER RSP (*Note: the revisions to this policy will be effective Feb 1, 2015)

This is a voluntary RSP plan provided to I.C.E. employees through the management of the FUTUREBUILDER program. I.C.E. will provide matching funds per pay period to the maximum stipulated amount indicated in the table below.

ELIGIBILITY

- Employee must pass the probation period of three months.
- Deductions from the employee's pay cheque will occur each pay period.
- Employee must be available for work and have gross semi-monthly wages of $350.00, excluding travel/mileage amounts/one time payouts that are not a result of paid hours of direct work.
- Where total earnings in a pay period are less than $350.00, the employee will not be eligible for the employer contribution to the Future Builder program.
- No payments on the company portion will be given for late timesheets processed in a later pay period.
- Employee must complete the necessary documentation provided by I.C.E. and submit the completed documentation to their supervisor. The supervisor will forward the documentation to the Accounts Manager. The Accounts Manager will activate an account and provide the account number to the employee.
- Employee must make a minimum contribution of $30.00 per pay period.
- Employee must be an employee of I.C.E. on the final day of the pay period to be eligible for matching payment.
- Plan provider stipulates that those employees 70 years or older are unable to contribute to this plan and receive employer contributions to this plan.

MATCHING FUNDS (i.e. The employer contribution amount is deposited directly into the futurebuilder account not paid out to the employee on pay days).

- Matching funds are available and amounts are based on years of service as per the individual employee anniversary date.
- I.C.E. will match the employee contribution to a semi-monthly maximum.
- I.C.E. contributions will not exceed the maximum amount as per the table below. Maximum matching funds are available on a pay period-by-pay period basis.
- Employees can only attain the maximum annual benefit through ensuring their contributions are to the maximum allowable each pay period.

I.C.E. will match the employee contribution on eligible employees as per the following table:

	Employee Qualifying Contribution		**I.C.E. Contribution**	
Length of Employment	**Minimum Employee contribution Per Pay Cheque**		**Maximum ICE Contribution Per Pay Cheque**	
	Minimum	**Maximum**	**Minimum**	**Maximum**
After 3 months	$30.00	$50.00	$30.00	$50.00
After 2 years	$30.00	$70.00	$30.00	$70.00
After 4 years	$30.00	$90.00	$30.00	$90.00

*** ICE contributions will not exceed the amount the employee contributes to the plan each pay period and will not exceed the maximum contributions identified in this chart. Contribution amounts must be in $5 increments.**

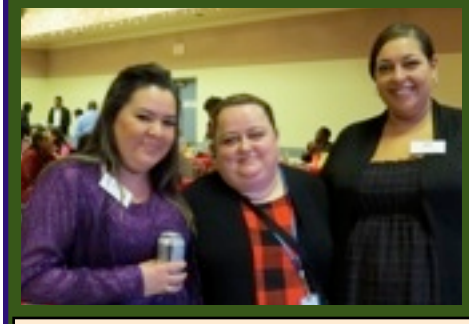
MANAGEMENT OF FUNDS

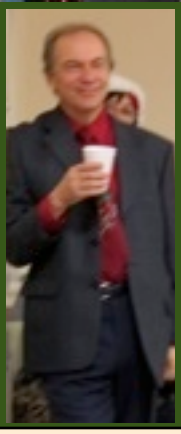
- Employee must complete all required documentation provided by I.C.E. The Accounts Manager for I.C.E. will then activate an account and provide the employee with the account number.
- Employee must make a minimum contribution of $30.00 per pay period.
- Employees may begin or discontinue contributions at any time based upon the above noted eligibility requirements. Two weeks written notice to payroll required.
- Employees may increase or decrease their contribution amounts twice per year. Two weeks written notice to payroll required. I.C.E. will match to those changed amounts provided the amount is within the amounts as stipulated in the table above.
- It is the employee's responsibility to contact the I.C.E. Accounts Manager to increase their contribution after two and four years of service.
- The employee makes all investment decisions with the assistance of the TD Future Builders. Employee and employer contributions will be deposited to the employee RRSP.
- A minimum of $60.00 per pay period (employee + employer contribution) must be available for deposit.
- All funds, both the employee and employer share belong to the employee once deposited within the Future Builder account and are under the direct control of the employee.
- Employee contributions may exceed the maximum contribution available to be matched by I.C.E, however, I.C.E. will only provide matching funds to the maximums as in the above table.

The agency may choose to provide to the employee a one time payout to an employee's futurebuilder RSP (note this is not the pay period employer contribution amount)

- To receive a one time payout the employee must be actively contributing to the Future Builder Plan for nine consecutive months (18 pay periods) prior to the one time payout. Within this stipulated time period the employee is able to have a maximum of 4 pay periods where earnings are less than $350.00. One time payouts may be available from time to time and are not guaranteed.
- Employees exceeding 4 pay periods where earnings are less than $350.00 are not eligible for one time payouts.
- Employees must be working for the agency on the day the one time payout is provided or will not be eligible.

Annual Christmas Open House and Employee Award Celebration





On Thursday, December 11th, 2014 Independent Counselling Enterprises hosted its annual Christmas Open House and Employee Award Celebration in Edmonton. The excellent weather brought out a record attendance of ICE employees, clients, family members and other stakeholders. ICE President, Michael Rutherford thanked ICE employees for their strong commitment and excellent efforts over the past year including 100% CET survey results and 98% in the external COR audit. Employee awards presentations followed honoring ICE staff for health and safety, excellence in service delivery and long term service.

Employee Award Recipients

20 Year Service Awards

Left to Right: Natalie Bishai, Robin Ould, Polly Yu.

15 Year Service Awards

Back row: Steven MacPhail

Front Row (Left to right):Diann L'Hirondelle, Leroy Bruyere, Gracita Fajardo

10 Year Service Awards

Back row (left to right)**: Ferid Dautovic, Serge Tuyikunde, Saidu Conteh, Abiel Kon, Evariste Musoni, Barnaba Lado, Alex Karangwa.**

Front row (left to right): **Jacqueline Yangonde, Afomia Estifanos, Meheret Tekle, Mariama Conteh, Susie Stephens.**

Community Rehabilitation Health and Safety Team - Village

Back Row, Left to right - Jaison P. Lonappan, Melance Barutwanayo

Front Row, Left to right - Sini Varghese, Manager: Hilary Smith, Team Coordinator - John Wiyual,

Community Rehabilitation Team of the Year - Beaumaris

Back row Left to Right - Serge Tuyikunde, C. R. Manager - Melissa Duquette, Algena Bitew, Eva Kakwezi.

Front row Left to Right - Feven Ghilemariam, Team Coordinator - Renee Katongabo, Khayrat Awad-Elkarim.

(Missing from photo - Orlean Hall-Thomas, Jane Turiya.)

Outstanding Employee

Pam Vollmerhausen

Outstanding Front Line Employee

Joseph Abwoch

Health and Safety Award

Lora Cruz

Awards of Appreciation

Top left to right - Odile Niyonsaba , Mavish Karuhinda, Jocelyn Agard.

Lower right - Debo Fekoya

Missing from photo - Stephen Ofori

Provincial ICE Incentive Draw Winner

Jean Mark (left) with Northwest Regional Manager, Corrina Anderson

Across five regions of Alberta ICE employees provide excellent service. Supervisors, co-workers, clients, family members and managers are encouraged to formally recognize ICE employees who go "above and beyond" in their duties by filling out a special "Thank You" card available from any ICE office. The completed cards are entered in a draw box in each region's main office and cards are drawn each month for great prizes.

Each year in December, ICE employees who have received a minimum of three Thank you cards (from different sources) have their names entered into a special province wide draw for a $1000.00 cash prize. **The 2014 provincial incentive draw winner was Jean Mark of Grand Prairie.**

Congratulations, Jean!