

Maria was born in the beautiful islands of Azores (a group of Portuguese islands in the mid-Atlantic). Maria, her mom and two younger siblings joined her father in Edmonton when she was sixteen years old. She has lived in Edmonton since then because she loves it here, especially the winter months.

Prior to working for Independent Counselling Enterprises (ICE), Maria volunteered at the Glenrose Rehabilitation Hospital assisting seniors to attend their medical appointments. In her search for a vocation, Maria contacted an employment agency and was asked which field intrigued her. She replied, "Working with seniors and people with special needs." That's how she was introduced to ICE. Maria has worked for ICE in both the residential and homecare departments since 1994.

One of the first homes that Maria worked at involved working with children with disabilities whom she fell in love with upon meeting them. At this time, she also worked in homecare with a client who was diagnosed with cancer. Many years later, she herself was faced with the same challenge. She has beaten cancer courageously.

Maria constantly displays an exuberant sense of hope, selflessness and a bit of down-right stubbornness. When asked what she enjoys most about working with seniors, Maria replied, "They keep me going and I learn a lot from them".

While working full-time at ICE, Maria solely raised her triplet


## EMPLOYEE *Spotlight* Maria


sons who are now adults. This required organization and care giving skills which would challenge any mother! She has described raising her sons as her greatest accomplishment in life.

Despite the many challenges in her life, Maria is a devoted and caring person who rises above any challenge encountered. Along with her fellow colleagues, Maria is now working hard to achieve her Health Care Aide certification.



**ECAT**  
**Employee & Client Assistance Team**  
**780-461-7236**  
after office hours 

**MEETINGS**   
**Health & Safety Meeting**  
JULY 7<sup>TH</sup>, 1:30 PM  
**RPAC**  
JULY 20<sup>TH</sup>, 2:00 PM

**TIME SHEET HAND-IN**   
Hand-in day will be:  
**July 15th, 2010**  
for all shifts worked between July 1st and 15th and  
**August 3rd, 2010**  
for all shifts worked between July 16th and 31st

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## Client Success Story – Peter

Peter is a very active young man. He enjoys the many bike trails and parks in Calgary. He and his ICE Community Rehabilitation Worker take in the sights and sounds throughout the many river parks. Keeping fit is very important to Peter.

Peter enjoys listening to music. His favorite genre is dance mix. It is the secret to his success in keeping his apartment clean and tidy. Chores are not so hard to complete when your favorite song is playing!

Computer activities are also something Peter really enjoys. Not only can he browse the internet, check his emails, and play games, he can work on his literacy skills at the same time.

In addition to his own apartment, Peter has pets to care for. His two guinea pigs are a big part of Peter's life. He named one, 'Buddy,' because he is very close to him. The other is named, 'Chomper'. Yes, this one likes to chomp on people! Peter plays with his pets every day, cleans their cage and makes sure they have food and water. They like to run around his apartment, but they always come back when Peter rattles a bag.

Peter is a very enthusiastic worker. He has been a Walmart employee for 14 years. There he is responsible for "store standards". This means that he organizes shopping carts, does carry outs, completes clean ups and any other maintenance



that is necessary. Peter has met many people through his work and was even invited to the store manager's home for Christmas dinner this year.

A witty sense of humour is also one of Peter's attributes. He and his girlfriend enjoy many laughs together. Congratulations, Peter! Your many successes are an inspiration to all.

### 1.1.2 PHILOSOPHY

- **Excellence and Consistency in Service Delivery**

Through a process of continued quality improvement, maintain high standards of service delivery based on the values of honesty, respect for the individual, confidentiality, empowerment and client focused services.

- **Flexible Service**

Be flexible and responsive to the individual needs of the client within the confinements of funding and agency resources to promote opportunities to facilitate individual outcomes.

- **Employee Support/Training**

Support and supervise our employees through the provision of training and education opportunities. To improve their competencies and commitment to excellence in service provision.

- **Health and Safety**

Establish and promote health and safety policies and procedures to ensure a safe work environment for both the client and the employee.

Updated November, 2009

#### ICE has a TD Group RSP plan!

If you are eligible,  
ICE will match your  
contributions!

Refer to  
Policy 3.4.18. ICE  
Savings/Pension Plan.

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





**Saidu Conteh** received a Thank You Card from his Manager for accommodating a staffing assistance request at another program. Saidu received an Intex Deluxe Airbed.

Thank  You!



**Larry Oleksyn** received an Ozark Tent Combo for a Thank You card given by a client who truly appreciates Larry's work ethics.

**Amina Ali** received a Mainstay Floor Lamp for a Thank You card given to her by her Manager for doing a great job in consistently coordinating Health and Safety concerns of her clients.



**Proactive Behavior Intervention**  
July 8 and 22nd, 2010, 9am-5pm

**Non-violent Crisis Intervention**  
July 20th, July 21st, 2010, 9am-4pm both days

**TRAINING**

All ICE offices will be closed

**Thursday July 1,**  
for Canada Day

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

# PAYING ATTENTION FOR SAFETY

Reviews of near miss and injury incidents often result in investigators concluding that a worker had not been paying close attention to what they were doing. People rarely get hurt because they want to, but people can be easily distracted by noise, surrounding activities, and personal issues. Such incidents are often embarrassing as well as painful for the workers involved.

Routine and experience allow us to complete complex tasks efficiently, but routines can also create hazards. If we've completed a task 500 times, we may continue to do the task the same way the 501st time, even if the conditions or circumstances of the task differ in some manner from previous times. Consider the example of driving home after work. Many of us drive our vehicles home at the end of the work day and because the route is familiar and we've driven it so many times, we allow our mind to wander and travel on "auto-pilot". We may even arrive home and not remember much about the journey. If while our brains and senses were in this wandering mode the conditions of the road changed to include a new factor like black ice, our potential for injury would have been significantly increased. Remember, we can't be sure that the conditions and environment have remained constant. We need to stay in touch with what is going on around us.



## Reducing employee risks:

1. Assess everyday factors that contribute to your wandering attention and make adjustments for these. For example, perhaps your attention wanders more after you consume a large lunch. You might instead plan to eat a smaller lunch and have a snack mid-afternoon. You might choose to complete tasks with fewer hazards and a lower degree of risk during the post lunch time frame, reserving completion of more hazardous tasks for times when you know your attention is clearly focused.

2. Use proactive strategies to cope with challenges affecting your ability to focus. Stay in touch with what's going on around you. (Resist the urge to switch to "auto-pilot".)

## Examples:

- Take regular breaks to drink water (brain gym),
- Stretch and move about,
  - Vary tasks to enhance interest and avoid boredom,
  - Manage resources effectively i.e. avoid stretching/ dividing your attention between too many tasks,
  - Complete an informal hazard assessment prior to completing tasks. This will refocus your attention on safety. (Refer to the June 2010 ICE page.)

Remember your attention can be consciously improved and controlled with practice. Be present in the moment and you and others will be safer.

## SUN AND INSECTS

Summer is a great time for outdoor activities but don't forget the sun screen, water (to stay well hydrated) and the bug spray!

Both clients and staff need to plan in advance and take steps to be protected.



# LAWN/ YARD MAINTENANCE – SAFETY LIST

## Dress Appropriately

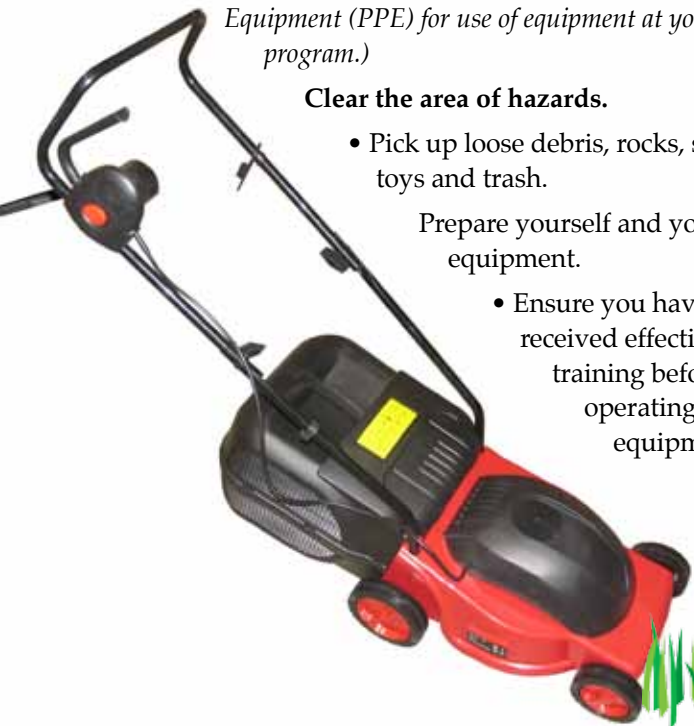
- Wear safe footwear, close fitting long pants, work gloves, and safety glasses for eye protection. *(Contact your Coordinator or Manager if you require Personal Protective Equipment (PPE) for use of equipment at your program.)*

### Clear the area of hazards.

- Pick up loose debris, rocks, sticks, toys and trash.

### Prepare yourself and your equipment.

- Ensure you have received effective training before operating equipment.

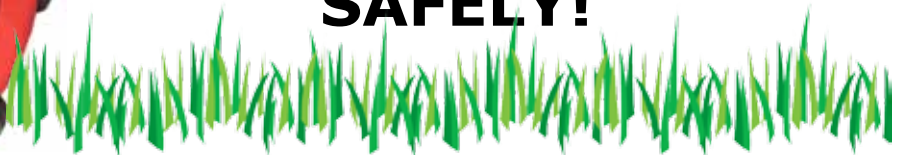


- Check the guards and shields and ensure all protective devices are in place before starting machinery.

## Operate equipment safely.

- Keep others clear of the mowing area and out of the way of objects that may be thrown by the mower or trimmer.
- Keep all extremities clear of the moving parts of the machinery.
- Turn off the mower before you leave it – even for a moment.
- Wait for moving parts to stop completely before removing the grass catcher, unclogging the chute etc. **NEVER UNCLOG A JAMMED LAWN MOWER WHILE THE ENGINE IS RUNNING!**
- Never run mowers over hard immovable objects like pipes, rocks or sidewalk edges.

**PLEASE MOW SAFELY!**



## DRESS AND FOOTWEAR REMINDERS

As per ICE Policy 3.8.6 Dress, Hygiene and Grooming, ICE employees are required to dress professionally at all times.

- Footwear should be safe, functional and appropriate for the job responsibilities at all work settings. Examples of appropriate footwear include shoes with closed toes and heels/heel supports (sling backs) with non-skid/slip resistant soles.
- Safe footwear as per the policy is required by ICE employees “at all work locations” this includes community locations, ICE offices (including training sessions), and residential programs. While you are at work the policy applies to you.
- Outdoor footwear should be exchanged for indoor footwear. (Germs and bacteria may be carried into residences via outdoor footwear.)
- Professional appearance is expected even in hot weather. Please remember, you are a representative of ICE and a role model for the individuals we support.



## Health and Safety Minutes

### 3.1 Review of Regional Health and Safety Minutes

South Region

Meeting minutes date: May 19, 2010

Point of clarification re South minutes:

Corinne is revising Health and Safety binders for ICE rather than the Health and Safety Committee Membership binders. These would be organized by the South H&S committee.

#2 – CPI training is generally reserved for staff required to implement an authorized planned procedure for a client that includes use of approved restraints.

Calgary Region

Meeting minutes date: April 21, 2010

Review of Near Miss

Mar 19/10 – Staff was pinned to her seat by a client holding her arms.

Recommendations:

Client had blood work that morning, that staff was not aware of. Ensure that parents know the importance of relaying changes in the future. CSC to discuss with staff strategies on how to inform client about changes in environment, etc (prepare). Ensure that staff follows 3-hour transportation after escalation rule.

No additional recommendation.

### 3.2 Evaluation of current Injury Investigations

April 20/10 – Upon return from his day program, client was very irritable. Client has been going through a period of adjustment in regards to a relationship with a girlfriend. Client approached staff and there was physical involvement. Staff was injured (arms and neck) she experienced headache because of this incident.

Recommendations:

- That male staff be booked to support clients at this program.
- Follow up MH support team.
- Staff at the program receive refresher PBI training.
- Staff to use PBI techniques, i.e. maintain personal space and be alert

May 2/10 – Staff was in process of administering medication to client. Staff was carrying a pen for recording purposes; staff slipped and accidentally poked himself in the nose. The pen broke the surface of the skin. First Aid was applied.

Recommendations:

- Attach pens for recording medication administration on each individual client's clipboard to avoid staff walking about with a pen.
- Give medication first, recording can be done afterward reducing the division of attention that may have contributed to the incident.
- Review if the floor surface may have been affected by use of materials such as non-stick cooking spray or flour creating hazards not visible. Review safe use of such materials with staff team.
- Review if shoes soles were worn and smooth.

May 25/10 – Office staff was going up the stairs and fell. Staff stated that she tripped and then fell forward and then slid backwards down the stairs.

Recommendation:

- Use the banister at all times
- Use safe methods to carry items on the stairs (sight of stairs maintained)
- Limit the amount of items that are carried when using the stairs
- Focus on task at hand

May 23/10 – Staff poked herself with a blood glucose testing device.

Recommendations:

- Retraining of employee and team in safe BG testing procedures.
- Refer to Policy. Policy 2.3.10 – Handling of Sharps/Puncture Wounds. Review this policy with team (also recommended for review with all other teams that complete blood glucose testing.)

### 3.3 Evaluation of Near Miss Investigations

The phone was ringing in a residential program. A client became agitated and slapped and pushed a staff person when the phone was not answered quickly enough for them. The client may have been under the influence of unknown substances. Police intervention was involved.

- Review PBI with staff team.

- Follow up with client and support network and develop and implement positive approaches if not in place (i.e. agitation, substance abuse counseling etc.)

### 3.4 Review of COR Audit Action Plan 2009

The group reviewed Section 6.0 (pages 47-49) – Emergency Response

6.3 key recommendations

- A person in the Edmonton office has a connection with a Fire Fighter who is willing to assist with training staff to use Fire Extinguishers. More information will be coming.
- As per Policy, Fire Drills must be performed by staff at residential programs (including weekend and overnight staff). Reports for WE and ON staff completing drills is to be submitted Corinne.

o It was suggested by TC's in attendance that a system that works well is to set up a fire drill schedule amongst staff and to make sure that a rotation is being practiced that includes all residential positions including Weekends and Overnights.

- Robin suggested (where appropriate and non-intrusive) posting a copy of the "How to Operate a Fire Extinguisher" instructions (from H&S Binder) right beside the fire extinguisher. This encourages staff to review the information regularly.

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

Reviewed Master Hazard Assessment and Control Document

- Corinne asked for H & S committee's assistance in completing the Edmonton Office site specific.

### 4.1 Sign up for Hazard Assessment Training

Hazard Assessment and Control training for Edmonton Health and Safety members will be held on Tuesday, June 8th from 9 am-12:00 noon in the downstairs training room.

Confirmed:

Robin, Ursula, Ruby, Pelita  
Alice – Corinne will contact  
Melissa, Pat and Vesna – will be contacted by Pelita  
Lorena – is on holidays that week.

### 4.2 July ICE page articles and reminders

Suggested topics:

- Avoiding injuries / damages by "Being Present" – i.e. maintaining presence of mind on actions being completed.
  - Lawn mowing
  - Wearing proper footwear
  - Robin will send Corinne information that she received regarding "Being Present" in everything that you do.
  - Improper footwear often becomes an issue in summer; it is a good idea to remind staff about the ICE Policy in regards to professional (modest) and safe apparel.
- ### 4.3 Policy Review
- The group reviewed Policy 2.3.11 Emergency Medical Situations
- Assignment of restricted activities / assigned tasks. Kelly provided an update on professional nursing terms. Kelly will provide information to Corinne and the CR Managers on this topic in reference to CR documents.
  - Kelly will re-circulate an electronic copy of desk work "stretching exercises" to all regions.

### 4.4 Other

- First Aid Kit reviews – Corinne shared with the group an effective tip that she learned from a TC regarding taking First Aid kit inventory.
- It was suggested that H&S members share this with other TC's at their unit meetings.
- Employee First Aid Kits at residential programs are the responsibility of ICE to stock and maintain. These may be replenished by sending the inventory of missing items to Corinne. Corinne will also require First Aid Record forms for First Aid items used.
- Team Coordinators to send inventory records of missing Employee First Aid kit items to Corinne. Also First Aid Record forms for First Aid items used.
- It was also reviewed that Client First Aid kits are the responsibility of the client's to supply and restock.
- Team Coordinators to ensure first aid supplies are present and maintained for clients as part of monthly client supports.