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ICE PAGE

EDMONTON/NORTHEAST 2012

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TIME SHEET HAND-IN:

July 16th, 2012
For all shifts worked between July 1st and July 15th, 2012.

July 31st, 2012
For all shifts worked between July 16th and July 31st.

Health and Safety Meeting
July 4th, 2012 @ 1:30 pm

RPAC Meeting
July 17th, @ 2:00 pm

ECAT

Employee & Client Assistance Team

780-461-7236

after office hours

EMPLOYEE SPOTLIGHT

Genevieve Ashwell

Genevieve, also known as *Gen* is a certified Health Care Aide who started with Independent Counselling Enterprises in Edmonton, in November of 1998. Gen grew up in Edson, Alberta. She is a very spiritual person who dedicates her time to going to church and attending bible studies. Gen obtained her Bachelor of Arts in English at the University of Alberta. Her skill in writing has allowed her to write for the church newsletter.

Through her church, Gen has welcomed boarders into her home from all over the world including Japan, Russia, Taiwan, Northern Alberta, and China. Because of her kind-heart, in 2009, she was invited to visit church communities in China. With the experience she gained, Gen is now awaiting an opportunity to board a refugee from Iraq who is looking for someone to guide him into a better future for his family. Gen is the perfect candidate for that!

Gen's list of goals include: supporting the gentleman from Iraq to succeed in Canada, having more time to swim, and growing a garden full of beautiful plants and flowers. Gen's favorite plant is the Barrenwort plant as she describes them to be "excellent plants!" Gen likes to share the beauty of living things and has even presented the Edmonton ICE office with a Philodendron plant.

Gen has always had a special interest in her clients. Having worked in the Home Care field for countless years, Gen says she is rewarded by the experiences she shares with her clients, "I appreciate their wisdom, friendliness, stick-to-itiveness, and their spirituality." She says that there is nothing she would change within her career and that she has always known she was meant to support others.

Gen's knowledge and compassion shines through in her work; she has a caring positive outlook towards her clients, the environment, and society. Her ability to provide additional care to those in need is truly appreciated. Thank-you Gen, for your tremendous efforts!

Client Success Story: Eda

Eda is a warm and happy individual who started out receiving Support Home services with ICE 8 years ago. With the assistance and guidance of her supportive roommates, Eda developed independent living skills and knowledge. Gradually she gained confidence in her skills and in September of 2011 she was able to successfully move out on her own into an apartment with Supported Independent Living (SIL) supports provided through ICE.

Eda is very happy and proud of her, "little castle". She has a Siamese beta fighting fish named Smiley and several other platy fish as company. This spring with the assistance of her ICE support staff Eda planted some flower boxes for the first time, now she is looking forward to enjoying them on her balcony over the summer. Eda has shared that since moving out on her own she feels that everything has all come together.

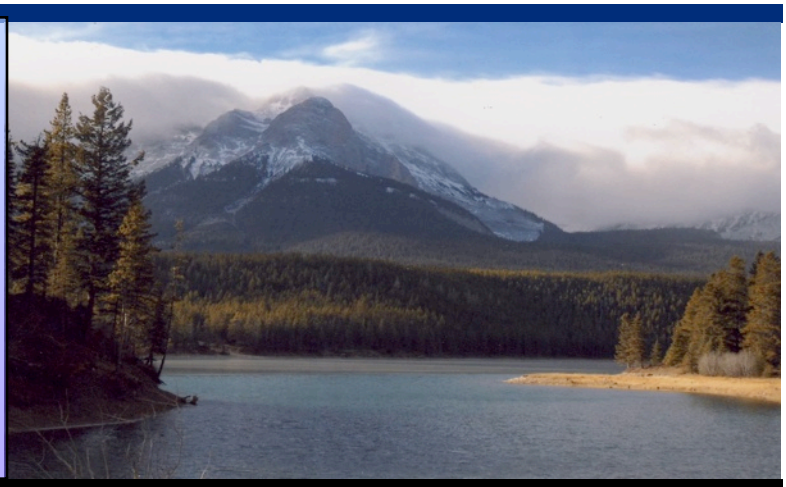
Eda has a very busy life. With the help of her staff, Eda has been expanding her budgeting skills, cooking new recipes, practicing shopping economically, and learning how to access community resources. She has also been developing new friendships. Eda works two days a week at Petland, volunteers two days a week and takes courses at the Centre Street Church. She shares that she has developed all sorts of new friendships at the church and she loves going there to try new things. There are always activities at the church to become involved in. Eda and her staff planted some beets, her favorite vegetable, in the church garden, and they have gone on several day trips with the church, including a trip to the Blackfoot Crossing Historical Museum. Eda has also developed friendships with many of her neighbors. Eda and her staff are often found at local parks, the zoo and the library. They also spend time swimming, watching the airplanes at the airport, going to movies, attending special events and much more. Eda's favorite park is Edworthy, when asked why, Eda smiles and shares that the firemen practice there.

Family is also very important to Eda. She spends a great deal of time with her mother, helping her whenever needed. Eda and her family share activities such as going to the Stampede, attending Legion dinners and travelling to Edmonton for the Capital EX exhibition almost every year. Eda says that she is very happy with her life right now. She is looking forward to learning more recipes, making more friends, continuing to be helpful to others and to living life to its fullest!

Attention all ICE employees:

Important contact information is needed!

Please submit your email address to your supervisor as soon as possible.



TRAINING

Proactive Behavior Intervention

July 19 and August 2, 2012, 9-5 pm

As described on the ICE Website

Documentation and Reporting Practices

July 13, 2012, 9-1 pm

As described on the ICE website

Client Goals & Outcomes

July 25, 2012, 9-1 pm

As described on the ICE website

PART 1 - Mission Possible Awareness Session for Speed and Distracted Driving

July 11th, 2012, 9-12 pm

As described on the ICE Website

PART 2 - Mission Possible Education Session for Speed and Distracted Driving

August 8th, 2012, 9-12 pm

As described on the ICE Website

THANK YOU INCENTIVE WINNERS!

LORA CRUZ

Lora Cruz was thanked by her manager for her timely response to go to another program and assist with a health and safety concern for a client. Lora won a Kitchen Aid 5 piece Stoneware set. Your flexibility is greatly appreciated!

ROSE KAKU

Rose Kaku was thanked by her Team Coordinator for her excellent cleaning efforts to maintain a healthy and safe environment for the clients and staff at her program. Rose won a Coleman 5-in-one inflatable "Quickbed" with pump. Great work, Rose!

TILAHUN GEBREMEDHIN

Tilahun Gebremedhin was thanked by his manager for his demonstrated care and concern for the health and safety of the clients at his program and for his initiative in completing additional tasks. Tilahun won a Cosmopolitan Zero Gravity outdoor reclining chair. Your efforts are very much appreciated!

Employee Referral Incentive Program $100 Recipients for June

Younrue Moore

Lorena Tilby

Abby Tesfaye

Summer Safety

Summer is a wonderful time of year but it is still important to make safety a priority.
Here are a few reminders:

Weather
Whether it is a Thunderstorm, a Tornado, a Flood, or Extreme Heat, everyone needs to maintain their awareness of weather hazards in their environment, and know the signs and required actions in the event of these. Required emergency responses should be reviewed regularly with clients and staff.

Safety during Electrical Storms
Indoors
- Stay away from windows,
- Unplug appliances,
- Do not use the telephone,
- Avoid running tap water

Outdoors
- Try to reach a safe building or vehicle (Picnic shelters, dugouts and sheds are NOT safe.)
- Avoid high ground, water, tall, isolated trees and metal objects such as fences or bleachers.
- If you are out on the water, get to land and find shelter immediately.

Heat and Sun Exposure
Extreme heat can lead to dehydration, heat stroke, heat exhaustion, and sun burns. During hot weather make sure that you and your clients drink more water regardless of activity levels. Wear lightweight, light coloured, loose fitting clothing and if going outdoors, a hat, sunglasses and sunscreen. Sunscreen should be at least SPF 15 or greater and sunglasses should block 99 to 100% of UV A and UV B radiation. (Over-exposure to UV radiation increases the risk of cataract formation). Keep homes cooler by closing the curtains and windows when it is hot outside. Avoid strenuous activity from noon to 3 pm (the hottest part of the day) during the summer.

Food Safety
Many people are uneasy about eating foods with mayonnaise at summer picnics because they fear food poisoning. To prevent bacterial food poisoning, the basic rule is to keep hot foods hot and cold foods cold. Perishable foods (with or without mayonnaise) may not be safe to eat if they have been held at room temperature for more than two hours. In very hot weather this time should be reduced to one hour.

Insect Bites and Stings
Insect bites and stings are not only painful they may also pose serious health risks. Mosquitoes can transmit diseases such as West Nile Virus and ticks can carry serious illnesses like Lyme disease. The best way to deal with bites and stings is to prevent them whenever possible. Repellents are effective but should be used with care:
- Apply repellants only to exposed skin and/ or clothing – not under clothing,
- Don't use on cuts, wounds or irritated skin,
- Apply to hands and then apply on face – don't apply or spray directly on face
- Don't spray repellant in enclosed areas, or around food. Avoid breathing sprays.

Insect bites and stings can pose serious threats to those who are or become allergic to them. Unfortunately repellents don't work against stinging insects like honeybees, wasps and hornets. A bite or sting can cause anaphylaxis, a life threatening condition that requires immediate medical attention. ICE staff must know their client's medical support requirements and if clients may be subject to allergic reactions. Avoid stings and bites whenever possible. Be cautious when present in areas where their nests are likely to be located such as near buses, trees and buildings. Additional precautions that can be taken include: wear shoes and don't go barefoot, never swat at flying insects, keep food covered as much as possible outdoors, keep garbage in closed containers, avoid use of perfumes, hairsprays, and sweet smelling fragrances when spending time outdoors, avoid brightly coloured clothing, and drive with car windows closed. If stung by a honeybee, scrape the stinger out – don't squeeze it or you may squeeze more venom into the skin.

Please note that there is other Weather and Safety Resource Material available in the ICE Health and Safety Binder.

Information Sources: 1998-2007 by FamilyCorner.com Magazine - http://www.familycorner.com and http://www.theweathernetwork.com

Employee Referral Incentive Program

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!

POLICY REVIEW

3.5.4 WORKING ALONE

(Introduction and Section A- please refer to the Policy Manual for sections B, C and D)

Independent Counselling Enterprises will take reasonable and prudent action to prevent and minimize risks to employees that are working alone. The agency is committed to the following:

1. The health and safety of the employees in the work place. Incidents that do occur are investigated and corrective action is taken by the agency.
2. Assessing the hazards of the workplace.
3. Taking corrective action or measures to prevent or minimize hazards or incidents from occurring.
4. Training and educating employees to perform job duties effectively.
5. Reviewing policies and procedures on a regular basis to ensure these measures are effective in meeting the existing needs and potential changes in business operations.

TRAINING OF EMPLOYEES

1. Prior to employment with the agency an employee must have attended Pre-Employment Training. This will educate the employee in his/her performance of job duties, Standard Precautions, universal health and safety issues, and key policies and procedures of I.C.E. Employees are requested to read the entire policy manual within their first three months of employment, which is available at main offices in the homes operated by I.C.E.
2. Assessment of client needs and the working environment by the funding source and through the I.C.E. intake process will identify if additional training is required for employees in order to meet client needs and to ensure a safe working environment for both the employee and the client. Often additional training is client specific and may include more intensive proactive behaviour intervention, specific use of adaptive equipment or a delegation of a medical procedure. Supervisors will ensure employees are provided with the identified training to meet client needs and they are informed of client support requirements at the time of shift assignment. When appropriate, employees will overlap for a designated time period prior to working alone if the employee is not familiar with the work site or the client. Employees are responsible for informing the ECAT Coordinator, at the time of shift assignment, their familiarity with the client(s).
3. I.C.E. has employed training personnel who provide employees with continual training and support as required when on the job or through the provision of in-services and workshops.

(see **Policy 3.3.4 Mandatory Employee Training**)

ICE offices will be closed

Monday,

August 6th, 2012

for the Alberta Heritage Day holiday

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

ICE has a TD Group RSP plan!

Refer to Policy 3.4.18 ICE Future Builders RSP.

If you are eligible, ICE will match your contributions!

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

Thank you to Dan Poole one of our South region clients for sharing his excellent photographs. Several of Dan's photos appear in this edition and others will be shared in ICE Pages in the months to come.

HEALTH AND SAFETY MINUTES

3.1 Review of Regional Health and Safety Minutes

Calgary Region – Meeting May 23rd, 2012
No Current Injury Investigations
No Current Near Miss Investigations
Northwest Region – Meeting May 10th, 2012
No Current Injury Investigations
No Current Near Miss Investigations
South Region –Meeting May 1st, 2012
No Current Injury Investigations
No Current Near Miss Investigations

3.2 Evaluation of current Injury Investigations
Edmonton Region

April 17, 2012
Staff was attending a community training session. On a timed break they were rushing to get into their car which was parked in a parking lot with a high curb beside the driver's side. As the staff attempted to open the door and get into their vehicle they misplaced their footing between the door and the curb and severely twisted their ankle.
Injury Investigation to be completed.
Recommendations:
Workers to be reminded to choose their parking spaces with care. Curbs beside a vehicle are a hazard.
If required to park by a curb, park to allow enough space to safely stand on two feet and access the vehicle.
Workers reminded to slow down and avoid rushing for safety.

May 18, 2012
Staff member had been cleaning the front porch of a residence. When they were re-entering the home carrying their cleaning equipment, the storm door closed automatically and quickly behind them catching on their shoe. This caused the employee to twist their foot, fall on their knees, and bump their forehead. Medical follow up support was provided.
Injury Investigation to be completed.
Recommendations:
Adjust the storm door swing closure mechanism to stop the door from closing dangerously on persons entering the residence. Set it to allow enough time for people to safely enter inside.
Adjust the amount of cleaning equipment being carried at one time, or how equipment is carried so that staff has one hand kept free to control the door closure.
Staff could post a sign on the door warning of automatic door closure to alert and remind people of the hazard.
Workers reminded to slow down and avoid rushing for safety.

May 22, 2012
Client and roommate got into a disagreement over the use of the television in a residence. The client spat at the roommate. Staff went to go to the office to write an incident report about the altercation. The client became agitated and grabbed staff's hand twisting the staff's wrist.
Injury Investigation to be completed.
Recommendations:
Review incident with RPAC and complete any behavioral follow up recommended for client support.
Review PBI training with staff (i.e. Avoid power struggles with agitated clients. The client may have felt threatened by staff's expressed intent to document the incident.)

3.3 Evaluation of Near Miss Investigations
Near Miss Investigations
June 2, 2012
Staff went to use the washing machine at a program. It was making noise and there was a burning smell. Staff and clients evacuated the home and called a Supervisor. The Supervisor advised them to call 911 for the fire department which they did. The Fire Department came and checked the concern. The washer was disconnected until it could be replaced.
Near Miss Investigation completed.
Recommendations:
Training and review for all staff regarding emergency procedures. Staff should NOT hesitate to call Emergency Services such as the Fire Dept in such situations. Do not wait for supervisor instruction. (The staff did do a great job evacuating the premises for safety!)
Training is recommended for staff on how to load/ use the washer/ dryer. Overloading may have been the cause of the problem. Regular maintenance for laundry equipment may also be necessary if it is used heavily.

3.4 Review 2011 COR External Audit
Section 7 of the 2011 COR Audit Report was reviewed including suggestions for improvement.
7.7 – Improve the quality of investigations focusing on root causes and corrective actions.
7.8 – Hold Investigators responsible to perform thorough incident investigations with a focus on root causes.
The group discussed ideas for improving root cause analysis.
Ongoing effort to enhance Investigation root cause analysis by supervisors and managers at all levels.

3.5 Review of Hazard Assessment and Control Document - Master
Calgary - General Section pages 35-37
Repositioning Clients
Wheelchair Use/Ramps
Assisting with client mobility
Assisting persons who have lighters, matches, candles
Assessments
–include nursing (ADL) assessment
Resources
- include environmental interventions Safe Work Practices
- Add do not lift client who has fallen.
Northwest - Tabled for Health and Safety Policy review
South - Reviewed pages 34 & 35
Wheelchair Use/Ramps
Assisting with Client Mobility
Assisting Persons who use/have matches, lighters, candles
No Additional Recommendations
Edmonton Region:
The group reviewed the 2011 Hazard Assessment and Control document Master and discussed the revisions to legislation in relation to OH&S Code Part 35 – Health Care and Industries with Biological Hazards. Discussion was focused on General – Job Type, Blood Glucose Testing, Use of Epi Pen, Giving Injections -
pages 23, 24 and 25.
Recommendations for revisions were made for these three sections:
- Include use of safety engineered devices
- Add to safe work practices - an enhanced description on the safe sharps disposal box (puncture resistant top and sides, closable, leak proof, labeled, with a ¾ fill line).

4.2 COR Dates and Regions for 2012 Internal COR Audit
COR 2012 is scheduled for the two weeks between September 10th and 21st, 2012
Regions: Lethbridge/Nanton, Edmonton, Calgary.
There will be approximately 50 interviews required for Edmonton. Corinne is drafting the COR plans and Promoting Safety Training will be completed/ revisited for staff who will be participating.

4.5 Policy Review
The Committee reviewed the following policy together:
4.4.2 Risk Management

5.0 Next meeting * Wednesday, July 4th, 2012 @ 1:30 p.m.**

Ljubinka Skobic has been a valued employee of ICE since February of 2004. In her eight years with the agency she has consistently shown herself to be a dedicated and hardworking woman of great generosity and caring. We are very happy that her retirement this July will allow Ljubinka to relax and take life easier, but she will be greatly missed by her clients, her colleagues and her many friends here at ICE.

Congratulations and best wishes for your future, Ljubinka!

Independent Counselling Enterprises Inc.
15031 118 Ave.
Edmonton, AB, T5V 1H9

To whom it may concern,

It is time to inform you that I am going to leave my job and retire. I never guessed it would be so difficult.

I spent eight and a half years with ICE, and during all that time I felt secure, safe, appreciated and, most importantly, loved.

You also gave me opportunities to learn and to create friendships, which means a lot. ICE became my second home.

It was not always easy with the clients with whom I worked, but that cannot compare with the good times I have had and the pleasure that I felt when helping them as best as I could. I became very attached to them, and I usually refer to them as "my guys".

I hope you understand how difficult it is to say "Goodbye" to all of you. You will always be the best part of my memories. I plan to keep in touch, and you will be in my prayers.

I consider myself blessed and lucky to have been a part of this company and that you were a part of my life. I will never forget you, and God bless you now and forever.

Sincerely,

Ljubinka Skobic
Ljubinka Skobic