

Lisa grew up in St. Albert, Alberta, where she began her own interior design business in 2001. When the business was 4 years old she brought it to Grande Prairie with her family. In Grande Prairie the business ran successfully for another 6 years, but Lisa felt like she was missing something in her work. A self-diagnosed, "people pleaser", Lisa longed to help people on a deeper level and hence, decided on a long term goal to become a nurse. At this point Lisa discovered ICE and began working in several of Grande Prairie's residential and community programs.

Lisa has excelled with all of the individuals she has provided supports to. She says working at ICE has taught her patience, understanding, and a greater ability to see the individual, not the disability. She has become an advocate for people with disabilities by influencing and educating her friends, family, and community members whenever an opportunity arises.

Lisa continues to work towards her goal of becoming a nurse and working with seniors. As a volunteer, Lisa has already been working with seniors for four years now. She appreciates having the opportunity to be there to care for someone when they are without other supports. Lisa reports it gives her satis-

EMPLOYEE Spotlight

Lisa



faction to be making a difference in the lives of others. This summer she began her courses towards achievement of a Bachelor of Nursing degree.

In her spare time, Lisa enjoys the Peace Country for its unparalleled camping, hiking, and outdoor activities.

ICE appreciates and is lucky to have such a dedicated employee.

Reminder!



PDD Grant Dollars are available for training opportunities for Community Rehabilitation staff.

Submit your "Letter of Intent for Training" soon.

ECAT

Employee &
Client

Assistance Team

780-461-7236

after office
hours



MEETINGS



Health &
Safety Meeting

JUNE 15, 1:30 PM

RPAC

JUNE 21, 2:00PM

TIME SHEET HAND-IN



Hand-in day will be:

June 15th, 2011

for all shifts worked
between
June 1st and 15th
and

June 30th, 2011

for all shifts worked
between
June 15th and 30th

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Employee Success Story: Richard

Richard entered services with Independent Counselling Enterprises in 2005. From 2005 to 2009 Richard lived in a supported home arrangement in Lethbridge, Alberta. In the summer of 2009 Richard decided to move to Spruce Grove, Alberta to be closer to family. He moved in with his older brother and lived there until early 2010. Richard decided to move back to Lethbridge in 2010 when his brother made the decision to move to British Columbia. It was a challenging time for Richard, finding a new job and reconnecting with old friends. Richard was very happy when he was able to move back in with his previous Support Home Operator (SHO) through ICE as they had such good times together.



A day job would allow him more social time at night with his friends. He is presently busy sending out resumes and checking job postings looking for the "perfect job".

Richard enjoys the outdoors; he likes to go walking and really loves to go camping. Richard and his SHO have enjoyed many adventures over the years, exploring the various campgrounds around southern Alberta. His SHO encourages Richard to bring along friends when they go camping too. Richard likes to be busy, and he is looking forward to a summer filled with fun. He will be volunteering at the Dragon Boat races, attending art classes and he has decided to try Special Olympics golfing once a week. Richard also enjoys wrestling, New Connections dances, walks around Henderson Lake, movies, concerts and hanging out with his friends.

Richard is a hard worker and has worked in the food service industry for a number of years. Currently, Richard works at The Keg part-time as a dishwasher. He enjoys his job there but wants to find a new job where he can work the day

We wish Richard much success in his job search!!

ICE Office renovations – Edmonton



The Edmonton ICE office has been a busy place the last month with renovations taking place in order to increase the efficient use of our leased office space. The biggest changes have been to ICE training facilities. Both training rooms are now located on ground level. Training Room #1, (the main P.E.T. classroom) is now situated at the front of the building at 15043 (the entry to the Home Care and Booking offices). Training Room #2 is now located at the back of the building behind the main ICE reception area. Stop by soon and see the changes!



Proactive Behavior Intervention

June 2nd, June 23rd, 9am-5pm

As described on the ICE website

Client Goals & Outcomes

June 2nd, 2011, 9am-5pm

The purpose of the session is to learn the best way to assist the individuals we support to achieve maximum independence through development of clear and achievable goals followed by a plan to achieve those goals.

- To assist with meeting the goals and objectives in the Individual Service Agreements
- To complete monthly and annual progress reports from data collected for the purpose of outcome measurement.

Positive Behaviour Supports

June 21st, 9am-5pm

As described on the ICE website

Fire Extinguisher Training

June 22nd, AM session 8:30 – 12:30

June 22nd, PM session 1:00 – 5:00

TRAINING



Maria M received a Thank You card from Booking Coordinator for observing a med error; Maria reported the error immediately. Way to go Maria!! Maria won a Bionare Fan.



CR Manager thanked Lela B for her efforts in making sure that her program was ready for a Environmental Quality Audit. Lela received an MH20 Steam Mop for her hard work!

Thank  You!

Evelyn K's TC gave her a thank you card for always making sure that their program is clean and safe for the clients and co-workers! Evelyn is the recipient of a Black and Decker Hand Vacuum.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Calgary Region Meeting minutes date: March 16, 2011

Feb 16/11 – Staff was backing out of the garage, staff bumped a City electrical box. Vehicle tail light was broken on staff's car. Near Miss Investigation was completed.

Recommendations – Reminded staff to be aware of surroundings. Posting a sign in the garage to remind persons before they back up of the location of the electrical box in the garage. Electrical box to be added to Site Specific Hazard assessment document for this location.

Additional recommendations – When backing up in a confined area survey the area for hazards on foot before proceeding to back up the vehicle.

March 4/11 – Staff noticed that the temperature in the residence was extreme and the furnace did not appear to be shutting off. Fire Department and ATCO gas were contacted, the furnace was inspected and it was found out that thermostat is not working properly. Landlord was contacted regarding thermostat and necessary repairs were made. Near Miss Investigation completed.

Recommendations – follow up completed as required. Continue to monitor furnace operation and continue with annual furnace inspections. No additional recommendations.

Northwest Region: Meeting minutes date: April 14, 2011: Review of Employee Injuries

March 23, 2011- Staff was using a shovel and an ice pick to remove ice and packed snow build up from the driveway. Staff strained his shoulder and neck. Injury Investigation completed.

Recommendations: Removal of snow and ice should be done ongoing to avoid snow and ice build up. Stretch prior to shoveling, and take regular breaks as needed. Work within one's own physical capacity.

Additional recommendations – apply sidewalk salt to ice before removal to make the task physically less demanding.

Recommendations: Although there were no Near Miss reports for the month, every staff will be reminded about the importance of reporting near miss incidents to prevent possible future injuries.

3.2 Evaluation of current Injury Investigations

Review of Employee Injuries: April 28th
Staff injured self getting out of the vehicle; staff slammed their hand in the closing door. Staff sought medical follow up for the injury. Injury Investigation to be completed.

Recommendations: Staff to pay attention at all times. Make it a habit to let go of car doors when closing them.

May 1st – staff was involved in a MVA. Staff was attempting to stop at a red light but the car did not stop due to mechanical problems. The car struck another vehicle and the airbag was deployed. Injury Investigation to be completed
Recommendations: Staff are responsible to ensure regular maintenance check ups for their vehicles.

April 29th – worker was in the office, dropped something on the floor and banged their head on a shelf on the wall as they were raising themselves back up. Shelf moved to an alternate location. Injury Investigation to be completed

Recommendations: Staff to pay attention at

all times. Consider potential hazards to others when placing shelving or furniture.

3.3 Evaluation of Near Miss Investigations

April 14th - A CO2 monitor installed in a HC office in the Edmonton offices, was set off. The area was immediately cleared, employees were informed of the possible hazard and ATCO Gas was called to inspect the area. ATCO inspected the area and determined the CO2 sensor had been triggered by an employee using Lysol spray disinfectant in the room where the CO2 monitor was placed. A Near Miss Investigation to be completed.

Recommendation: Place CO2 monitors near furnace air-return vents. Do not place in an area where spray cleaners/ spray air fresheners will be used as these will contaminate the filters.

May 2nd

A small coffee maker in one area of the Edmonton office was left on and found when staff came in on Monday morning. H&S specialist was notified and removed the coffee pot due to the risks posed. A Near Miss Investigation to be completed.

Recommendations: If staff in this area require use of a personal coffee maker, it must be one approved by ICE management with a safety feature such as those that use a thermos flask or an automatic shut off.

3.5 Review of Hazard Assessment and Control Document - Master

The group reviewed pages 25, 28, 30 Revision recommendations were recorded.

HACD review to continue. Revisions to be added to the master document in June 2011.

Snow Mould & Other Allergens

What is snow mould?

Snow mould is a fungus that is found under melting snow. It is one of the biggest contributors to seasonal allergies. Snow mould looks grey, and appears in circular patches on grass. Snow does not kill the mould. When the snow begins to melt, the spores from the mould are released in the air, causing watery eyes and runny nose in some people. People allergic to mould may experience symptoms from spring to late fall. The mould season often peaks from July to late summer.



there's a lot of pollen and mould in the air. In late spring and early summer, grass starts to cause trouble. Weed pollen is the main cause of seasonal allergies in late summer and early fall.

Symptoms:

The symptoms of allergies include: sneezing, itching, nasal discharge, congestion and dry and scaling skin.

What can you do?

- Stay in doors and keep windows and doors closed during peak pollen hours (morning)
- Wear a mask when mowing lawn and when walking on freshly mowed lawns.
- In the fall, rake up leaves to minimize mould growth
- Do not hang laundry outdoors. It can trap pollen.
- Take medications recommended by your doctor to treat and prevent allergic reactions.

Other Allergens:

In the early spring, the major culprit is wind-borne pollen from trees. Pollens are tiny egg-shaped powdery grains released from flowering plants, which are carried by the wind or insects. Pollens that are spread by the wind are usually the main cause of seasonal allergies, while pollens that rely on insects (such as the honeybee) to be carried to other plants do not. The worst springtime allergy signs and symptoms occur during hot, dry or windy days when

INCENTIVE FOR REFERRING EMPLOYEES

Here's how it works!
If you refer a person to ICE who successfully meets our hiring requirements and completes three-month probation with a minimum of 120 hours worked, you will receive \$100.00.



Take advantage of this great opportunity.

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.



Senior Management Tour ICE Operations across the Province



In order to have an effective Health and Safety program a company must have commitment and involvement by senior management. It is an important part of the Management by Walking Around (MBWA) concept for company leaders to get out of their offices to spend time where clients are supported and where employees work each day. Recently I.C.E., Chief Operating Officer (C.O.O), Geneve Fausak visited several residences in Edmonton. The C.O.O. and the ICE Alberta Manager of Operations, Jackie Wells also travelled in May to tour the office and programs in Grande Prairie. Risk Management and Quality Assurance Specialist, Greg Lane and Health and Safety Specialist, Corinne Stasiewicz alternately visited offices/ programs in Calgary and Lethbridge in May. These visits provided excellent opportunities for senior management to observe the positive efforts demonstrated daily by ICE employees for risk management and health and safety. Management would like to extend a warm thank you to all ICE employees involved!



2.4.1 GUIDELINES FOR PLANNING ACTIVITIES

1. Independent Counselling Enterprises activities are planned to be effective as well as safe in their operation.

2. General guidelines apply in planning activities:

- involve the client in planning activities;
- consider the client's abilities and interests in relation to the activity;
- consider the client's likely level of safety and well being while participating in the activity;
- determine the relationship of the activity to the client's cultural and religious heritage;
- ensure the activity fits in with other scheduled activities and daily routines;
- ensure activities are age-appropriate. Minor children require written permission from parent or guardian before engaging in activities;
- plan the activity in incremental steps (i.e.: putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition;
- address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities;
- arrange an appropriate meeting place. Have phone numbers and other information available ahead of time;
- all group activities require supervisor review and approval before they take place;
- in the event of an emergency (i.e. accident or injury) employees are to ensure they have all emergency contact names/phone-numbers including their supervisor and ECAT/911 to call for immediate assistance (see Policy 2.7.3 Critical And General Reporting Incidents and Policy 3.3.6 ECAT Supervision)

3. Aquatic activities must include the following precautions:

- the presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
- in circumstances where I.C.E. clients have access to private pool facilities through their residence a pool safety protocol (refer to Master Forms Binder: Ori-

tation Manual Section B and Residential Monitoring Manual Section F) will be developed, reviewed, and signed off by the client, guardian, and I.C.E. staff, a copy of the protocol will be filed in the client green file;

- use of a safety floatation jacket by all participants in a raft, boat or canoe;
- constant and direct supervision of clients during all activities around water.

4. Overnights trips are not to be planned for any client unless the employee receives approval from their supervisor. The following apply:

- Approval must be given by the Manager in consultation with the Chief Operating Officer only after a written proposal has been submitted outlining the nature of the trip, the duration of the trip, expenses to be incurred, location of nearest medical/emergency facilities and staffing during the time away.
- It is not expected nor is it this agency's policy that employees take clients on holidays. Often trips are contingent on employees volunteering time unless clients can access programs where supervision is included in the holiday.
- Any time away must not be a financial hardship for the client and their personal budget must be able to support the holiday.
- If funding is being requested from an outside source (i.e. Office of the Public Trustee) sufficient time must be provided in order to meet their documentation processes as per OPT Policy.
- Guardians must be aware of and support the holiday and sign all necessary permission forms prior to the excursion.
- Employees must have access to reliable communication such as a telephone or cell phone and contact the office once per day for an update.
- If the location of the holiday is isolated two employees must be present at all times.
- A first aid kit must be carried.

Updated October 2009