

# ICE PAGE

EDMONTON /NORTH CENTRAL

2015

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## Health and Safety Meeting

March 4th , 2015 @ 1:30 pm

## RPAC Meeting

March 18, 2015 @ 1:30 pm

## TIME SHEET HAND-IN:

### March 16th, 2015

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

### March 31st, 2015

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



# ECAT

Employee & Client  
Assistance Team

780-461-7236

after office hours

## Employee Spotlight

### Robin

With previous care giving experience as a nanny, Robin came to work for ICE in 1994. Since then she has worn many different hats within our agency. Robin started in Edmonton as an ICE home care worker. A person who loves to learn, Robin was soon taking advantage of the various training opportunities at ICE. As Robin learned about Community Rehabilitation residential services she found this to be an area she wanted to further explore. Robin applied for a transfer from home care services to a Main Staff role in an ICE residential program, later she took on a Team Leader role, and in 2006 Robin completed ICE's internal supervisory training course and became a Team Coordinator. She fulfilled this role for 7 years.

In 2013 Robin decided it was time to try another new hat and she became a Support Home Operator with ICE. Robin says she is happy with this decision as she appreciates seeing the



individual she supports explore their independence and finds this supportive role to be a natural and healthy transition in her life. Robin reports, "It feels like an extended family". Even with her involvement as a Support Home provider, Robin has chosen to stay connected with ICE's rehabilitation services and so she provides supports to several ICE clients in a day program. Robin has a positive attitude and a terrific sense of humor. She offers a strong practice of quality care, even when faced with challenges. Her genuine enthusiasm and passion for people contributes to her ability to develop and maintain a healthy rapport with her clients, families and the teams she works with. Robin feels strongly about enriching the lives of the individuals she supports.

Although Robin's calendar is full, she does appreciate the small amount of personal time she has and enjoys taking ceramics and quilting classes and walking the dogs.

Robin has contributed 20 years of quality service to ICE and has overcome many personal and professional challenges in this time. Thank you for your compassion and dedication!

**Client Success Story**

**MELISSA**

Melissa is a gentle young woman with a beautiful smile. Melissa currently lives in an ICE Support Home. With the help of her support staff, Melissa has been employed for one year delivering flyers. She has gradually increased her delivery route and once a month also delivers magazine orders to certain homes. Melissa states she really enjoys her job as it is physical and outdoors.

the Village Square Leisure Center. Melissa has completed a six- week Self Defense Class and is currently attending an Aerobic Drumming Class. Melissa enjoys other physical activities such

swimming, bowling and running.

Melissa enjoys spending time with friends, going to the library and loves fashion. Melissa has a large extended family and they spend a lot of time doing activities together. Once a year, they travel to El Salvador to the family vacation home, where they have a wonderful time enjoying the culture and the warm sun. Melissa has traveled to other locations too; she has been on vacation to Mexico, Dominican Republic and Disneyland in California. She likes to travel and looks forward to future vacations.



Melissa has also taken an interest in activities offered by

**ANNOUNCEMENT**



**ICE is pleased to announce the promotion of Kaitlin Smith to the senior management position of ICE Quality Auditor.**

In this new provincial role, Kaitlin will be responsible for monitoring service quality in all departments and regions within I.C.E. She will be conducting performance audits to ensure policies and procedures are being implemented and/or followed consistently and accurately.

Kaitlin brings 32 years of community rehabilitation experience to this position. She has worked in numerous roles ranging from volunteer, support worker, Support Home Provider, to Community Rehabilitation Manager. Her strong client focus and hard work ethic are well known and universally respected within ICE.

**We congratulate Kaitlin on her new position and wish her success!**



**REMINDER:**

**Sunday, March 8th, 2015 at 2:00 am clocks should be turned ahead one hour for Day Light Savings Time.**



# Monthly Incentive Draw Winners!



**Medard Hwinyirako** was thanked by his Team Coordinator for carefully following a client's emergency protocol. Medard won an American Tourister 4 piece luggage set. Thank you for your diligence!



**Pat McNally** received a thank you card from her CR Manager for her assistance to a new Team Leader. Pat won an iHome Wireless Stereo Speaker. Thank you for your dedication!



**Dieudonne Ndisanze** received a thank you card from his CR Manager for being flexible and working extra hours to assist his program. Dieudonne won a Cuisinart, Easy Pop, Popcorn maker. Your efforts are very much appreciated!

## TRAINING

### Proactive Behavior Intervention (PBI)

March 6th and March 20, 2015

9 am-5 pm

As described on the ICE website

### Non- Violent

### Crisis Prevention Intervention (CPI)

March 9th & 10th, 2015

9 am-4 pm both days

(Day 2 refresher only)

As described on the ICE website

### Positive Behavior Supports (PBS)

March 24th, 2015

1 pm - 5 pm

## EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100 RECIPIENTS!



Jaison Peenikaparamban  
Lonappan



Odile Niyonsaba

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!

Thank you for referring a new employee to ICE!

## POLICY REVIEW

### 3.8.1 PROFESSIONAL CONDUCT

As an employee of Independent Counselling Enterprises Inc., certain standards of Professional Conduct are expected to be maintained at all times.

Independent Counselling Enterprises employees are expected to conduct themselves as professionals while representing the agency at all times.

The employee is to ensure that the client's rights (see **Policy 2.2.1 Client Rights and Responsibilities**) are maintained.

Employees will maintain a professional approach with clients, their support network, other professionals and their coworkers. The employee is therefore to refrain from use of profanity, shouting, issuing of verbal or physical threats, malicious gossip

and the use of statements that are slanderous or considered to be abusive. Professional boundaries are to be maintained between the client and the employee as well as with the client's support network.

Employees have the responsibility to:

- be punctual.
- be properly prepared for each assignment.
- perform job duties in accordance with the agency's policies and procedures.
- complete appropriate documentation accurately and within specified time frames.
- only work what has been assigned or scheduled and not to alter a working shift in any way unless approval from the appropriate supervisor had been obtained.

Updated October 2012

### BACK CARE

**About 80% of the population will experience back pain at some point in their lives.**

It is important to understand what causes back pain and to focus on preventing it.



- Back aches are commonly due to lack of exercise. Maintaining fitness is important. There should be a balance of cardiovascular workouts and muscle training in your exercise program to help keep your back in healthy condition. You also need to keep your weight in check. Appropriate weight as per height helps minimize stress on the back. Strong and flexible muscles keep the back fit and healthy.
- Ergonomics are important - for instance, the height and position of your body in your chair, at your desk/ table etc.
- Bad posture - Bad posture always affects the back. Slouching or sway-back positions where you compromise the body's natural position causes muscle fatigue. You can almost always keep back muscles in good order just by keeping a healthy body balance.
- Stress - being under constant mental stress causes your muscles to tense.

### SAFE LIFTING TECHNIQUES FOR BACK CARE

- **Assess the load.** Get help if the shape is too awkward or the object is too heavy for you to lift and move by yourself!

- **Use safe lifting body mechanics.** Bend your knees to lift. Keep the weight close to your body. Keep your back straight and do not twist. Lift with your legs.
- **Reduce the amount of weight lifted.** For example adjust a heavy load to several smaller boxes or grocery bags rather than trying to carry one extremely heavy load.
- Use handles and lifting straps.

### Body Management

- It's important to know your body's limitations, and it's important to be aware of your body position at all times. Learn to recognize those situations where your back is most at risk: bending, lifting, reaching, twisting, etc. Then take measures to avoid an injury.
- Stretch first - If you know that you're going to be doing work that might be hard on your back, take the time to stretch your muscles before starting, just like before a workout. This will help you avoid painful strains and sprains.
- Slow down - If you're doing a lot of heavy, repetitive lifting, take it slowly if you can. Allow yourself recovery time between lifts. Don't overdo it.
- Rest your back and stretch. If you have ever been working in an awkward position for a long time, then stood up and felt stiff and sore, you know you've been in that position too long, and your body is protesting. Taking a one minute stretch break occasionally will help you avoid that.
- Sleep on a firm mattress. - The best sleeping position for many people is either on the back with the knees slightly elevated (by a pillow), or on the side with knees slightly bent.



**Health and Safety Minutes  
Meeting - Edmonton,  
Feb. 4th, 2015**

**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- January 21, 2015 Mtg Min.

No current internal incidents to investigate.

South – January 6, 2015 Meeting Minutes  
No current internal incidents to investigate.

Grande Prairie – January 9th, 2015 Mtg.  
Minutes –No current internal incidents to  
investigate.

3.1 B) Review of Regional Health and  
Safety Meeting Minutes - Section 3.3 (Near  
Miss Incidents)

Calgary- January 21, 2015 Mtg Min.  
No near miss reports to investigate.

South – January 6, 2015 Meeting Minutes –  
No near miss reports to investigate.

Grande Prairie – January 9th, 2015  
Meeting Minutes –  
No near miss reports for review.

**3.2 Evaluation of current Internal  
Incident Investigations for Injury,  
Health, Property Damage:**

**Jan 21, 2015**

Staff was returning with an ICE client from  
a required appointment. While at the  
appointment there had been freezing rain  
weather conditions. As the staff was  
walking through the condo complex the

sidewalk was icy. The staff fell backwards  
injuring them self.

**Recommendations:** Check weather  
report before leaving for outings and  
prepare for conditions as per weather  
forecasts. Staff and client would benefit  
from use of ice-grips. These can be carried  
in a pocket and put to use in the event of  
unexpected weather changes. Some  
residential programs have purchased a pair  
of ice grips that are kept at the program for  
staff team members to use for program  
related community access.

**Jan 23, 2015**

Staff was preparing a hamburger lunch for  
2 clients at a residence. One client with  
food related behavioral patterns took both  
hamburgers. When the client was  
prompted by staff to share the meal with  
his roommate the client became angry and  
punched and kicked a staff member. Staff  
gave space and police were called. (This  
client has a Planned Procedure (PRP) for  
aggression.)

**Recommendations:** Refresher training  
in PBI/ CPI for staff. Consultation with  
RPAC to determine additional strategies/  
revisions for the client’s PRP related to  
food compulsions.

**3.3 Evaluation of current Near Miss  
Incident Investigations:**

No miss reports to investigate.

**3.4 Review of COR Audit and Action  
Items** – Tabled for this meeting to allow  
more time for Policy review.

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

Working Alone – Pages 3& 4. Also  
review of WorkSafe Alberta – Working  
Alone Bulletin

The group recommended adding to the  
Physical Hazard section – personal  
injuries (i.e. from high behavior).

other regions review:

Calgary- January 21, 2015 Mtg Min.  
General Section Pages 62-66

Exposure to cats and dogs- recommend  
adding psychological (emotional distress,  
fear, phobias) to Associated Hazard section.  
Rating would be as following F-1, PC-2,  
HP-1

Use of furniture- under safe work practices  
add visually inspect prior to use  
Lifting and moving- no additions  
Changing water for water cooler- add use  
of bottom loading cooler  
Use of telephones (landlines)- no additions  
Use of telephones (cell)- no additions  
Paperwork- no additions

South – January 6, 2015 Meeting Minutes  
General HACD Pages 72, 73, 74 and 75  
Use of Furniture: Suggest adding wear  
proper footwear under safe work practices.  
Lifting and moving, Changing water for  
water cooler, Use of telephone, Paperwork:  
all no additional recommendations.

Grande Prairie – January 9th, 2015  
Meeting Minutes

General HACD Pages 12,13,14,15, 16  
Use of Sharps – no changes  
Cooking/Food Preparation – no changes  
Food Storage – no changes  
Exposure to raw meats – no changes

**3.6 Policy review** – Discussion of 2015  
ICE Policy Review Process.  
Review of 3.5.4 Working Alone.

**4.0 OTHER BUSINESS**

4.1 ICE Page Health & Safety Article for  
February 2015 – The group suggested a  
Safety Article.

**NEXT MEETING** – March 4th, 2015, at  
1:30 pm.



**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**

