

ICE PAGE

GRANDE PRAIRIE/ NORTHWEST

2012

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TIME SHEET HAND-IN:

August 15th, 2012

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

August 31st, 2012

For all shifts worked between August 16th and August 31st.

Health and Safety Meeting

August 9th, 2012 @ 3:00 pm

RPAC Meeting

August 28th, @ 1:30 pm



After Hours Supervisor

(780) 512-3129

EMPLOYEE SPOTLIGHT

Connie G

Please allow us to introduce you to Connie, a valuable ICE South region employee since November 2009. We are grateful for her every day. Connie says that her favorite thing about working at ICE is the way that everyone works as a team; she notes, "We all help each other, but of course I love the clients too. Without them, life would be very boring." Connie works with a client who lives in Claresholm, where she herself moved in 2009 as a new bride. By the time she moved to Claresholm she had moved 38 times in 37 years, all between Vancouver and eastern Saskatchewan.

Connie came to ICE with experience in two very different fields: she worked half her life as a nursing aid or

home care nurse and the other half with horses; she even had the chance to drive a horse and carriage for awhile!



Connie has taken advantage of ICE extra training sessions and is always looking for ways to make herself a more knowledgeable and better support staff. It is clear when speaking with Connie that she genuinely cares about the people she works with, and that she is willing to go above and

beyond the call of duty. Connie's supervisors can always count on her!

In her off time Connie enjoys cross stitching and putting around in her flower beds and watching a good movie in the evening. She also spends time helping her husband of three years to run his home based snow removal and lawn maintenance business. As a new adventure, this summer Connie is getting ready to raise chickens!

Connie's client delivers water and porters residents at a senior's residence. Each and every day, this individual gets more independent at her position with Connie's support. Connie says that she loves the fresh challenge of going to work each day and the big smiles and the high fives when client goals are accomplished, "It is a privilege to be a part of someone's life!" It is because of this attitude that we are so proud to call Connie one of our own!

Client Success Story: Lyndon



Lyndon has been with ICE since 2001. He has many hobbies that keep him busy, such as volunteering at the local church, learning how to cook, baking treats, keeping everything tidy and attending social activities with his family and within the community. This summer Lyndon attended his first overnight camping experience at Joy Camp. Joy Camp is located near Grande Prairie and made available by Bear Lake Bible Camp staff and volunteers and offers both a day and overnight program. Campers are provided with opportunities to participate in many activities such as crafts, a climbing wall, swimming, archery, horseback riding, scavenger hunts, campfire stories and eating lots of good food.

With ICE support staff there to assist him Lyndon was prepared to achieve his goal of attending the overnight camp. His camping experience was a great success and he had a blast! His favorite activity was the climbing wall which he mastered. Lyndon is thrilled to be adding so many great pictures to his scrapbook and he is already looking forward to attending next year's overnight Joy Camp. ICE is very proud of Lyndon's achievement and realizes that this experience represents a milestone for him; Lyndon now has the confidence he needs to set bigger goals and put his plans into action!



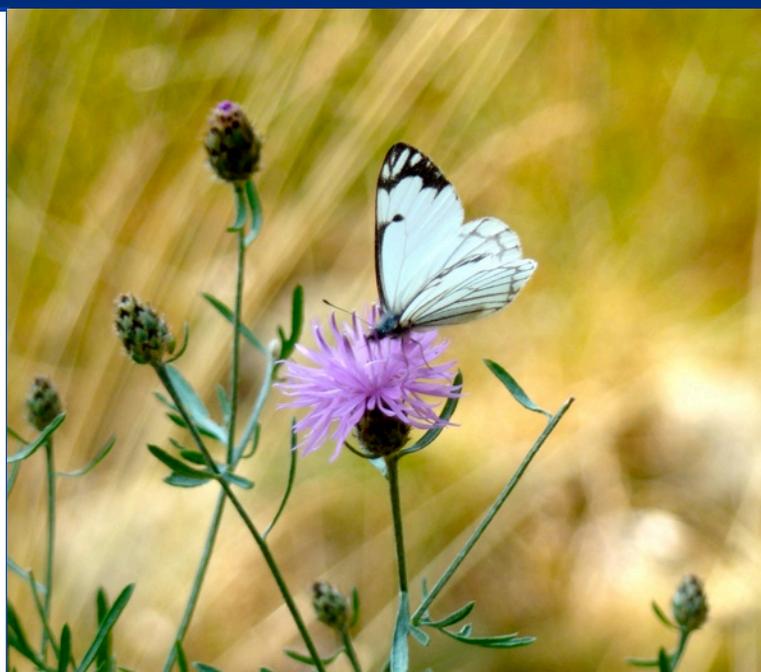
**ICE has a TD
Group RSP plan!**



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!

Timothy Adeyanju received a thank you card from the Regional Manager for providing excellent supports for his client to attend Joy Camp. He won a BBQ set and smore kit. Thanks for all your excellent work, Timothy!



TRAINING

PET

Two day workshop
As Needed - 9 - 5 pm

PBI

Proactive Behavior Intervention
August 21st, 2012- 9am-4pm



Attention all ICE employees:

Important contact information is needed!

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

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!

Take advantage of this great opportunity!

Health Corner

Dementia and Alzheimer's

Dementia is not a specific disease, but describes a group of symptoms affecting intellectual and social abilities severely enough to interfere with daily functioning. Dementia is a progressive condition which means that the symptoms will get worse.

Alzheimer's disease is the most common cause of progressive dementia.

Early Warning Signs:

- Withdrawal from work or social activities
- Confusion with time or place
- Decreased or poor judgment
- Changes in mood and personality
- Misplacing things and losing the ability to retrace steps
- Difficulty completing familiar tasks at home, at work or at leisure
- Memory loss that disrupts daily life
- Challenges in planning or solving problems
- Trouble understanding visual images and spatial relationships
- New problems with words in speaking or writing



Facts: Alzheimer's is not a normal part of aging. Alzheimer's worsens over time. Alzheimer's has no current cure, but treatments for symptoms are available and research continues.

If you notice signs of Alzheimer's in yourself or someone you know, don't ignore them. Schedule an appointment with your doctor. With early detection you have more time to begin on treatment, and plan for the future.



Dementia generally affects people with learning disabilities in similar ways to people without a learning disability, but people with a learning disability are at greater risk of developing dementia at a younger age – particularly those with Down's syndrome. The numbers indicate a risk about three to four times higher than in the general population.

Living with and/or supporting someone with dementia can be very challenging. It is important to ask for help. The most effective caregiver is one that is well-informed, prepared, and asks for help and support from all resources that are available. For more information and tips on living with Alzheimer's, visit the Alzheimer's Association website: <http://www.alzheimer.ca>

POLICY REVIEW

***Note: only part of Policy 3.5.1 is reproduced here. Please consult the ICE Policy Manual for the complete version of Policy 3.5.1.*

3.5.1 EMPLOYEE HEALTH AND SAFETY - INTRODUCTION & RESPONSIBILITIES

Independent Counselling Enterprises will take reasonable and prudent action to prevent and to minimize risks in the workplace. **(See policy 4.4.2 Risk Management)** This is best done by having written policies, practices and procedures in place, training and educating employees, employing competent supervisors and communicating to employees their responsibilities. The agency is aware of its responsibilities and complies with legislation as outlined in the Occupational Health and Safety Act and Worker's Compensation Board (W.C.B.).

The employee has the responsibility to:

- Work in compliance with the agency's health and safety regulations.
- Practice Standard Precautions.
- Use or wear any equipment, protective devices or clothing required by the employer.
- Report to the employer or supervisor any known defective equipment or protective device that may be dangerous, missing or defective.
- Report any known workplace hazard to the employer or supervisor.
- Not remove or disable any protective device.
- Work safely and not use or operate any equipment in a way that may endanger any worker.
- Not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- To report all workplace injuries immediately to the employer or supervisor and to not place themselves in danger.
- **The employee has the right and the responsibility, at all times and without penalty, to refuse work that the employee feels is a threat to his/her health and safety.** The employee is to ensure their own and the clients' immediate safety and immediately contact their supervisor or after hours ECAT supervisor for further

direction. Replacement coverage will be provided if required.

- Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the type of work the employee can complete.
- In the event of an injury to follow all agency policy and procedures.

The Visitor or Contractor has the responsibility to:

- Comply with all applicable I.C.E. Policies and Procedures, especially those pertaining to health and safety.
- To do nothing that increases the normal hazards to clients of I.C.E. or to employees engaged in work for the agency. **(see Policy 3.5.7 Visitors/Contractors).**

ICE offices will be closed

Monday,

August 6th, 2012

**for the Alberta Heritage
Day holiday**



Monday,

September 3rd, 2012

for Labour Day

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

HEALTH AND SAFETY MINUTES

3.1 Review of Regional Health and Safety Minutes

Edmonton Region – Meeting minutes: June 6, 2012

Employee Injury Investigations

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.)

Additional Recommendations: Wait until the situation is calm before writing up an incident report.

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. (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.

Calgary Region – Meeting Minutes June 20, 2012

Injury Investigations:

Employee Injury- May 24, 2012

Client was upset as she thought that the staff was talking to her sister about her, client threw an object at the staff, which hit her. The staff had been threatened by client in previous situations but did not report this to the office.

Recommendations:

Staff has been reassigned to another program. The incident report has been sent to RPAC for review

Additional Recommendations:

Review policies 3.5.1, 3.5.3, 2.7.3, 2.7.2, 3.5.5

Near Miss Investigations

May 28, 2012

While visiting with a client at the guardian's home the employee slipped on the wheelchair ramp while pushing the client's wheelchair. Staff was able to control the slip and did not fall. The ramp is usually only used by guardian and has not been assessed for safety or use by staff.

Recommendations:

Staff are not to use this ramp for client transportation, only the guardian should utilize it.

Additional Recommendations:

If staff are to use it in the future, the ramp could be inspected for safety first.

See if grip strips could be put on ramp.

May 29, 2012

Office staff was on her way to a meeting when she got a flat tire, she was driving on a major thoroughfare and found a safe location to pull over and call for assistance.

Recommendations:

Staff to ensure regular maintenance and inspections of vehicle.

Ensure that if a vehicle does break down that you pull over in a safe place and manner.

Reminder to all staff that these are reportable instances.

June 2, 2012

Relief staff working in a staffed residence that is in an apartment building discovered that indoor trap for dryer lint had a build up of lint.

Recommendations:

Dryer lint be cleaned after each use from dryer venting system.

If possible location of vent or dryer could be changed.

South Region -Meeting Minutes: June 5, 2012

No current injuries – No meeting minutes available

No near misses No meeting minutes available

3.2 Evaluation of Current Injury Investigations

No injury investigations to review

3.3 Evaluation of Near Miss Investigations

Near Miss Investigations:

No near miss investigations

3.4 Review of 2011 COR Audit Report

Reviewed section 2 (Pages 36- 41)

3.5 Review of Master Hazard assessment and Control Document

Edmonton –

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:

Calgary-

Reviewed Pages 38-40

Client Support for Seizures

Grande Prairie -

Use of floor matt Page 21

Seasonal Yard Work

Next Meeting - August 9th, 2012 @ 3pm