

## Employee Spotlight Pat

Pat began working at ICE in December of 2006. Pat has a superior insight into the individuals that ICE serves, especially as she manages some unique health concerns of her own. For example, she has a program that has been made compatible with her home computer to assist her with the paperwork aspect of her position.

She has worked in a few programs where the individuals have received opportunities to explore different areas of the community. Pat is extremely innovative in assisting individuals when they are looking at program activities.

She has had individuals who have had the opportunity to join a horseback riding program, as well as being able to meet and talk to photographers in the Calgary area.

Pat looks at every person she works with as a distinctive personality, and tailors the program to meet his or her wants and needs.

Currently, Pat is working with a gentleman in the Airdrie area. In spite of not knowing the area very well, Pat came into his program and within a short period of time, was able to assist him



with securing two volunteer positions, enrolling in an art class, and begin interacting with peers through bowling and craft activities. Since Pat began working with this gentleman, he has “blossomed”, according to his coordinator and his parents.

At the 2007 Calgary ICE Christmas Party and Awards Ceremony, Pat received the award for Excellence in Creativity and Diversification.

We consider Pat to be an excellent role model for present and future staff at ICE.

Written by Sandra Anderson and Lori Thompson-Klauck

## Did you know?

Calgary is the largest city in the province of Alberta, Canada. It is located in the south of the province, in a region of foothills and high plains, approximately 80 kilometers (50 mi) east of the front ranges of the Canadian Rockies. Calgary is the third largest civic municipality, by population, in Canada.

Calgary's population was 1,019,942. The metropolitan population (CMA) was 1,079,310

in 2006, making Greater Calgary the fifth largest Census Metropolitan Area in the country.

As a relatively ethnically diverse city, Calgary also has a number of multicultural areas and assets. It has one of the largest Chinatowns in Canada, as well as a “Little Italy” in the Bridgeland neighbourhood. Forest Lawn is among the most diverse areas in the city and as such, the area around 17th Avenue SE within the neighbourhood is also known as International Avenue. The district is home to many ethnic restaurants and stores.

Calgary's Sister cities

The city of Calgary maintains trade development programs, cultural and educational partnerships in twinning agreements with six cities:[75]

- Phoenix, Arizona (United States) - 1997
- Daejeon (South Korea) - 1996
- Naucalpan (Mexico) - 1994
- Daqing (People's Republic of China) - 1985
- Jaipur (India) - 1973
- Quebec City (Canada) - 1956

**After  
Hours  
Supervisor**  
**(780) 512-3129**



### MEETINGS

#### Health & Safety Meeting

Tue, Jan 22, 1:00 PM

#### Behaviour Review Committee

Thurs, Jan 10, 1:30 PM

#### Team Coordinator

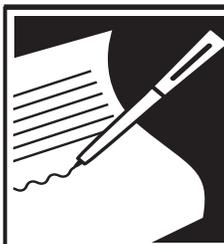
Wed, Jan 2, 16 & 30 2:00 PM

#### Support Home Operator Meeting

Wed, Jan 11, 2:30 PM

#### Day Program Staff Meeting

Fri, Jan 18, 3:00 PM



### TIME SHEET HAND-IN

January  
11 & 29

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**ICE President,  
Michael Rutherford  
outlines ICE  
commitment to  
Health and Safety**

December 13, 2007 Michael Rutherford took an opportunity to address the gathering at the 21st ICE Christmas Open House to share a few words about the agency's strong commitment to Health and Safety. Mr. Rutherford explained to those present ICE's partici-

pation in the Certificate of Recognition Program (COR) certified through the Continuing Care Association (CCSA). Mr. Rutherford explained that COR is part of the Partnerships in Injury Reduction program which is designed to encourage injury prevention and effective health and safety management. Mr. Rutherford publicly announced the results of the 2007 Internal COR audit where the agency achieved an excellent rating of 92%. He congratulated and thanked all ICE employees for their strong commitment to working safely and expressed his confidence in the agency's ability to demonstrate even better results in the upcoming external COR audit to be held in August of 2008.

1.1.1 VISION AND MISSION

**VISION:  
EMPOWERMENT,  
INTEGRITY,  
AND CARING**

MISSION: To provide a comprehensive range of community based services and training to individuals and their support network, in a way that will empower them to discover, pursue, and maintain choices in their lives and involvement in their communities. To be a leading organization, employing skilled and dedicated people.



**SUCCESS STORY: CHANDRA**

Doctors were unsure of how much I could do since my accident. I have accomplished many things that I am proud of including graduating high school.

One thing I want people to know about me is that my limitations are physical not mental, I understand what you are saying to me and know what is going on. I don't want people to feel sorry for me because I am in a wheel chair; I am smart and happy with my life right now.

Some of my favorite things are to spend time with family and friends, going to the gym, elephants, carnival rides, Tim McGraw, music, poetry, participating in sports, and shopping. One thing that surprised me is that since my injury, I have a creative side and really enjoy painting.

I've tried cross country skiing, floor hockey, sledge skating, bowling, wall climbing, riding bike, square dancing, rhythmic gymnastics, hip hop dance, yoga, walking short distances, and swimming.

Because of hard work I am able to walk with a walker, which the doctors and therapists thought would be impossible.

In January I will be featured as one of the people of courage from the Glenrose Hospital on TV.



## Health & Safety Minutes

### 3.4 COR Audit

98 Street COR audit done. Only a few small items. Will do follow up visit in Dec/Jan. Patterson COR audit will be done in December. Roly COR audit will be done in December.

### 4.1 Recruiting Members

Membership is low. Sent out a memo asking for people that are interested. Will look at changing the date and time.

### 4.2 Near Misses

Need to continue to record Near Misses. These are extremely important at preventing major incidents.

### 4.3 Residence Issues

ROLY – Back deck is unsafe. Landlords / Guardians have been advised.

Staff have been advised not to use back deck. Sign or reminder placed where it is visible.

Myty – a bit dusty and need a new cot to sleep on as the mattress is really hard on the back.

Faith advised. She will ensure that dusting is put on the cleaning schedule. Check to see if there is a cot available at another house. If not will look into purchasing one.

SWAN – mold issue in the house.

Landlord replaced moldy floor, is cleaning gutters and purchased a dehumidifier for the house. The house will be monitored. If improvement isn't seen, may have to move the residence.

Patterson – Carpet needs to be cleaned.

Oven needs to be cleaned.

To be addressed with TC Mike to place it on the cleaning schedule.

Trip hazard with papers in the hallway.

Discussed other places to put them. This has been addressed by Estrella. Will follow up with TC Mike.

Cleanliness of the bathrooms

One client MG has issues in the bathroom, which often causes it to smell like urine. A chore chart needs to be designed to keep the smell of the bathroom to a minimum.

### 5.1 Promoting Safety

TC's to ensure all team members have the new Promoting Safety Course

### 5.2 Food Safety

Food safety course is required for all employees

Breanne is attending a Food Safety course in November and will be going to all the homes to deliver

### 5.3 ID Cards

New ID card photos will be taken at next meeting.

Tracey will ensure the camera is ready to take new ID Cards at next meeting.

### 5.4 Health and Safety Committee Books.

New Health and Safety committee books are being developed

# LOCAL EVENTS

## GP Chrysler Car Show at Evergreen Park

January 21 – February 2

Thank  You!

The GP incentive prize winner is Bonnie Delaney, who won a Christmas gift basket for receiving a card from Tracey Silliker, Regional Manager, for covering at a group home until staff could be located.

## TRAINING

Connecting the Dots and Positive Behaviour Supports are prerequisites for Team Coordinator Training. Please see Breanne with any questions or concerns about any ICE training.

### Pre-Employment Training

Thursday & Friday, January 3 & 4

9:30am-4:30pm

As described on ICE website

### ProActive Behaviour Intervention

Wednesday January 9

9:30am-4:30pm

As described on ICE website

### Connecting the Dots

Monday January 21

1:00pm-5:00pm

As described on ICE website

### Non-violent crisis intervention (CPI) Saturday & Sunday, January 26 & 27 9:30am-4:30pm

As described on ICE website

As described on ICE website

### Critical Incident Report Writing

Thursday January 17

6:00pm

Presented by Behaviour Outreach

Services, this workshop includes how to effectively and appropriately write a critical incident report, and the importance of doing so.

### Positive Behaviour Supports

Tuesday January 29 9:30am-4:30pm

As described on ICE website

# Health & Safety

Our Employee Client Assistance Teams (ECAT) and ICE offices have received numerous calls in the last two months from employees with car trouble. Of even greater concern, ICE has recently had a number of staff involved in driving collisions. While misfortune can happen to anyone, there are some important facts to be aware of regarding vehicle care, driving and winter. A good driver anticipates hazards and takes measures to avoid them.

## Be Prepared

Winter is a fact of life for Albertans and winter weather may be expected any time from October through April. Get your vehicle winter-ready with a maintenance check up that considers the following key points;

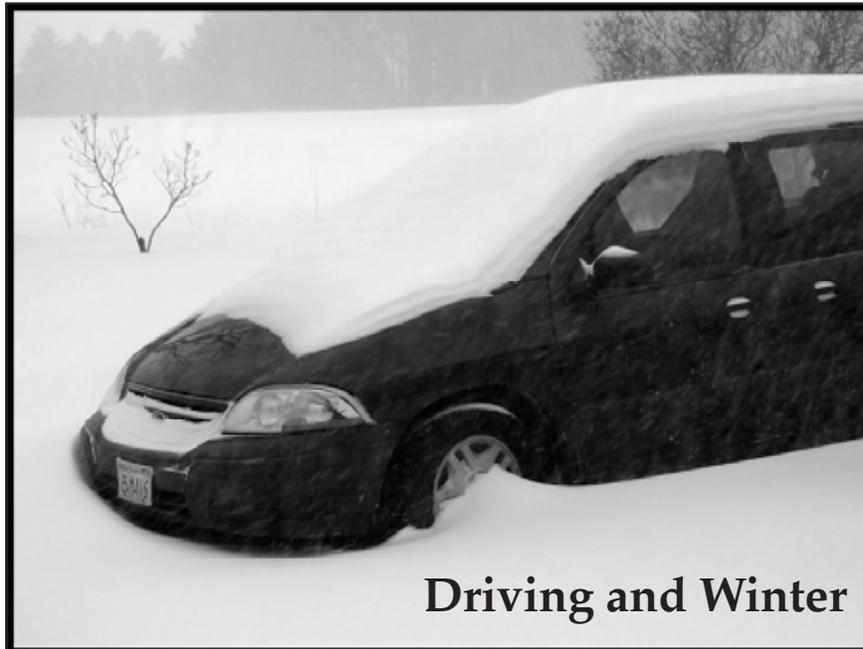
**Battery** – Have a battery load test completed to determine the strength of your car battery and whether it needs replacing or repair.

**Tires** – 1) Tire Pressure – as temperatures drop, so does your tire pressure. Check your tire pressure monthly. Maintaining proper pressure helps prevent flats and optimizes fuel efficiency. 2) Tire condition -Worn and damaged tires can hamper your ability to drive safely. Have them examined or replaced before winter begins. Is the tread on your tires sufficient for snow and icy conditions? Is the tread wearing evenly or worn out?

**Fuel** – Keep your gas tank at least half full to reduce condensation forming in the fuel tank. Condensation can cause gas line freezing.

**Fluids** – Check the level and strength of antifreeze/coolant. Ensure you use winter-grade windshield washer fluid and synthetic grade oil. Cold temperatures cause oil to thicken, making your vehicle harder to start. Make sure you have sufficient windshield washer fluid

- Warm up your vehicle and wait for the fog to clear from the interior of the windows so you will have good visibility all around.
- Wear sunglasses on bright sunny days.



Driving and Winter

in the reservoir and keep an extra jug in the vehicle.

**Wipers** - Make sure that your vehicle has windshield wipers functioning efficiently. Replace them if they are old or worn.

## Before you travel:

- Check weather conditions and traffic reports for your travel route. Plan your arrival time by taking into account any delays due to slower traffic, reduced visibility, construction, collisions etc.
- Clear snow and ice from all windows, lights, mirrors, and the roof. It helps to see, and equally for you to be seen by other drivers.

## Tips for on the Road

### Visibility

It is critical that drivers see and be seen in low light (dark of fall and winter), and when blowing snow and whiteouts impair visibility. Drive with your low-beam headlights on in such conditions. This activates the vehicle tail lights, which makes your vehicle more visible to other drivers.

### Slow Down

Driving at reduced speeds is the best precautionary measure

against any misfortune while driving on slippery roads. Reduce your speed while approaching intersections covered with ice or snow. Note that steel and concrete bridges are likely to be icy even when there is no ice on the asphalt surface.

### Lengthen your Following Distance

Stopping distances on icy roads is double that of stopping on a dry one.

### Stay in Control

Steer with smooth and precise movements. Changing lanes too quickly and jerky steering while braking or accelerating can cause skidding.

Please ensure your vehicle is maintained for winter conditions and drive safely

**What is MRSA?**

Staphylococcus aureus are bacteria found in the nose and/or on the skin of about 3 out of 10 healthy people. Most people don't know that they are carrying staphylococcus aureus bacteria.

When these bacteria are in the nose or on the surface of your skin, they will not normally harm you. However, if Staphylococcus aureus does get into or through your skin, they can cause a variety of infections, such as skin and wound infections. Sometimes, Staphylococcus aureus can cause serious infections in your blood, lungs or other tissues.

Methicillin-resistant Staphylococcus aureus (MRSA) are strains of Staphylococcus aureus that have become resistant to some antibiotics that are commonly used to treat Staphylococcus aureus infections.

**Why is MRSA a concern?**

MRSA infections are more difficult to treat because MRSA is resistant to some common antibiotics. There are fewer antibiotics that doctors can use to treat infections caused by this bacteria.

**How is MRSA spread?**

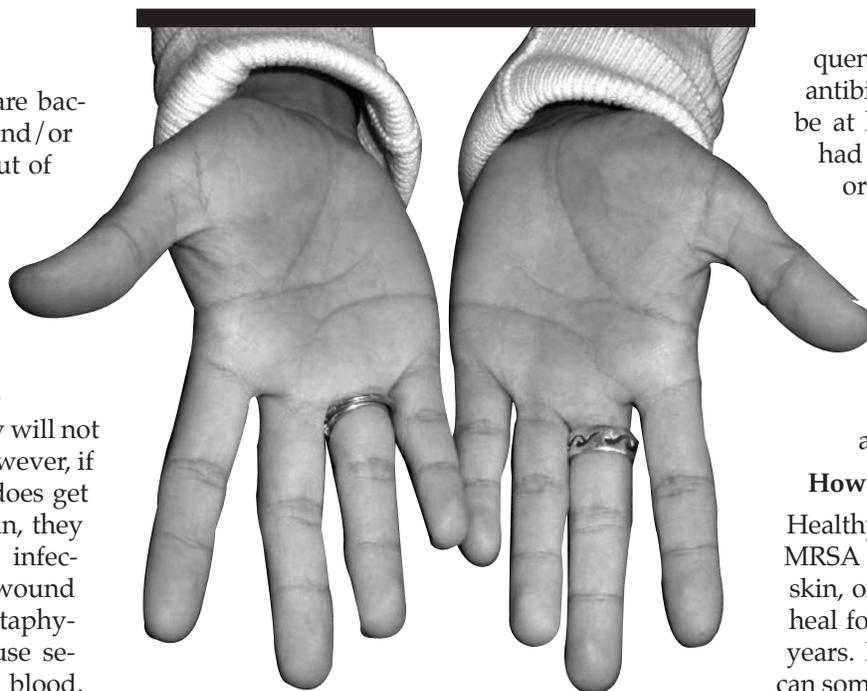
Because Staphylococcus aureus can be on the surface of a person's skin, the most common way MRSA spreads from person to person is by direct contact.

A much less common way it can spread is by touching surfaces like railings, faucets, or handles that may be contaminated with MRSA.

If you have MRSA, you can prevent the spread by keeping wounds covered; wash your hands regularly, and avoiding sharing personal care items such as towels, washcloths, razors, clothing, or uniforms that may have had contact with contaminated wound or bandage.

**What are your changes of getting infected with MRSA?**

If you are healthy and living in the community, your chances of becoming sick with MRSA are low, even if you have been in contact with someone with MRSA (for example, at work). You may be at a higher risk if you have had long-term, fre-



quent or intensive use of antibiotics. You may also be at higher risk if you have had intensive hospital care or surgery, particularly in hospitals where previous cases of MRSA have been often reported. Injection drug users and people with long-term illness are also at higher risk.

**How long does MRSA last?**

Healthy people can carry MRSA in their nose, on their skin, or in wounds that do not heal for several weeks or even years. People who carry MRSA can sometimes clear the bacteria from their bodies but the MRSA can return particularly in people who take antibiotics.

**How are MRSA infections treated?**

If you are carrying MRSA in your nose or on your skin and you are healthy, you do not need treatment and you should continue with your normal activities. Although you do not pose a health risk to your family, co-workers, or to the public, it is important for you to wash your hands regularly using soap and water. Using an alcohol hand rub may help stop you from spreading MRSA when touch surfaces with your hands.

Mild infections of the skin often may not need to be treated. If necessary, antibiotics will be prescribed by your doctor.

**How can you prevent MRSA infections?**

- There is no vaccine to protect you from MRSA.
- Keep your hands clean by washing well with soap and water or using an alcohol hand gel
- Keep cuts and scrapes clean and covered with a bandage until healed
- Avoid contact with other people's wounds or bandages
- Avoid sharing personal items such as towels or razors
- Bacteria can survive on surfaces like railings, faucets and handles for up to seven days. Routine cleaning of these surfaces with regular household cleaners can also help reduce the spread of bacteria.