

ICE PAGE

NORTHWEST

2015

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Health and Safety Meeting

Jan. 9th , 2015 @ 3:00 pm

RPAC Meeting

Jan. 6th, 2015 @ 1:30 pm



TIME SHEET HAND-IN:

January 15th, 2015

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

February 2nd, 2015

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

ECAT

Employee & Client Assistance Team

780-512-3129

after office hours

Employee Spotlight

Don first started working for ICE in July 1998. Don had grown up with a sister with Down's syndrome who is only one year older than him. Growing up with his sister provided Don some first hand experience in supporting someone with a disability. Don had only expected to be working in this field part time. He never expected for it to turn into a career.

Don is both a Support Home Operator and employee of ICE. He helps support two individuals in the small town of Strathmore, AB. He assists these ICE individuals in obtaining and continuing their employment along with social involvement in the community. Some of the things they enjoy together include: attending Stampede, going to concerts

throughout the year, and also cheering on the Calgary Stampeders at football games – Go Stamps Go!



Don

In his spare time Don enjoys tinkering and staying connected to what's new and upcoming in the world of electronics as he was previously an Electronic Technician by trade. Don likes working out and staying healthy. He recently became engaged and also enjoys spending his time with his fiancé.

Don says what he enjoys most about working with ICE is the flexibility it has given him to mentor the persons he supports. This field has allowed him to be himself. He enjoys having fun, is personable and easy going, and this suits him well in his position.

It has been a great pleasure to have Don as part of the ICE team for the past 16 years. We look forward to having him continue working within our agency for many years to come.

Client Success Story

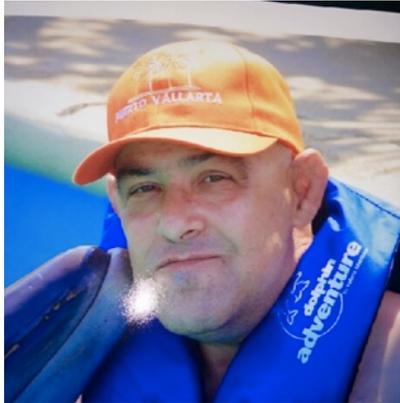
Chuck

Chuck is a quiet man who enjoys routine in his life. He has many talents and interests; playing guitar, painting and riding his bicycle to name a few. Chuck brightens the day for everyone he comes across including his roommates and the staff at the shared residence where he lives.

This past year Chuck made the brave decision to break out of his comfort zone and take a trip to Puerto Vallarta, Mexico. Originally, Chuck was looking at vacationing in B.C. but after talking with his family he set his sights to something bigger. Chuck determined that he had never been out of the country and this was

something he would like to do. A trip to Mexico seemed the perfect choice.

Chuck began to plan and prepare for his trip with the help of his ICE Team Coordinator (T.C.). There were many things to be done before leaving. Preparations included:



Chuck with dolphin friend

attaining a passport, deciding where and when to travel, choosing accommodations and packing. All the pieces soon came

together, and on September 24, 2014 Chuck and his ICE support staff took off on a flight from the Edmonton International airport on his grand adventure.

Chuck stayed seven planned days in Puerto Vallarta, plus one extra day due to a weather related travel delay. At the Mexican resort he enjoyed entertainment shows, took long walks on the beach, waded in the ocean and even swam with dolphins!

Chuck took many pictures and with the help of his T.C. he has created a holiday memory photo album. He likes to share this album when people visit to show them his accomplishments. Being the artist and painter that he is, Chuck is now turning some of these photos into paintings. We congratulate Chuck on his success and look forward to seeing his art work when he is done!

**ICE offices will be closed
Thursday, January 1st, 2015
for the New Year Holiday.**



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

Important Message from ICE Payroll!

ICE employees need to confirm that that the address on their pay-stubs is correct in order to ensure 2014 T-4's will be received.

If your address is not current /correct please contact the ICE office in your region as soon as possible.

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

Health and Safety Minutes Meeting - Northwest, December 11th, 2014

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: Minutes from November 19/14

Oct 31, 2014

Staff was doing paperwork at the kitchen table, when client asked staff for a new pack of cigarettes as she had just been outside smoking. Staff asked client if she was sure the pack was empty. At that moment staff turned upper body and client took her pack of cigarettes and used it to hit staff on right side of face. The staff's eye was hit with the empty pack of cigarettes injuring the staff. Staff kept distance from client, phoned ECAT, and ECAT team spoke with client to debrief.

Recommendations: Team reviewed client's positive approaches, incident reviewed with RPAC, and referral made to applied behavior collaboration team. Staff to complete all paperwork in the office and review PBI training.

Internal Investigation completed.

No further recommendations

South: Minutes from November 6, 2014
No Internal Incidents

Edmonton: Minutes from September 4, 2014
October 2nd, 2014

Staff was accompanying a client home from their day program on a DATS bus (transportation service). The client had a can of pop which they had finished drinking. The client started biting on the edge of the top of the can. Staff was concerned that the client would cut their mouth and reached out to take the can from the client. The client grabbed the staff's hand and bit it, breaking the skin and causing an injury. Staff had a first aid kit in their bag and they completed first aid actions for the bite. Medical follow up was also completed after the incident.

Recommendations: Team to explore alternative options than pop in a can for the client (i.e. pour pop into a safer drink container. A second option is to offer the client an interesting exchange item for the pop can after the drink is finished. I.E. a book or sensory item rather than just attempting to take it away.

Internal Investigation is being completed.

No further recommendations

October 11, 2014

Staff was planning a cleaning task and went to open the locked supply cupboard for cleaning agents stored in the bathroom. The staff experienced difficulty opening the cabinet and was pulling hard, their hand slipped and struck the wall injuring their thumb.

Afterwards investigation was completed re cabinet door functioning and it was found to open without difficulty.

Recommendations: Staff to take time and care when opening cabinet. Ensure hands are dry. Supervisor to review concerns/ best practices for this task with the employee who was injured i.e. perhaps the cabinet is more difficult to open for staff that is left-handed etc.

Investigation has been completed.

No further recommendations

October 14, 2014

Staff was with a client at the hospital. The client lost their balance and sat down in the hallway. As they lowered themselves to the floor they leaned on the side of the bag the staff was carrying causing the staff a strain injury.

Recommendations: A qualified person OT/ PT/ physician to evaluate the client's mobility. The client may need additional exercise to maintain their abilities and/or walking aids for longer walking requirements. If a lot of walking is required for hospital visits (treatment, x-ray appointments etc.), access a hospital wheelchair (without use of restrictive measures) to facilitate their visit. Additional support by a second staff person may also assist during hospital treatments.

Internal Investigation to be completed.

No further recommendations

October 23, 2014

Staff requested that a client change their clothes for a community outing. Staff went to the client's room to check if they were changing. The client had a belt in one hand and their pants in the other. Staff praised the client for their efforts to change their clothes but the client became angry and swung their belt at the staff. Staff left the room and sat down in the living room. The client came to the living room and swung their belt at the staff again and this time struck the staff in the leg. Staff gave space and left the room. The other staff on shift redirected the client to calm. The client calmed in about 10 minutes.

Recommendations: It is recommended that staff complete PBI training again. When a client is agitated staff must maintain active monitoring and a safe stance in case they need to react for their safety. Perhaps the client felt rushed and intruded on in their personal space. Review boundaries with staff and develop positive strategies for approaching/ cuing this client for required tasks. RPAC may be of assistance with suggestions for positive supports.

Internal Investigation is being completed.

No further recommendations.

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

Calgary: Minutes from November 19,
2014

Oct 22, 2014

Staff and client were driving on the highway, staff signaled well in advance to merge into an exit lane. A driver using this lane to merge on to the highway did not yield properly. Staff honked to indicate they were trying to merge into the same lane as the driver. Once this was done, staff was able to safely merge into the exit lane and exit the highway. Once off of highway, staff debriefed with client making sure she was alright.

Recommendations: It is recommended that staff complete the Mission Possible safe driving course.

Near Miss Investigation completed

No further recommendations.

South: Minutes from November 6, 2014 -
No near miss incidents.

Edmonton: Meeting minutes November 19,
2014 - No current Near Miss Incident
Investigations

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

No current injury investigations.

3.3 Evaluation of current Near Miss Incident Investigations:

No current incidents.

3.4 Review of COR Audit and Action

Items: Reviewed section 2 Hazard
Identification and Assessment.

3.5 Review of Master Hazard Assessment and Control Document

Grande Prairie: General HACD Pages
6,7,8,9,10,11. Driving,
driving with clients, outdoor activities,
accessing community – all no additions.

Other regions review & and
recommendations and regional response to
recommendations:

Calgary:

Pages 55-58 Extended workday, extended to
allergens, exposure to smoking, exposure to
personal scented products and deodorizers,
exposure to noxious orders, staff illness at
work- all sections - no additions.

South:

General HACD Pages 63, 64 and 65

Exposure to natural disasters, extended
workday, exposure to allergens- all no
changes.

Exposure to smoking – suggest changing
frequency of exposure to 3.

Exposure to personal scented products and
deodorizers – no changes

Edmonton:

Discussion of Pages 12-14 Use of Sharps, Cooking/Food Preparation. No changes needed.

With regards to the policy on Cooking/Food Preparation it was suggested that Hep C be added in the list of Bio Hazards. Also, add to

Safe Work Practices that if a client is diagnosed with an infection disease (i.e. Hep C) that they should have their utensils are washed/stored separately from others.

It was suggested that in Laundry Tasks that Hep C should be added to the list of Bio Hazards, as well.

3.6 Policy Review: 3 5. 1 Employee Health and Safety Introduction & Responsibilities.

4.0 OTHER BUSINESS

Reviewed ICE Page articles Preventing slips and falls.

* NEXT MEETING January 9, 2015 @ 3pm (*revised date and time).



DIABETES

Today there are more than nine million Canadians living with diabetes or pre-diabetes. Diabetes is a chronic, often progressive and sometimes fatal disease, in which the body either cannot produce insulin or cannot properly use the insulin it produces. Insulin is a hormone that controls the amount of glucose in the blood.

Diabetes leads to high levels glucose in the blood, which can damage organs, blood vessels and nerves. The body needs insulin to use glucose as an energy source.

There are two main types of diabetes:

Type 1 - which is always treated with insulin. Meal planning also helps with keeping blood glucose at the right levels.

Type 2 - occurs when the body can't properly use the insulin that is released (called insulin insensitivity) or does not make enough insulin. As a result, glucose builds up in the blood instead of being used as energy. About 90% of people with diabetes have type 2 diabetes. Type 2 diabetes more often develops in adults, but children can be affected. Depending on the severity of type 2 diabetes, it may be managed through physical activity and meal planning or may also require medications and/or insulin to control blood glucose more effectively.

Complications of Diabetes

Having high blood glucose can cause complications like chronic kidney disease, foot problems, eye disease, heart attack, stroke, anxiety, nerve damage and other concerns.

The complications can be very serious and even life threatening. Properly managing blood glucose levels reduces the risk of developing these complications.



Living with Diabetes

Your body gets glucose from foods like bread, potatoes, rice, pasta, milk and fruit. You can live a long and healthy life by keeping your blood glucose (sugar levels) in the healthy target range. This can be done by:

- eating healthy meals and snacks,

- enjoying regular physical activity,
- Monitoring your blood glucose (sugar) using a blood glucose meter,
- Aiming for a healthy body weight,
- taking diabetes medications including insulin and other medications, if prescribed by your doctor,
- managing stress effectively.

High Blood Glucose levels

Can result when food, activity and medications are not balanced. They may also happen when you are sick or under stress.

Symptoms: thirst, urination more often than usual, especially during the night, and fatigue.

What to do if you have high blood glucose or notice the symptom:

Make an appointment with your physician and follow the recommendations of your doctor to:

- adjust and follow your meal plan,
- adjust your physical activity,
- adjust your medication and/or insulin.

Low Glucose levels

When the amount of blood glucose (sugar in the blood) has dropped to a low target range, it is called low blood glucose/ sugar or hypoglycemia. Making an appointment with your doctor when you first recognize such signs is important.

Signs of low blood glucose

You may feel: shaky, light headed, nauseated; nervous, irritable, anxious; confused, unable to concentrate; hungry; your heart rate is faster; sweaty, headachy; weak, drowsy; a numbness or tingling in your tongue or lips. Very low blood glucose can make you confused and disoriented, lose consciousness, have a seizure.

Make sure you always wear a Medic Alert identification, and talk to your doctor or diabetes educator about prevention and emergency treatment for severe low blood glucose.

What to do if you have low blood sugar.

Eat or drink a fast-acting carbohydrate such as a glass of orange juice or a candy. Wait 10 to 15 minutes, then check your blood glucose (sugar). If it is still low, treat again. Think about why your blood glucose went low and make the necessary changes to avoid low blood glucose again. Wait 45 - 60 minutes before driving.

Information Source- The Canadian Diabetes Association.

POLICY REVIEW

3.4.18 FUTUREBUILDER RSP (*Note: the revisions to this policy will be effective Feb 1, 2015)

This is a voluntary RSP plan provided to I.C.E. employees through the management of the FUTUREBUILDER program. I.C.E. will provide matching funds per pay period to the maximum stipulated amount indicated in the table below.

ELIGIBILITY

- Employee must pass the probation period of three months.
- Deductions from the employee’s pay cheque will occur each pay period.
- Employee must be available for work and have gross semi-monthly wages of \$350.00, excluding travel/mileage amounts/one time payouts that are not a result of paid hours of direct work.
- Where total earnings in a pay period are less than \$350.00, the employee will not be eligible for the employer contribution to the Future Builder program.
- No payments on the company portion will be given for late timesheets processed in a later pay period.
- Employee must complete the necessary documentation provided by I.C.E. and submit the completed documentation to their supervisor. The supervisor will forward the documentation to the Accounts Manager. The Accounts Manager will activate an account and provide the account number to the employee.
- Employee must make a minimum contribution of \$30.00 per pay period.
- Employee must be an employee of I.C.E. on the final day of the pay period to be eligible for matching payment.
- Plan provider stipulates that those employees 70 years or older are unable to contribute to this plan and receive employer contributions to this plan.

MATCHING FUNDS (i.e. The employer contribution amount is deposited directly into the futurebuilder account not paid out to the employee on pay days).

- Matching funds are available and amounts are based on years of service as per the individual employee anniversary date.
 - I.C.E. will match the employee contribution to a semi-monthly maximum.
 - I.C.E. contributions will not exceed the maximum amount as per the table below. Maximum matching funds are available on a pay period-by-pay period basis.
 - Employees can only attain the maximum annual benefit through ensuring their contributions are to the maximum allowable each pay period.
- I.C.E. will match the employee contribution on eligible employees as per the following table:

| | Employee Qualifying Contribution | | I.C.E. Contribution | |
|----------------------|--|---------|---|---------|
| Length of Employment | Minimum Employee contribution Per Pay Cheque | | Maximum ICE Contribution Per Pay Cheque | |
| | Minimum | Maximum | Minimum | Maximum |
| After 3 months | \$30.00 | \$50.00 | \$30.00 | \$50.00 |
| After 2 years | \$30.00 | \$70.00 | \$30.00 | \$70.00 |
| After 4 years | \$30.00 | \$90.00 | \$30.00 | \$90.00 |

*** ICE contributions will not exceed the amount the employee contributes to the plan each pay period and will not exceed the maximum contributions identified in this chart. Contribution amounts must be in \$5 increments.**

MANAGEMENT OF FUNDS

- Employee must complete all required documentation provided by I.C.E. The Accounts Manager for I.C.E. will then activate an account and provide the employee with the account number.
- Employee must make a minimum contribution of \$30.00 per pay period.
- Employees may begin or discontinue contributions at any time based upon the above noted eligibility requirements. Two weeks written notice to payroll required.
- Employees may increase or decrease their contribution amounts twice per year. Two weeks written notice to payroll required. I.C.E. will match to those changed amounts provided the amount is within the amounts as stipulated in the table above.
- It is the employee’s responsibility to contact the I.C.E. Accounts Manager to increase their contribution after two and four years of service.
- The employee makes all investment decisions with the assistance of the TD Future Builders. Employee and employer contributions will be deposited to the employee RRSP.
- A minimum of \$60.00 per pay period (employee + employer contribution) must be available for deposit.
- All funds, both the employee and employer share belong to the employee once deposited within the Future Builder account and are under the direct control of the employee.
- Employee contributions may exceed the maximum contribution available to be matched by I.C.E, however, I.C.E. will only provide matching funds to the maximums as in the above table.

The agency may choose to provide to the employee a one time payout to an employee’s futurebuilder RSP (note this is not the pay period employer contribution amount)

- To receive a one time payout the employee must be actively contributing to the Future Builder Plan for nine consecutive months (18 pay periods) prior to the one time payout. Within this stipulated time period the employee is able to have a maximum of 4 pay periods where earnings are less than \$350.00. One time payouts may be available from time to time and are not guaranteed.
- Employees exceeding 4 pay periods where earnings are less than \$350.00 are not eligible for one time payouts.
- Employees must be working for the agency on the day the one time payout is provided or will not be eligible.

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!



Monthly Award Winner!

Natasha Layton was thanked by her Team Leader for the work she put into ensuring the residential program meets safety standards.



Natasha won a gift basket of treats for her efforts.

TRAINING

Pre Employment Training
as required.

★ ICE Employee Open House and Awards 2014 ★



ICE residential teams were presented with their certificates for passing PDD Health and Safety Standards. Left to right above - Natasha Layton, Christina Adeyemi, Blake Wagar, Bonny Beaulieu, Ryan Roth, Rodney Lanada, Dan Shea, Denis Therrien, Maria Garcia, and Jean Mark.





Outstanding Employee Award - Denis Thierren (*right*) with Regional Manager Corrina Anderson.



Community Connection Award - Ryan Roth (*right*) with Regional Manager Corrina Anderson.

Health and Safety Award -
Cameo Robson
(*Photo unavailable*).

Provincial ICE Incentive Draw Winner



Jean Mark (*left*) with Northwest Regional Manager, Corrina Anderson

Across five regions of Alberta ICE employees provide excellent service. Supervisors, co-workers, clients, family members and managers are encouraged to formally recognize ICE employees who go “above and beyond” in their duties by filling out a special “Thank You” card available from any ICE office. The completed cards are entered in a draw box in each region’s main office and cards are drawn each month for great prizes.

Each year in December, ICE employees who have received a minimum of three Thank you cards (from different sources) have their names entered into a special province wide draw for a \$1000.00 cash prize. **The 2014 provincial incentive draw winner was Jean Mark of Grand Prairie.**

Congratulations, Jean!