

Maria was born in the beautiful islands of Azores (a group of Portuguese islands in the mid-Atlantic). Maria, her mom and two younger siblings joined her father in Edmonton when she was sixteen years old. She has lived in Edmonton since then because she loves it here, especially the winter months.

Prior to working for Independent Counselling Enterprises (ICE), Maria volunteered at the Glenrose Rehabilitation Hospital assisting seniors to attend their medical appointments. In her search for a vocation, Maria contacted an employment agency and was asked which field intrigued her. She replied, "Working with seniors and people with special needs." That's how she was introduced to ICE. Maria has worked for ICE in both the residential and homecare departments since 1994.

One of the first homes that Maria worked at involved working with children with disabilities whom she fell in love with upon meeting them. At this time, she also worked in homecare with a client who was diagnosed with cancer. Many years later, she herself was faced with the same challenge. She has beaten cancer courageously.

Maria constantly displays an exuberant sense of hope, selflessness and a bit of down-right stubbornness. When asked what she enjoys most about working with seniors, Maria replied, "They keep me going and I learn a lot from them".

While working full-time at ICE, Maria solely raised her triplet

EMPLOYEE *Spotlight* Maria

sons who are now adults. This required organization and care giving skills which would challenge any mother! She has described raising her sons as her greatest accomplishment in life.

Despite the many challenges in her life, Maria is a devoted and caring person who rises above any challenge encountered. Along with her fellow colleagues, Maria is now working hard to achieve her Health Care Aide certification.



**After
Hours
Supervisor**

(780) 512-3129



MEETINGS

Health & Safety Meeting

July 8, 3:00pm

(RPAC)

July 27, 1:30pm

Unit Meeting

July 23, 12:00pm

TIME SHEET HAND-IN



Hand-in day will be:

July 15th, 2010

for all shifts worked
between

July 1st and 15th
and

August 3rd, 2010

for all shifts worked
between
July 16th and 31st

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Client Success Story – Peter

Peter is a very active young man. He enjoys the many bike trails and parks in Calgary. He and his ICE Community Rehabilitation Worker take in the sights and sounds throughout the many river parks. Keeping fit is very important to Peter.

Peter enjoys listening to music. His favorite genre is dance mix. It is the secret to his success in keeping his apartment clean and tidy. Chores are not so hard to complete when your favorite song is playing!

Computer activities are also something Peter really enjoys. Not only can he browse the internet, check his emails, and play games, he can work on his literacy skills at the same time.

In addition to his own apartment, Peter has pets to care for. His two guinea pigs are a big part of Peter's life. He named one, 'Buddy,' because he is very close to him. The other is named, 'Chomper'. Yes, this one likes to chomp on people! Peter plays with his pets every day, cleans their cage and makes sure they have food and water. They like to run around his apartment, but they always come back when Peter rattles a bag.

Peter is a very enthusiastic worker. He has been a Walmart employee for 14 years. There he is responsible for "store standards". This means that he organizes shopping carts, does carry outs, completes clean ups and any other maintenance



that is necessary. Peter has met many people through his work and was even invited to the store manager's home for Christmas dinner this year.

A witty sense of humour is also one of Peter's attributes. He and his girlfriend enjoy many laughs together. Congratulations, Peter! Your many successes are an inspiration to all.

1.1.2 PHILOSOPHY

- **Excellence and Consistency in Service Delivery**

Through a process of continued quality improvement, maintain high standards of service delivery based on the values of honesty, respect for the individual, confidentiality, empowerment and client focused services.

- **Flexible Service**

Be flexible and responsive to the individual needs of the client within the confinements of funding and agency resources to promote opportunities to facilitate individual outcomes.

- **Employee Support/Training**

Support and supervise our employees through the provision of training and education opportunities. To improve their competencies and commitment to excellence in service provision.

- **Health and Safety**

Establish and promote health and safety policies and procedures to ensure a safe work environment for both the client and the employee.

Updated November, 2009

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.



TRAINING

Abuse Prevention (for clients) TBA

A discussion about abuse prevention designed for clients of ICE to increase client awareness of abuse, prevention of abuse, and reporting of abuse

See Whiteboard at the ICE office or call Mike for more details 780-402-8556 ext 2

All ICE offices will be closed

**Thursday July 1,
for Canada Day**

Please direct all calls to the After Hours Supervisor for this day.

EVENTS IN GRANDE PRAIRIE

July 16-17: Summer Slam concert
Baseball diamonds South Bear Creek

July 23-25: Street Performer's Festival
100 Avenue downtown

July 1: Canada Day Celebration
Parade and fireworks
Muskoseepi Park

The bulletin board in the library has many local events.
Check it out!

Thank  You!

George Sukkau
won camping chairs and a cooler for a card from the Personnel and Training Coordinator for raking the leaves under the deck at a home on your own initiative to decrease the risk of a fire

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Region- Meeting
Date May 5, 2010

Injury Investigations:

April 18/10

Overnight staff was told by client that he was not allowed in the house. Client kicked staff

Recommendations:

New staff should always be given proper site specific orientation.

April 21/10

Staff went to a dental clinic with client. Walked into a clear glass entry door and bumped their face into the clear glass door. Injury resulted to the employee's mouth. The employee followed up with the dental office and they said they would put something on the door to make it more visible as it was not the first time this had happened at their site.

Recommendations:

For staff to enhance awareness of potential hazards and to be vigilant.

April 18/10

Client who has mobility challenges sat down on the floor and refused to get up. Staff decided to assist and lift client and hurt them self.

Recommendations:

Staff to let client remain seated on the floor until the client is ready to arise. Staff should be reminded that no one is to lift someone or something that is more than 50lbs (as per ICE policy).

Near Miss Investigations

April 20/10

Client being very affectionate took advantage of staff by hugging her inappropriately.

Recommendations:

Consider staffing the program with male staff if this is a

repeated pattern of behavior towards female staff.

Calgary Region – Meeting Date
May 17, 2010

Near Miss Investigations

May 8/10- Staff was setting a trap and the trap snapped back on her fingers however did not cause an injury.

Recommendations:

Landlord to be contacted to set traps. All 4 units in the complex will need to be inspected and treated. Ensure food (dry goods) stored in plastic containers.

3.5 Review of Master Hazard assessment and Control Document

Discussed and reviewed

Working with people, Working alone, Meetings/Communications, Driving, Driving with clients, Outdoor activities and Accessing the community.

Recommendations: The com-

mittee recommended that poor road conditions be added as a hazard to driving.

3.6 Policy Review

Policy 3.5.6 Mandatory First Aid Kits

4.1 Training

Investigations Training will be completed June 14/10
PBI to be done in June
Wheel chair inspection training scheduled for June 15/10
Inspections training TBA
Hazard Assessment and Control training with Corinne TBA

4.3 New Business

Site specific hazard rating and site specific controls were discussed with the committee
Robin will not be present for July's meeting, Audrey will chair the meeting.

Please note that our meeting times have been changed to 3 pm from 1pm to enable more frontline staff to attend the meetings.

PAYING ATTENTION FOR SAFETY

Reviews of near miss and injury incidents often result in investigators concluding that a worker had not been paying close attention to what they were doing. People rarely get hurt because they want to, but people can be easily distracted by noise, surrounding activities, and personal issues. Such incidents are often embarrassing as well as painful for the workers involved.

Routine and experience allow us to complete complex tasks efficiently, but routines can also create hazards. If we've completed a task 500 times, we may continue to do the task the same way the 501st time, even if the conditions or circumstances of the task differ in some manner from previous times. Consider the example of driving home after work. Many of us drive our vehicles home at the end of the work day and because the route is familiar and we've driven it so many times, we allow our mind to wander and travel on "auto-pilot". We may even arrive home and not remember much about the journey. If while our brains and senses were in this wandering mode the conditions of the road changed to include a new factor like black ice, our potential for injury would have been significantly increased. Remember, we can't be sure that the conditions and environment have remained constant. We need to stay in touch with what is going on around us.



Reducing employee risks:

1. Assess everyday factors that contribute to your wandering attention and make adjustments for these. For example, perhaps your attention wanders more after you consume a large lunch. You might instead plan to eat a smaller lunch and have a snack mid-afternoon. You might choose to complete tasks with fewer hazards and a lower degree of risk during the post lunch time frame, reserving completion of more hazardous tasks for times when you know your attention is clearly focused.
2. Use proactive strategies to cope with challenges affecting your ability to focus. Stay in touch with what's going on around you. (Resist the urge to switch to "auto-pilot".)

Examples:

- Take regular breaks to drink water (brain gym),
- Stretch and move about,
 - Vary tasks to enhance interest and avoid boredom,
 - Manage resources effectively i.e. avoid stretching/ dividing your attention between too many tasks,
 - Complete an informal hazard assessment prior to completing tasks. This will refocus your attention on safety. (Refer to the June 2010 ICE page.)

Remember your attention can be consciously improved and controlled with practice. Be present in the moment and you and others will be safer.

SUN AND INSECTS

Summer is a great time for outdoor activities but don't forget the sun screen, water (to stay well hydrated) and the bug spray!

Both clients and staff need to plan in advance and take steps to be protected.



LAWN/ YARD MAINTENANCE – SAFETY LIST

Dress Appropriately

- Wear safe footwear, close fitting long pants, work gloves, and safety glasses for eye protection. *(Contact your Coordinator or Manager if you require Personal Protective Equipment (PPE) for use of equipment at your program.)*

Clear the area of hazards.

- Pick up loose debris, rocks, sticks, toys and trash.

Prepare yourself and your equipment.

- Ensure you have received effective training before operating equipment.

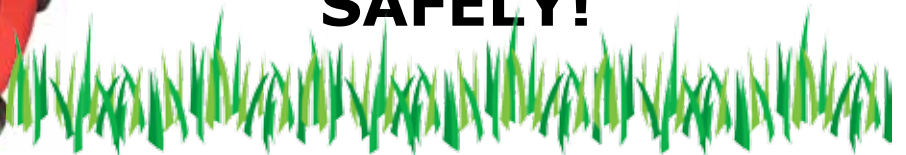


- Check the guards and shields and ensure all protective devices are in place before starting machinery.

Operate equipment safely.

- Keep others clear of the mowing area and out of the way of objects that may be thrown by the mower or trimmer.
- Keep all extremities clear of the moving parts of the machinery.
- Turn off the mower before you leave it – even for a moment.
- Wait for moving parts to stop completely before removing the grass catcher, unclogging the chute etc. **NEVER UNCLOG A JAMMED LAWN MOWER WHILE THE ENGINE IS RUNNING!**
- Never run mowers over hard immovable objects like pipes, rocks or sidewalk edges.

PLEASE MOW SAFELY!



DRESS AND FOOTWEAR REMINDERS

As per ICE Policy 3.8.6 Dress, Hygiene and Grooming, ICE employees are required to dress professionally at all times.

- Footwear should be safe, functional and appropriate for the job responsibilities at all work settings. Examples of appropriate footwear include shoes with closed toes and heels/heel supports (sling backs) with non-skid/slip resistant soles.
- Safe footwear as per the policy is required by ICE employees “at all work locations” this includes community locations, ICE offices (including training sessions), and residential programs. While you are at work the policy applies to you.
- Outdoor footwear should be exchanged for indoor footwear. (Germs and bacteria may be carried into residences via outdoor footwear.)
- Professional appearance is expected even in hot weather. Please remember, you are a representative of ICE and a role model for the individuals we support.



ICE POTLUCK IN THE PARK

On June 17 ICE Grande Prairie held a potluck at Muskoseepi Park. The potluck was a great success boasting an attendance of 33 ICE clients, employees, friends; one PDD Coordinator; and a brown lab.



Mike explaining to Audrey how to play Dice. Mike says he will teach anybody who wants to learn



Sunny, Josh, and Aina enjoying the shade with the reservoir and college in the background



Patrick and Brandy (cousins) enjoying each others company



Timothy and Ramon trying to hide in the trees.