

ICE PAGE

GRANDE PRAIRIE/ NORTHWEST

2012

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TIME SHEET HAND-IN:

July 16th, 2012

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

July 31st, 2012

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

Health and Safety Meeting

July 12th, @ 3:30 pm

RPAC Meeting

July 24th, @ 1:30 am



After Hours Supervisor

(780) 512-3129

EMPLOYEE SPOTLIGHT

Genevieve Ashwell

Genevieve, also known as *Gen* is a certified Health Care Aide who started with Independent Counselling Enterprises in Edmonton, in November of 1998. Gen grew up in Edson, Alberta. She is a very spiritual person who dedicates her time to going to church and attending bible studies. Gen obtained her Bachelor of Arts in English at the University of Alberta. Her skill in writing has allowed her to write for the church newsletter.

Through her church, Gen has welcomed boarders into her home from all over the world including Japan, Russia, Taiwan, Northern Alberta, and China. Because of her kind-heart, in 2009, she was invited to visit church communities in China. With the

experience she gained, Gen is now awaiting an opportunity to board a refugee from Iraq who is looking for someone to guide him into a better future for his family. Gen is the perfect candidate for that!



Gen's list of goals include: supporting the gentleman from Iraq to succeed in Canada, having more time to swim, and growing a garden full of beautiful plants and flowers. Gen's favorite plant

is the Barrenwort plant as she describes them to be "excellent plants!" Gen likes to share the beauty of living things and has even presented the Edmonton ICE office with a Philodendron plant.

Gen has always had a special interest in her clients. Having worked in the Home Care field for countless years, Gen says she is rewarded by the experiences she shares with her clients, "I appreciate their wisdom, friendliness, stick-to-itiveness, and their spirituality." She says that there is nothing she would change within her career and that she has always known she was meant to support others.

Gen's knowledge and compassion shines through in her work; she has a caring positive outlook towards her clients, the environment, and society. Her ability to provide additional care to those in need is truly appreciated. Thank-you Gen, for your tremendous efforts!

Client Success Story: Eda



Eda is a warm and happy individual who started out receiving Support Home services with ICE 8 years ago. With the assistance and guidance of her supportive roommates, Eda developed independent living skills and knowledge. Gradually she gained confidence in her skills and in September of 2011 she was able to successfully move out on her own into an apartment with Supported Independent Living (SIL) supports provided through ICE.

Eda is very happy and proud of her, "little castle". She has a Siamese beta fighting fish named Smiley and several other platy fish as company. This spring with the assistance

of her ICE support staff Eda planted some flower boxes for the first time, now she is looking forward to enjoying them on her balcony over the summer. Eda has shared that since moving out on her own she feels that everything has all come together.

Eda has a very busy life. With the help of her staff, Eda has been expanding her budgeting skills, cooking new recipes, practicing shopping economically, and learning how to access community resources. She has also been developing new friendships. Eda works two days a week at Petland, volunteers two days a week and takes courses at the Centre Street Church. She shares that she has developed all sorts of new friendships at the church and she loves going there to try new things. There are always activities at the church to become involved in. Eda and her staff planted some beets, her favorite vegetable, in the church garden, and they have gone on several day trips with the church, including a trip to the Blackfoot Crossing Historical Museum. Eda has also developed friendships with many of her neighbors. Eda and her staff are often found at local parks, the zoo and the library. They also spend time swimming, watching the airplanes at the airport, going to movies, attending special events and much more. Eda's favorite park is Edworthy, when asked why, Eda smiles and shares that the firemen practice there.

Family is also very important to Eda. She spends a great deal of time with her mother, helping her whenever needed. Eda and her family share activities such as going to the Stampede, attending Legion dinners and travelling to Edmonton for the Capital EX exhibition almost every year. Eda says that she is very happy with her life right now. She is looking forward to learning more recipes, making more friends, continuing to be helpful to others and to living life to its fullest!

**Attention all ICE employees:
Important contact information is
needed!**

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



**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.**

TRAINING

PET

Two day workshop
As needed - 9am -4pm

Promoting Safety

July 3rd, 2012 - 9am -1pm

July 6th, 2012 - 4pm -8pm

As described on the ICE Website

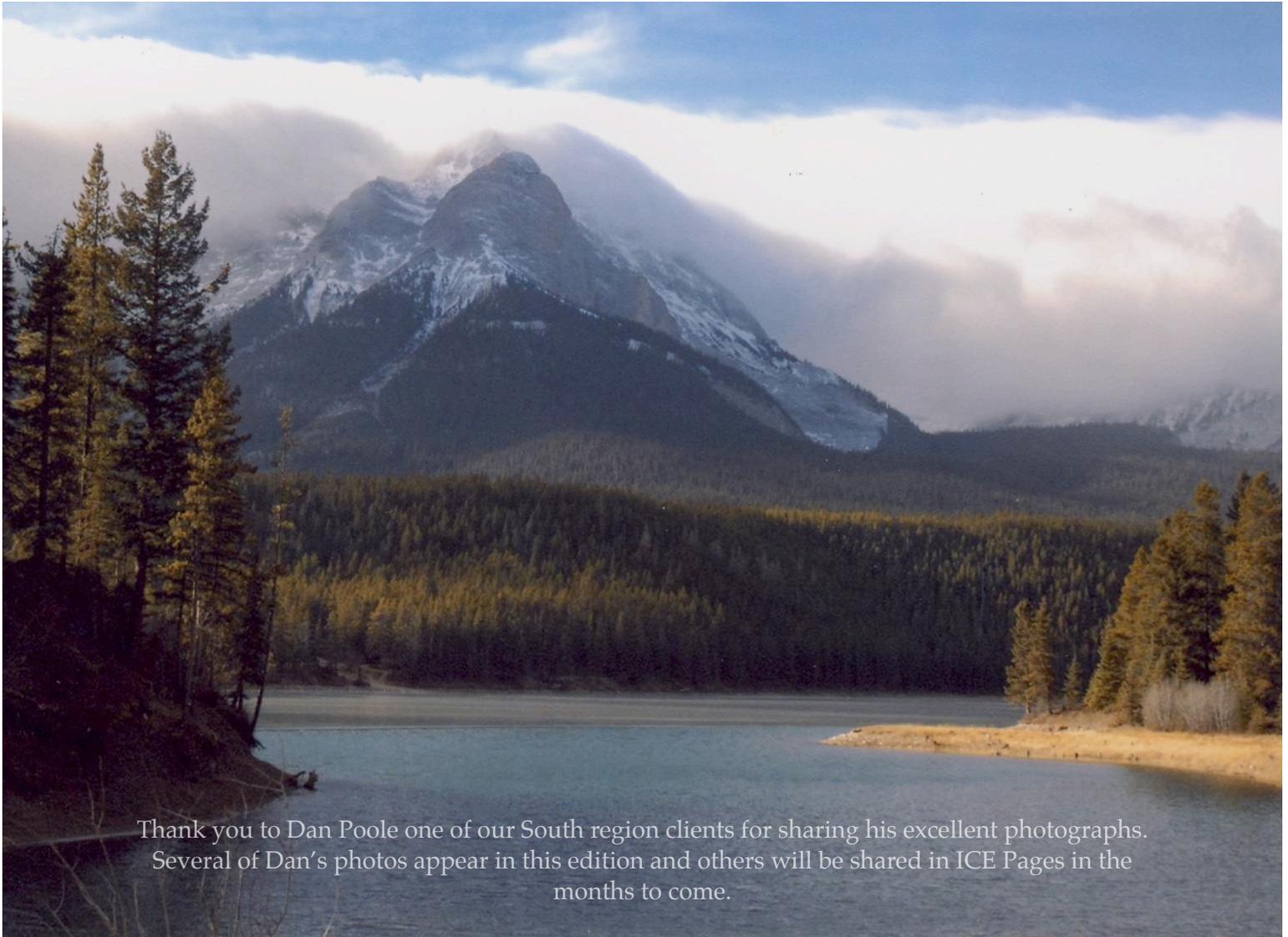
 **THANK YOU!**

Lynda Head received a Thank You card for her flexibility in staying late at a shift at an ICE residence. She won a picnic blanket and cooler basket, with crackers and dip!

Thank you so much, Lynda!

**Employee Referral Incentive Program
\$100 Recipient!**

 **Christina Hunter**



Thank you to Dan Poole one of our South region clients for sharing his excellent photographs. Several of Dan's photos appear in this edition and others will be shared in ICE Pages in the months to come.

Summer Safety

Summer is a wonderful time of year but it is still important to make safety a priority.

Here are a few reminders:

Weather

Whether it is a Thunderstorm, a Tornado, a Flood, or Extreme Heat, everyone needs to maintain their awareness of weather hazards in their environment, and know the signs and required actions in the event of these. Required emergency responses should be reviewed regularly with clients and staff.

Safety during Electrical Storms

Indoors

- Stay away from windows,
- Unplug appliances,
- Do not use the telephone,
- Avoid running tap water

Outdoors

- Try to reach a safe building or vehicle (Picnic shelters, dugouts and sheds are NOT safe.)
- Avoid high ground, water, tall, isolated trees and metal objects such as fences or bleachers.
- If you are out on the water, get to land and find shelter immediately.



Heat and Sun Exposure

Extreme heat can lead to dehydration, heat stroke, heat exhaustion, and sun burns. During hot weather make sure that you and your clients drink more water regardless of activity levels. Wear lightweight, light coloured, loose fitting clothing and if going outdoors, a hat, sunglasses and sunscreen. Sunscreen should be at least SPF 15 or greater and sunglasses should block 99 to 100% of UV A and UV B radiation. (Over-exposure to UV radiation increases the risk of cataract formation). Keep homes cooler by closing the curtains and windows when it is hot outside. Avoid strenuous activity from noon to 3 pm (the hottest part of the day) during the summer.

Food Safety

Many people are uneasy about eating foods with mayonnaise at summer picnics because they fear food poisoning. To prevent bacterial food poisoning, the basic rule is to keep hot foods hot and cold foods cold. Perishable foods (with or without mayonnaise) may not be safe to eat if they have been held at room temperature for more than two hours. In very hot weather this time should be reduced to one hour.

Insect Bites and Stings

Insect bites and stings are not only painful they may also pose serious health risks. Mosquitoes can transmit diseases such as West Nile Virus and ticks can carry serious illnesses like Lyme disease. The best way to deal with bites and stings is to prevent them whenever possible. Repellents are effective but should be used with care:

- Apply repellants only to exposed skin and/ or clothing – not under clothing,
- Don't use on cuts, wounds or irritated skin,
- Apply to hands and then apply on face – don't apply or spray directly on face
- Don't spray repellent in enclosed areas, or around food.

Avoid breathing sprays.

Insect bites and stings can pose serious threats to those who are or become allergic to them. Unfortunately repellents don't work against stinging insects like honeybees, wasps and hornets. A bite or sting can cause anaphylaxis, a life threatening condition that requires immediate medical attention. ICE staff must know their client's medical support requirements and if clients may be subject to allergic reactions. Avoid stings and bites whenever possible. Be cautious when present in areas where their nests are likely to be located such as near buses, trees and buildings. Additional precautions that can be taken include: wear shoes and don't go barefoot, never swat at flying insects, keep food covered as much as possible outdoors, keep garbage in closed containers, avoid use of perfumes, hairsprays, and sweet smelling fragrances when spending time outdoors, avoid brightly coloured clothing, and drive with car windows closed. If stung by a honeybee, scrape the stinger out – don't squeeze it or you may squeeze more venom into the skin.

Please note that there is other Weather and Safety Resource Material available in the ICE Health and Safety Binder.

Information Sources: 1998-2007 by FamilyCorner.com Magazine - <http://www.familycorner.com> and <http://www.theweathernetwork.com>

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!

POLICY REVIEW

3.5.4 WORKING ALONE

(Introduction and Section A- please refer to the Policy Manual for sections B, C and D)

Independent Counselling Enterprises will take reasonable and prudent action to prevent and minimize risks to employees that are working alone. The agency is committed to the following:

1. The health and safety of the employees in the work place. Incidents that do occur are investigated and corrective action is taken by the agency.
2. Assessing the hazards of the workplace.
3. Taking corrective action or measures to prevent or minimize hazards or incidents from occurring.
4. Training and educating employees to perform job duties effectively.
5. Reviewing policies and procedures on a regular basis to ensure these measures are effective in meeting the existing needs and potential changes in business operations.

TRAINING OF EMPLOYEES

1. Prior to employment with the agency an employee must have attended Pre-Employment Training. This will educate the employee in his/her performance of job duties, Standard Precautions, universal health and safety issues, and key policies and procedures of I.C.E. Employees are requested to read the entire policy manual within their first three months of employment, which is available at main offices in the homes operated by I.C.E.
2. Assessment of client needs and the working environment by the funding source and through the I.C.E. intake process will identify if additional training is required for employees in order to meet client needs and to ensure a safe working environment for both the employee and the client. Often additional training is client specific and may include more intensive proactive behaviour intervention, specific use of adaptive equipment or a delegation of a medical procedure. Supervisors will ensure employees are provided with the identified training to meet client needs and they are

informed of client support requirements at the time of shift assignment. When appropriate, employees will overlap for a designated time period prior to working alone if the employee is not familiar with the work site or the client. Employees are responsible for informing the ECAT Coordinator, at the time of shift assignment, their familiarity with the client(s).

3. I.C.E. has employed training personnel who provide employees with continual training and support as required when on the job or through the provision of in-services and workshops.

(see **Policy 3.3.4 Mandatory Employee Training**)

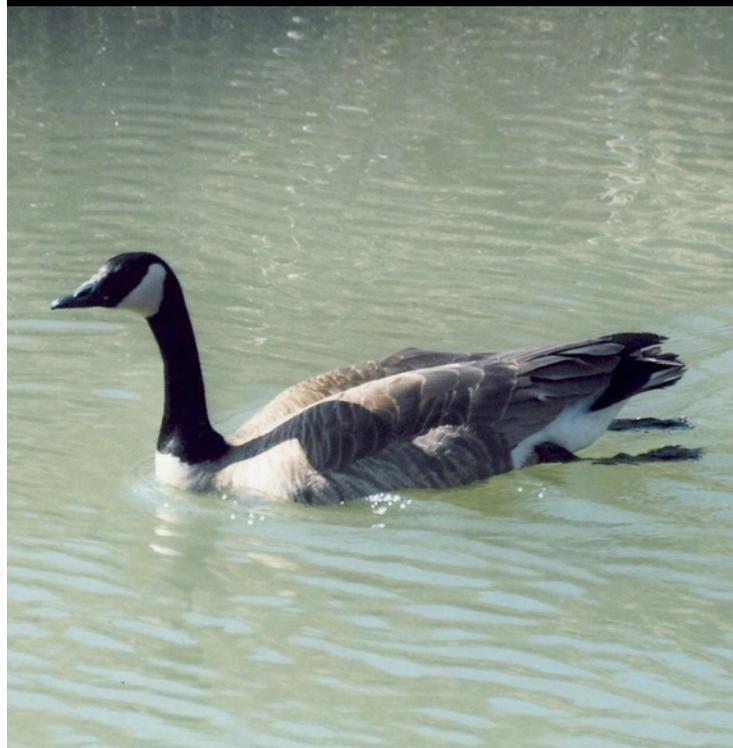
ICE offices will be closed

Monday,

August 6th, 2012

**for the Alberta Heritage Day
holiday**

**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: May 3/12

Employee Injury Investigations

April 4, 2012

Staff arrived on shift and noticed a strong smell especially in the basement of the home in the area of the furnace.

Windows and doors were opened to improve ventilation in the home. ECAT was called and provided direction to staff. The heating system was turned off. In the morning ATCO gas was called and determined there was a faulty valve on the furnace but that it was safe to remain in the home.

Injury Investigation completed.

Recommendations:

In the event of similar concerns regarding the safe operation of a furnace the Emergency line for ATCO gas should be called immediately. Staff at this and all other ICE residences to review Furnace safety and emergency follow up. (Article circulated in the May 2012 ICE Page.) ATCO emergency line number to be added to the ICE residence “Emergency Contact” list kept under the phone at each residence.

It is recommended that training be provided to all staff involved related to ICE Policy 3.5. 10 *Emergency Procedures*

April 25, 2012

Staff was hurrying into the kitchen at a residence to collect a snack for a client. The snack was located on a table under the kitchen cabinet. When bending to reach for the snack staff hit their head on the corner of the cabinet.

Follow up- Padded covers were purchased for the corners of the cabinets at this location.

Injury Investigation to be completed.

Recommendations:

Add visibility to the hazardous locations i.e. a strip of brightly colored tape or sign to alert staff.

Staff to proceed with caution and take their time to ensure their safety.

Near miss investigations:

April 14, 2012

Client returned to the home after an outing in the community and became angry when the staff was not immediately able to respond to open the door for them and required them to wait a few minutes. The client became agitated and verbally aggressive. The staff did not follow the client’s planned procedure as written, placing themselves at risk.

Near Miss Investigation completed.

Recommendations:

Client and roommates have their own keys to their residence.

Review/ retraining of PPP with employee and staff team stressing the requirement to follow the procedure for their safety.

Client support for anger management.

Calgary Region – Meeting Minutes:

May 23/12

No Current Injury Investigations

No Current Near Miss Investigations

South Region -Meeting Minutes: June 5/12

No current injuries

No near misses

3.2 Evaluation of current Injury Investigations

No injury investigations to review

3.3 Evaluation of Near Miss Investigations

Near Miss Investigations:

March 13, 2012:

Staff was bringing up a logbook from downstairs to finish her notes. Staff went to take a pen out of a drawer in the kitchen. A client grabbed the logbook and wouldn’t let go, he then grabbed staff’s hand and tried to bite staff.

Recommendations:

Staff to take PBI training CSC to review with staff RPAC recommendations to not reinforce “joking / pranks” by the client in the house and add similar strategies to the client’s positive approaches

Ensure pens are available in the office and staff should write in the logbooks while in the office, i.e. don’t bring the logbooks upstairs.

3.4 Review of 2011 COR Audit Report

Reviewed section 2 (Pages 30- 35)

Discussed the Promoting Safety training coming up.

3.5 Review of Master Hazard assessment and Control Document Edmonton –

Hazard Assessment review was tabled for this meeting to permit time for group H&S Policy review.

Calgary -

General Section pages 35-37

Repositioning Clients

Wheelchair Use/Ramps

Assisting with client mobility

Assisting persons who have lighters, matches, candles

Assessments –include nursing (ADL) assessment

Resources- include environmental interventions

Safe Work Practices- Add do not lift client who has fallen.

South -

Reviewed pages 36, 37 & 38

Client Seizures

Contact with Visitors, Contractor or Intruders/strangers

Entering or leaving worksite after dark

Grande Prairie -

Tabled for Health and Safety Policy review

3.6 Policy Review

Reviewed policy: 3.5.7 Visitors/ Contractors

4.1 Training

Promoting Safety Course - Training sessions arranged for June 22 and TBA for July and August.

Corinne provided Hazard Assessment and Control training to Health and Safety Committee members.

5.0 Next Meeting July 12th, 2012 @ 3pm