

Esther Poudrier has long been a valued employee of ICE, receiving her ten year service award in November of 2008. This past year she also received an ICE Award of Appreciation. To receive this recognition employees are required to demonstrate an excellent working knowledge of ICE policy and procedures, be flexible and reliable, have strong organizational and client care skills, and a positive team attitude. It was no surprise that Esther was selected for this honor! Esther has received numerous awards during her employment with the agency.

Before working with ICE Esther lived and worked on a farm in Niton Junction. This is where she raised her five children. For 27 years she lived on the farm where they also raised an incredible variety of animals over the years. These included buffalo, turkeys, geese, wild pigs, cows, rabbits, sheep and goats.

Esther eventually decided that she wanted to do something different from farming so she picked up and moved to Edmonton. Once here she was referred to ICE by a friend. Her friend was working for ICE at the time and told Esther she thought she would be a perfect match for care giving. Esther applied for the job and got it. She spent four years in the city while her husband of 38 years commuted between

the farm and the city before finally also settling in Edmonton.

Esther works with a great number of home care clients. Despite taking the bus she manages to travel all over the city to provide quality care for ICE clients. Esther's clients always speak very highly of her and on the rare occasions she has taken any time off, they have always eagerly looked forward to her return to work. Esther performs a wide variety of services for the clients in her care from helping with bathing and transferring to offering respite and homemaking services. Esther says her favorite task is bath assists as, "Everybody loves to get clean."

Outside of work Esther enjoys knitting, crocheting, and doing puzzle books. Esther also loves house plants and has even adopted some of the plants in the home care offices. During office visits she checks in on them to make sure they are doing okay and she generously shares her knowledge to ensure they thrive. Recently she even took a sickly

plant home to nurture it back to health before returning it to its place at ICE. Esther has a wonderful warm and caring personality that makes working with her an absolute joy. ICE is lucky to have such a wonderful person representing the company out in the field.

## EMPLOYEE *Spotlight* Esther



### After Hours Supervisor

(780) 512-3129



### MEETINGS

#### Health & Safety Meeting

March 12,  
11:00am – 4:00pm  
Health and Safety meet-  
ing and policy review

#### (RPAC)

March 20, 1:30pm

#### Team Coordinator

March 4, 18 2:00pm

### TIME SHEET HAND-IN

C.R residential and day support staff will be required to submit their time sheets using the following hand in days as a guideline. March 1st - 15th time sheets are to be submitted to the office by Wednesday March 11th, and March 15th – 31st time sheets are to be submitted by Wednesday March 25th. If your time sheet information changes beyond the identified time lines you must call the changes in to your supervisor.

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## Client Success Story: Russell

Russell Hiller is 30 years old and lives in the community of Strathmore. He has always lived in the area and he enjoys life in this farming community. Russell has an excellent sense of humour and a generous personality. He has developed friendships with almost everyone in the community. Russell has a strong sense of values and his family and friends are very important to him.

Russell works 4 days per week at the Strathmore Co-op where he has been employed for over 10 years as a front end courtesy clerk. He recently received recognition for his hard work and as appreciation for ten years of service; the Co-op provided him with a 10 year ring as well as appreciation gifts. Russell enjoys his job and the company of those who work with and support him at the site.

Russell has a sense of adventure and he enjoys traveling. He takes time away from his busy schedule each year to travel to a new destination. This past year Russell visited the Dominican Republic. Russell has additionally visited Churchill Manitoba, Waterton, and the Columbia Ice Fields.

Russell has a wide variety of interests. He is very active and he enjoys bowling. He recently achieved the second highest men's bowling score in his league. Russell also enjoys golfing, attending sports events such as hockey games, going to the gym to work out, "hanging out" with his friends and listening to country music. Russell attends a friendship club



every week and he sings with his friends.

A huge fan, Russell has had the opportunity to meet Paul Brandt and he has his autographed picture. He has also met the Calgary Flames' Jerome Iginla. Russell has a seasons pass to football games and he is looking forward to attending the Grey Cup this year. Russell attends both the Calgary Stampede and the Strathmore Rodeo every year. He also enjoys attending the events held by ICE, especially the Christmas party.

Russell is looking forward to continued success in his programs and community.

### 4.2.1 REVIEW OF POLICIES

All ICE policies including those regarding Health and Safety can be found in the ICE Policy Manual. In residential programs the Policy Manual will be located in the home's office. Workers in community programs may access a Policy Manual in the reception area at the ICE office.

**It is to be noted that the formal review of policy requires that the policy manual be rewritten, printed, and then replaces all previous hard copies of the manual through all offices of the agency.**

1. There will be a formal review of all policies to ensure:
  - they reflect the current practices at Independent Counselling Enterprises;
  - they are consistent with the standards of practice desired by Independent Counselling Enterprises;
  - they are consistent with legal and/or contractual requirements.
2. The formal review will take place every three years commencing in January of the review year and completed by September of that same year. The Vice

President will ensure ongoing review and revision is completed and policies are written as required in the interim.

3. Prior to the formal review employees will be informed of the review and invited to participate if they so choose.
4. The review will be conducted by the Vice President of Administration in consultation with the Alberta Manager of Operations and the Chief Operating Officer. All employee feedback will be reviewed. Recommended policy revisions require the review and approval of the President prior to implementation.
5. At all monthly management teleconferences policy modification/development will be discussed to ensure the agency is up to date in it's policies.

Thank  You!

## Bailey Armstrong

won various board games and puzzles for a card from Personnel and Training Coordinator.  
"For going out of her way to provide requested information."

## TRAINING

### Aspergers Workshop

March 2 5:00pm – 8:00pm

Characteristics of Autism and Aspergers and management strategies

### Mission Possible

March 3 5:00pm – 8:00pm

March 31 5:00pm – 7:30pm

Winter driving and aggressive driving education session

### Conflict Management Skills

TBA

Other training to be scheduled. See white-board calendar at office.

TRAINING

## Health and Safety Minutes

### 3.2 Review of Near Misses

February 4/09: Staff driving in the community with a client, erratic driver behind. Staff thought other driver may have hit him and got out of vehicle to speak to the other driver who appeared under the influence. Staff contacted the RCMP. Staff should not exit their vehicle in such circumstances due to safety concerns, and just contact the RCMP

Near Miss will be discussed at Team Coordinator meeting on February 18/09 for the TCs to bring to their subsequent team meetings. Training Coordinator will continue to run Mission Possible training.

### 3.3 Review of Hazard Assessment & Control Document

Tabled until the new document arrives.

### 3.4 Review of COR Audit

The document was unable to be distributed to Committee members due to difficulties with the photocopier; tabled until next meeting.

### 4.1 Training

Promoting Safety was run on February 13 and today to train new staff and refresh people for whom it has been one year.

The Booking Coordinator is working on arranging another Mission Possible training, trying to set it up in the evening for staff not available during the day.

The Booking Coordinator will arrange the training, and the Training Coordinator will complete the training with the staff.

CPI will be run on February 24 & 25

Required staff to attend the training and manager to run it.

### 4.2 ICE Page

Review of Hot Water Testing articles and Infectious Diseases article. It was stressed to the Committee to be checking the water temperature chart every shift to ensure it has been completed that day.

All staff to check the water temperature chart each shift to ensure it has been completed.

### 4.3 Policy Review

The Committee agreed to participate in a Policy Review Workgroup of the health and safety policies, and to add this on to the next meeting.

Committee to complete a policy review of the health and safety policies.

### 5.1 Committee Membership

Ramon was presented with an ICE Health and Safety jacket for attending 15 meetings!

The Committee discussed and agreed to change the Health and Safety meeting day to every second Thursday of the month.

N/A

Committee to meet on the second Thursday of each month.

# Health Corner

## HEPATITIS B

Hepatitis B is caused by the Hepatitis B virus (HBV). The virus can cause lifelong infection, cirrhosis (scarring) of the liver, liver cancer, liver failure, and death.

### Signs & Symptoms

- Fatigue
- Abdominal pain (right side under lower ribs)
- Nausea
- Vomiting
- Jaundice (yellowing of the skin and eyes)
- Loss of appetite
- Joint pain

### Clinical Characteristics

**Incubation period** On average, symptoms appear 90 days (or 3 months) after exposure, but they can appear any time between 6 weeks and 6 months after exposure. However, people infected with HBV will have no signs or symptoms.

**Acute Illness** Symptoms usually last a few weeks, but some people can be ill for as long as 6 months.

**Chronic Illness** Some people have ongoing symptoms similar to acute hepatitis B, but most individuals with chronic hepatitis B remain symptom free for as long as 20 or 30 years.

About 15%–25% of people with chronic hepatitis B develop serious liver conditions, such as cirrhosis (scarring of the liver) or liver cancer. Even as the liver becomes diseased, some people still do not have symptoms, although certain blood tests for liver function might begin to show some abnormalities.

### Can a person spread hepatitis B without having symptoms?

Yes. Many people with hepatitis B have no symptoms, but these people can still spread the virus.

#### Transmission

Hepatitis B is spread when blood, semen, or other body fluid infected with the hepatitis B virus enters the body of a person who is not infected. People can become infected with the virus during activities such as:

- Birth (spread from an infected mother to her baby during birth)
- Sex with an infected partner
- Sharing needles, syringes, or other drug-injection equipment
- Sharing items such as razors or toothbrushes with an infected person
- Direct contact with the blood or open sores of an infected person
- Exposure to blood from needle sticks or other sharp instruments

### Other Risks

- Sharing a household with someone who has a chronic HBV infection
- Infants/children of immigrants from areas with high rates of infection

### Treatment

#### How is acute hepatitis B treated?

There is no medication available to treat acute hepatitis B. During this short-term infection, doctors usually recommend rest, adequate nutrition, and fluids, although some people may need to be hospitalized.

#### How is chronic hepatitis B treated?

It depends. People with chronic hepatitis B virus infection should seek the care or consultation of a doctor with experience treating hepatitis B. This can include some internists or family medicine practitioners, as well as specialists such as infectious disease physicians, gastroenterologists, or hepatologists (liver specialists). People with chronic hepatitis B should be monitored regularly for signs of liver disease and evaluated for possible treatment. Several medications have been approved for hepatitis B treatment, and new drugs are in development. However, not every person with chronic hepatitis B needs to be on medication, and the drugs may cause side effects in some patients.

### Prevention

**Standard Precautions-** Proper use of the Standard Precautions will protect health care workers against any blood borne infections.

**Vaccination-** Health care workers or public safety workers should be vaccinated against hepatitis B. This is the best way to prevent HBV infection.

### Persons at Risk

Group at Risk	Level of Risk
Injection drug users	High
Those who have unprotected sex with multiple sex partners	High
People from countries where the virus is regularly found	Medium
Those who spend time in prison	Medium
Individuals who undergo hemodialysis	Low
Health care workers, emergency services workers	Low



**Use Latex Gloves-** Always wash your hands with soap and water before donning gloves. Always wear gloves if there is a chance of coming into contact with another person's blood or bodily fluids specifically sexual fluids.

**Use Caution-** Take extra precaution when performing tasks that involve using a sharp object around the client. .

**Cover Wounds-** Ensure that all wounds or sores are covered with a bandage.

**Use Proper Disposal-** Contaminated sharp objects need to be disposed of in a sharps container or a hard plastic con-

tainer with a lid.

**Disinfect-** Use disposable towels to clean up all visible material. All blood spills (even dried blood) should be cleaned and disinfected with a bleach solution (1 part bleach to 10 parts water). Let it stand for 10 minutes. Always use latex gloves when cleaning.

\*Note- HBV can survive outside the body for at least seven days.

**Do Not Share-** Do not share personal care items that might have blood on them (e.g. razors, toothbrushes).



## Personal Safety - Tips for Staying Safe

The least expensive and most effective measures staff and clients can take to protect themselves in the community are to adopt habits of personal safety and security. Everyone can incorporate positive routines into their daily life that make them less vulnerable.

### ON SHIFT AT ICE RESIDENCES

- Close and lock doors. As per I.C.E. Policy 3.5.4 Working Alone C 7, "Employees who work in residential settings operated by I.C.E. will not permit unidentified individuals to enter the home. Doors to the outside are to remain locked when an employee is working alone.
- Find out who is knocking before you open the door and ensure you request ICE ID as per policy.
- Always use the door's deadbolt; a chain lock isn't enough to protect you.
- Keep drapes closed.
- If there are signs of a break in when you return to a residence from a community outing, do not enter or call out. Call the police from a neighbour's home and wait for the police to arrive before entering.
- Report all strangers loitering in residential areas to police.

### COMMUTING TO A SHIFT AT NIGHT

- Before leaving for your shift, call the program ahead of time to confirm clear directions and to provide an estimated time of arrival. Update arrival information should it change due to circumstances i.e. a missed bus.
- Request the staff on shift to turn on the exterior lights, and ask that they monitor for your arrival at the designated time.

\*Return the favor by monitoring the safety of staff (leaving shift) as they exit.

### WHILE WALKING

- Take the busiest, best-lighted route available.
- If you need help enroute, go to a store or restaurant, any public place, or a home displaying the BLOCK PARENT sign.
- Carry a flashlight at night.
- Walk near the curb and avoid concealed areas (i.e. bushes, dark doorways).
- Walk with purpose and attitude. Display confidence. Keep your head up and make eye contact with people.
- Wear clothing that allows for freedom of movement.
- Don't accept lifts from people you don't know.
- If you suspect you are being followed, don't waste time wondering. Find out immediately by crossing the street. If your suspicions are confirmed, run and scream.
- If being followed by a car, run in the opposite direction.



## COR Audit Results - Congratulations Everyone!

ICE is very pleased to formally announce the results of our 2008 External Recertification audit for renewal of our ICE Certificate of Recognition (COR).

The audit was conducted in September and October of 2008 by Kestrel Resources Ltd., an approved auditing firm authorized by ICE's certifying partner, the Continuing Care Safety Association. Audit activities were conducted in Calgary, Edmonton, Lethbridge and Nanton. At each location both office and field settings were visited.

ICE achieved a score of 94%!

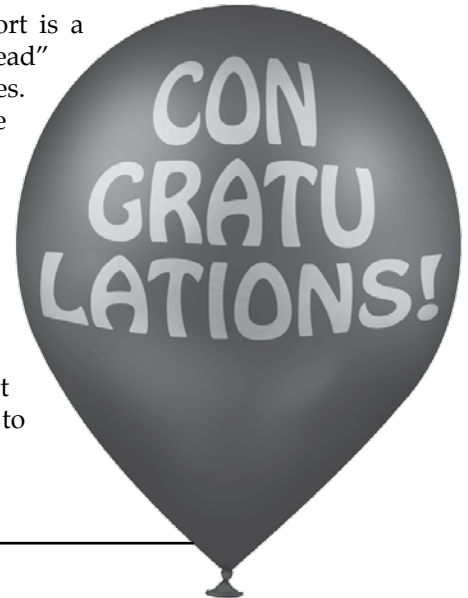
Many strengths within our health and safety program were identified during the audit. They included:

- Management Commitment
- Master Hazard Assessment and Control Document
- Health and Safety Committee
- Employee Knowledge
- Employee Incentive and Awards Program
- Monthly ICE Pages
- Emergency Response Drills

As well as we did on the audit, ICE is of course committed to continuous improvement. The audit provides recommendations for further enhancement of our agency and services. This is where our energy will be focused in the coming months.

The COR audit report is a "recommended read" for all ICE employees. Copies will be made available in the Health and Safety Binders at residential programs and in the ICE offices.

Thank you all for your excellent effort and commitment to Health and Safety.



## EVENTS IN GRANDE PRAIRIE

March 6: Ladies We're Worth It! @ the Crystal Center. Grab your gal pals and come on out for a night of fun!

March 20: Oldtimers Hockey Challenge @ the Crystal Center.

March 14 1:30pm - 3:30pm: Knit Knack Beginner Knitting part 1 @ Grande Prairie Museum community room 10329.

March 28 1:30pm - 3:30pm: Knit Knack Beginner Knitting part 2 @ Grande Prairie Museum community room 10329.



## NOTE

Note from H&S Meeting: Policy review workshop for the Health and Safety policies March 12th 11am - 4pm. Call Breanne for details.

The H&S committee meeting dates have changed. They will now be held on the second Thursday of each month at 1:00pm.