

Darlene joined ICE almost two years ago. She has worked and volunteered with people from a wide-range of age groups, from infants to seniors. She is also a woman with diverse talents and experience; Darlene studied art at the Alberta College of Art in Calgary and has worked as a reporter/paste-up artist/photographer for a small-town newspaper. She also taught Art to elementary grades for 1 ½ years and was self-employed for 5 years in the telecommunication business. Darlene is presently working with one full-time ICE non-residential client and 1 part-time ICE non-residential client.

Darlene's full-time client is actively involved working in the community and is dedicated to improving her balance, co-ordination, and strength through a full-time membership at the local gym. With Darlene's support, her client has received high praise from the GYM trainer for the client's dedication and progress in training.

Darlene is also assisting her part-

## EMPLOYEE Spotlight Darlene

time client to increase her exercise and to improve and organize her home. These actions are really building the client's self-image. Darlene finds it rewarding facilitating the growth of her client's physical abilities and positive self-esteem.

Darlene's other passion is being an artist; she works mainly on portraits. She is in the midst of developing an "After School Care" program in her home and an art studio in her garage so that she may continue to share her artistic talents to teach others. This talent and knowledge has been a great benefit to her work with ICE clients as eye-hand co-ordination improves

when completing "detail" work in hobbies & crafts...with an added benefit of building pride and positive self-esteem in producing their projects.

Darlene is continually working on professional ways to help clients build connections, confidence and trust with members of their community. Thank you for generously sharing your talents!



### After Hours Supervisor

Lethbridge is  
403-634-8805

Nanton is  
403-625-9513

(the calls are forwarded  
to one phone so  
no one has to  
pay long  
distance)



### MEETINGS

#### Health & Safety Meeting

April 13th, 10:30am  
Lethbridge

#### Management Meeting

April 13th, 1:30pm

#### RPAC

April 13th, 1:00pm  
Lethbridge



### TIME SHEET HAND-IN



Hand-in day will be:

**April 15th, 2011**  
for all shifts worked  
between  
April 1st and 15th  
and

**May 2nd, 2011**  
for all shifts worked  
between  
April 15th and 30st

### CONTENTS

Client success..... pg 2

Heart Attack..... pg 4

Outcome  
Measures..... pg 5

## Client Success Story – Curtis

Curtis is a 31 year old man that lives in a support home in Grande Prairie. He also has community supports provided by ICE throughout the week. At the end of March Curtis is going to the Philippines for a vacation with his support home provider and roommate. He is very excited because it is really hot there and he likes the people. Last time he went to the Philippines he shopped in the “giant malls”, went swimming, visited an ostrich farm, and also saw crocodiles. Curtis has already had his immunizations, saved his money, and has started packing his suitcases. The one hurdle left is the long overnight flight. Curtis is dreading it.

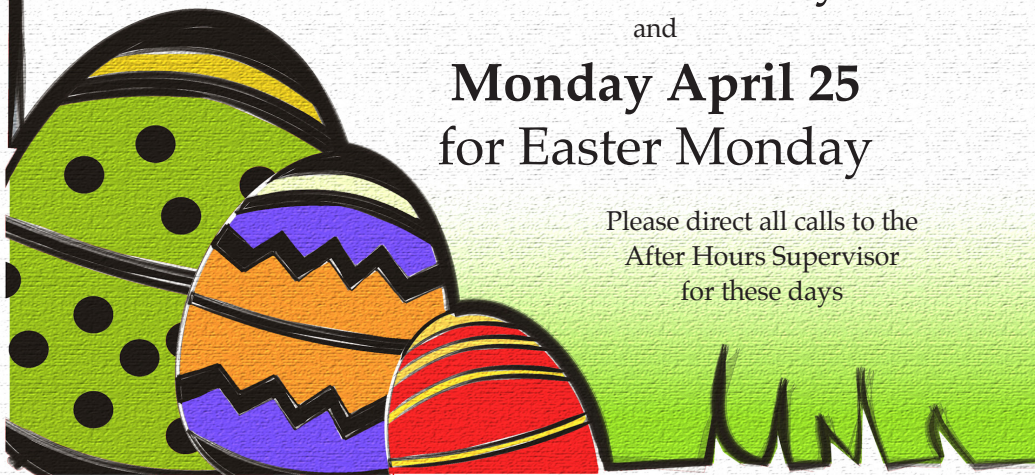
One word people use to describe Curtis is “busy”. He’s always doing something. Wednesdays Curtis volunteers at the QEII Hospital visiting with friends, playing board games, and eating pizza. Sundays Curtis participates in 5-pin bowling. On alternate weekends Curtis visits his family in Whitecourt. Thursdays he goes to Joy Chapel where he meets his friends and girlfriend. Some of his favourite activities include; swimming, playing video games, and going for coffee at Tim Horton’s. Curtis is often a lucky winner at “Roll up the Rim”.

Curtis is fun-loving, social, busy, and an intelligent man who lights up any room he enters. Congratulations, Curtis on your ongoing success!



All ICE offices will be closed  
**Friday April 22**  
for Good Friday  
and  
**Monday April 25**  
for Easter Monday

Please direct all calls to the  
After Hours Supervisor  
for these days



### 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.



### INCENTIVE FOR REFERRING EMPLOYEES

Here’s how it works!

If you refer a person to ICE who successfully meets our hiring requirements and completes three-month probation with a minimum of 120 hours worked, you will receive \$50.00. Take advantage of this great opportunity.





## Current Job Opportunities

### Nanton & Claresholm,

Respite providers for 48 hour weekends  
Relief/casual shifts available in Nanton & Claresholm areas  
P/T opening in Claresholm for female

### Lethbridge:

Respite providers for 48 hour weekends  
P/T daytime hours  
Relief for Lethbridge

**Please note:**

Status of programs does change, so please check with your coordinator if you or someone you know may be interested.  
If any staff is available and willing to volunteer to post ads in your local community, please contact Julie at 866-646-1199.

Thank  You!

### This month's incentive winner: Iris Bennett

Iris Bennett was provided a thank you card by the H&S Chairperson for promoting H&S to her client and providing resources and training to him. She was also diligent in reporting. Iris won a Karaoke machine

## TRAINING

PET, Locations TBA

April 11th & 12th, 9:30-5:00 pm

CPI

April 14 in Claresholm, 9:30-4:00 pm



# The Heart

The heart is one of the most important organs in the human system. It pumps blood to all parts of your body. The blood delivers oxygen and nutrients to the cells in your body. The heart contains four chambers. The right side of the heart pumps blood to the lungs where waste that was collected gets exchanged for fresh oxygen. Then the freshly oxygenated blood is returned to the left side of the heart, which pumps it to the rest of the body.

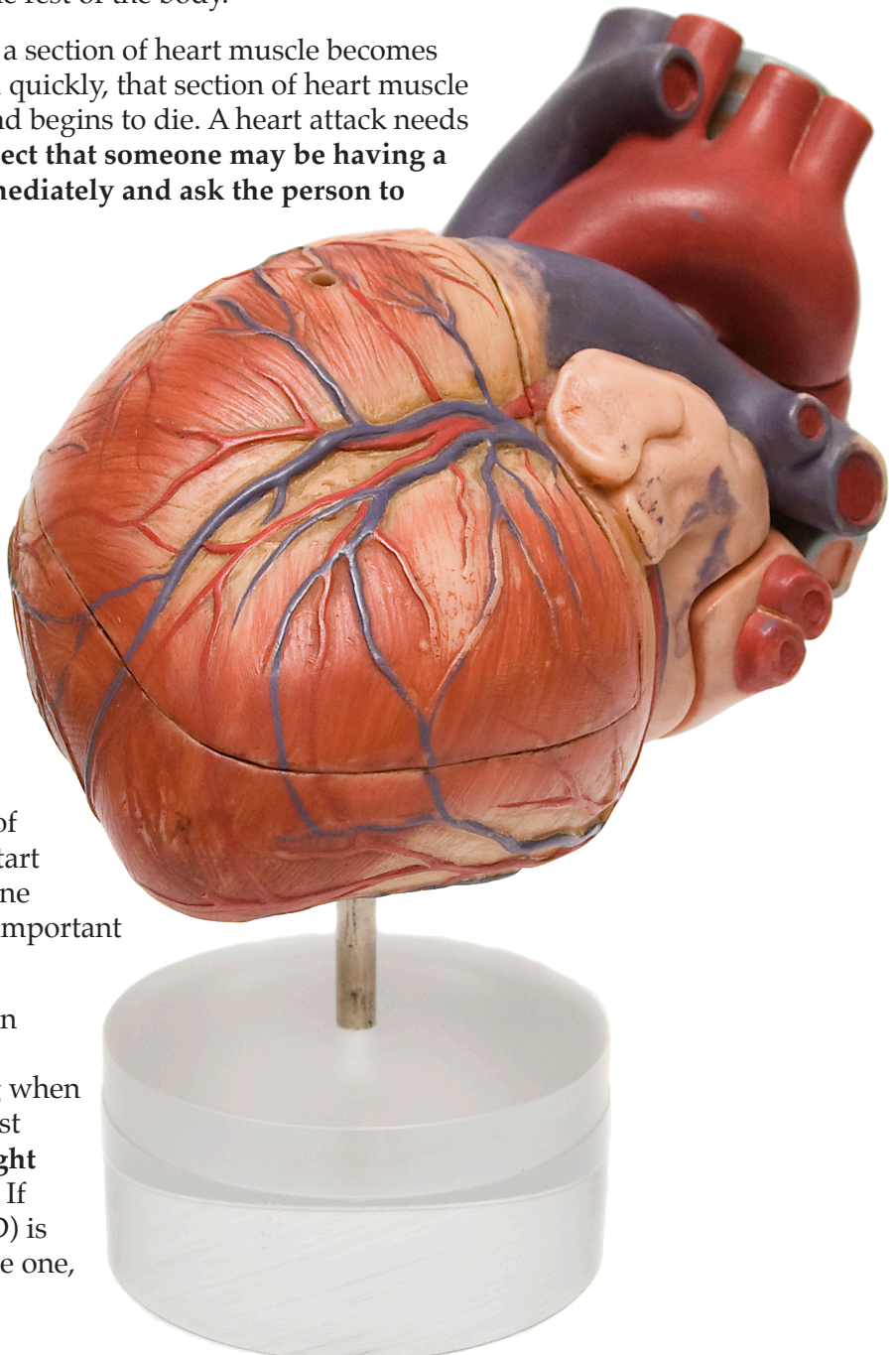
A **heart attack** occurs when blood flow to a section of heart muscle becomes blocked. If the flow of blood isn't restored quickly, that section of heart muscle becomes damaged from lack of oxygen and begins to die. A heart attack needs to be treated within one hour. **If you suspect that someone may be having a heart attack, you need to contact 911 immediately and ask the person to rest while waiting for the ambulance.**

The symptoms of a heart attack include:

- ♥ sudden discomfort in the chest, neck, jaw, shoulders, arms, or back that does not go away with rest;
- ♥ discomfort/pain such as burning, squeezing, heaviness, tightness or pressure;
- ♥ chest pain or discomfort that is brought on with exertion and goes away with rest;
- ♥ shortness of breath; nausea, indigestion, vomiting; sweating and fear (anxiety or denial).

**Cardiac arrest** is the sudden, abrupt loss of heart function. "Brain death" and death start to occur in just 4 to 6 minutes after someone experiences cardiac arrest, therefore, it is important to call 911 quickly.

Signs of cardiac arrest include: sudden non responsiveness, especially when called or tapped on the shoulder and not breathing when you tilt the head back and check for at least five seconds. **It is important to call 911 right away and start CPR (if you are certified).** If an Automated External Defibrillator (AED) is available and you have been trained to use one, use it immediately.



## 1.1.3 Outcome Measures

### General information

- The agency's philosophy (**policy 1.1.2**) establishes what components are measured and evaluated for continuous quality improvement to sustain excellence in service provision.
- The agency's documentation system is the most essential tool to assist in the collection of outcome measures for employee performance and training, effective health and safety protocols and an overall consistent and excellent service delivery. The policy manual and various operations manuals clearly specify and provide details of the documentation required, who is responsible and follow-up required.
- For the purpose of outcome measures the agency will formally document and review **agency, residential and nonresidential goals** for each region. What is encompassing under each of these areas will be addressed below. Prior to agency SWOT meetings, CET or other accreditation processes a summary of each will be provided from information collected during monthly telephone conferences with management. Refer to Master forms binder section A for the forms used for documenting outcome measures for each of these goal areas. Regional Managers/Managers or the appropriate designate in each region will be responsible for these summaries.
- Outcome measures are documented in the above three areas on a regular basis, in accordance with agency policy and procedure, and then reviewed and evaluated through various team and managerial meetings. Recommendations are established and implemented to further facilitate improvements in service provision, health and safety and employee competencies.

### Description of Goals

**Agency Goals:** This will include information on the following:

- Total hours of service billed per month per client and compared to total hours of approved funding available.
- Review of COR score (as applicable) and WCB stats as it pertains to employee safety.
- Review of agency SWOT goals and what was achieved.
- Review of CET as applicable.
- Review of employee mandatory training.
- Review of client behaviour plans and RPAC involvement.

**Residential Goals:** This will include information on the following:

- Progress on **client goals** to determine percentage achieved.
- Client health and safety will be reviewed by documenting number of EQAs, random inspections and monthly safety inspection checklist (the latter also includes fire drills, emergency drills and inventory list of emergency preparedness kit).
- Review of client/guardian satisfaction with service as reviewed at annual planning meetings.

**Nonresidential Goals:** This will include information on the following:

- Progress on **client goals** to determine percentage achieved.
- Client health and safety will be reviewed by documenting number of random inspections.
- Review of client/guardian satisfaction with service as reviewed at annual planning meetings.
- Review of staff communication.



Find frequently used forms at  
[www.icenterprises.com](http://www.icenterprises.com)



## Health and Safety Minutes

### 3.1 Review of Regional Health and Safety Minutes

Calgary –February 16, 2011

Jan 10/11-Staff involved in MVA in which they swerved into the path of an approaching car.

Recommendations-Attend Mission Possible Driver training, Distraction, Winter Driving modules.

This incident was also reported late. All staff needed to be reminded regardless of damages or injuries, that if a motor vehicle accident occurs during your work hours, please report as soon as is practicable to your supervisor.

Feb 2/11-Staff went to pick up client at community location, parked and was walking towards restaurant, slipped on ice, twisted leg but did not fall nor injure self.

Recommendations-Staff was wearing runners, should be wearing good outdoor footwear. Recommend use of "ice grips".

Feb 4/11-A staff stopped at a red light was rear-ended by another driver.

Recommendations-Staff was right in their actions at time of accident. They were stopped at a light.

Edmonton-February 2, 2011 Minutes

Review of Employee Injuries

January 14, 2011

Staff was shoveling and was trying to chip ice; staff felt pain on the upper part of their right hand.

Recommendations: Use salt and instead of chipping the block ice, use a different technique of tool use to avoid injury. I.E. scrape across the ice.

January 27, 2011

Staff was repositioning a client; staff twisted a muscle and hurt their back.

Recommendations: A consultation was completed with an OT regarding safe strategies to provide care to this individual. Ongoing training refreshers for staff.

January 6, 2011

Staff was driving on the street with the right of way; another vehicle ran a red light and hit the staff's vehicle.

Recommendations: When roads and

intersections are icy, make sure all traffic on cross route is stopped successfully before entering the intersection with your vehicle.

January 31, 2011

Staff was returning to shift when the staff fell on ice and landed on their back.

Recommendations: The walkway at the program needs to be assessed, to ensure that it is being shoveled/ salted and sanded properly/regularly. Staff to wear ice grips.

January 27, 2011

Staff was on their way out from a Home Care visit; staff slipped and hurt their back.

Recommendations: Staff to wear ice grips and proceed with caution.

January 15, 2011

Staff stopped at a stop light, the car behind them slid and hit their car from behind.

Recommendations: Turn on your vehicle lights to help your vehicle to be seen in poor visibility conditions i.e. fog, snow, and smoke. In slippery weather conditions, when stopping, keep a bit of room for your car to move forward. Then if you look in your mirror and see a car behind you having trouble to stop, you have a bit of space to pull forward which may avert a collision.

January 26, 2011

Client fell while out in the community, client refused to get up on their own. Staff attempted to help lift client and this resulted in a fall by staff too.

Recommendations:

Staff and clients who are active out in the community during icy conditions should wear ice grips. Do not try to lift a person who has fallen. Instead monitor/alert others to protect the person's safety from hazards in the area (i.e. vehicles etc.) until they are able to arise on their own. If they are injured and can not arise, call 911.

Near Miss Investigations

January 21, 2011

Staff was side swiped by another vehicle.

Recommendations: Maintain defensive driving habits as much as possible (i.e. checking mirrors). When lane width is restricted due to heavy snow fall, use the

inside lane for enhanced safety.

Jan 31, 2011

Staff fell on the way to work.

Recommendations: Be vigilant. Wear ICE grips.

December 15, 2010

Staff was moving around the house without turning the lights on. Staff bumped into the glass coffee table and broke the glass.

Recommendations: Overnight staff to consider use of a night light or having a flashlight readily available on overnight shifts. H&S also recommends an alternate (less hazardous) wooden table or padded hassock as a replacement for the glass table.

Northwest Region-Feb 10, 2011

February 3, 2011-Staff was assisting a client with am care, client usually weight bears when staffs pull up jeans and undergarments. This particular morning the client was very tired and did not weight bear, staff strained back due to the unexpected full weight of the clients.

Recommendations: Review the morning routine; prior to pulling up the undergarments to ensure client is awake/alert and able to weight bear.

Additional recommendations: Possibly a two person assist depending on if client needs are getting heavier (need more help)

### 3.4 Review of COR Audit

The group reviewed 2010 COR audit (pages 16-18)

### 3.5 Review of Hazard Assessment and Control Document - Master

The group reviewed pages 26-41 of the Hazard Assessment & Control Document and added scoring for the Psychological, Physical & Chemical Hazards and will continue until all pages are finished-will fax to Corinne.

#### 4.1 February ICE page articles

The Right to a Safe and Healthy Worksite

#### 4.2 Policy Review

The group reviewed Policy 3.5.10 Emergency Procedures