

Sharon grew up in Southern Alberta and has lived here her whole life. She currently lives in Lethbridge with her husband and four children ages 5,8,11 & 13. Sharon and her family live an active healthy lifestyle, keeping busy with swimming, music and many extra curricular activities throughout the days and evenings. .

Sharon has a degree in psychology from the University of Lethbridge and has also worked at the University as a Research Assistant for Health Sciences. One of her main studies was on psychotropic medications. Sharon has also worked at the health region as a volunteer coordinator and has worked for another agency under Persons with Developmental Disabilities (PDD).

Sharon started working with ICE's South Region in July 2005. Since then she has worked in staff positions for two residential homes. Her shifts are overnights and weekends, but occasionally Sharon will fill in the odd relief shifts.

We appreciate Sharon for her active involvement with ICE clients. She works well with clients and adapts to their needs and abilities. Our clients enjoy Sharon as a staff due to her in-



terest in involving them in activities in the community. Sharon brings a wealth of experience and promotes a safe and fun working environment.



All ICE offices will be closed **Friday, April 6 & Monday, April 9**
Please direct all calls to the After Hours Supervisor for this day.

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 3rd, 10:30am in Lethbridge

Management Meeting & RPAC follow the Health & Safety meeting.

TIME SHEET HAND-IN



Hand-in day will be:

April 16th, 2012 for all shifts worked between April 1st and 15th and

April 30th 2012 for all shifts worked between April 16th and 30th

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Client Success Story:

Mike is a very energetic and polite man who has achieved many successes with ICE. Always forthcoming and wanting to learn, it is no wonder that we admire him.

Mike began with ICE in August of 2005 when he moved into a support home with the agency. He lived there for 2 years and then in 2007 Mike moved into a shared residence where he lives today.

Mike is a very hard worker with two jobs. One of Mike's jobs is at the Daily Herald Tribune, (DHT). ICE support staff helped Mike connect with a courier position at DHT in 2006 and Mike has successfully maintained his job there for the past six years. At first ICE staff were required to support Mike on his route to ensure he knew the houses and area. Now Mike does a wonderful job remembering this on his own. A year ago the paper changed their afternoon delivery to a morning delivery and ICE supports again stepped in to provide assistance to Mike short-term while he learned new skills and transitioned through the required changes.

Nowadays staff at Mike's home help to make sure he is up with enough time to get his papers ready without feeling rushed. They also ensure Mike has a good breakfast in order to start the day off right. Every morning Mike awakes at 5:15 am to complete the preparation work for his paper delivery. This is something that most of us would have difficulty with, but not Mike. He enjoys his walks in the morning and does a fantastic job. Mike has not received any complaints from his customers.

Kim Letendre, Mike's contact person at DHT says, "Mike is always in touch with us to see if we need anything and to ensure that he is doing his job properly. Mike is a valued employee at D.H.T. We have loved having him as part of our family since 2006."

Peter Meyerhoffer, the publisher at DHT comments, "We

wish we had more reliable couriers like Mike."

Mike works his second job at Goodwill on Mondays, Tuesdays and Wednesdays. Mike always wanted to be part of the Goodwill team. He enjoys his job there because he gets to see all the treasures that people bring in. He adores his fellow workers and the customers that shop at the store. Mike takes pride in a job well done.

In his free time Mike is a "social butterfly". He enjoys going for coffee and visiting with friends as he likes to talk about hot topics that have hit the news. Mike is an active participant in Power Lifting and he just recently he joined water aerobics at the East-link Center. ICE staff supports are also helping him to get involved with a Creative Arts class.



Left to Right: Peter Meyerhoffer – Publisher Daily Herald Tribune (DHT), Mike, Kim Letendre (DHT)



\$100 Employee Referral Incentive

ICE Employees and Support Home Operators are encouraged to take advantage of this excellent opportunity!

Here is how the Employee Referral Incentive works! If you refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, you will receive \$100.00.



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.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Region-Feb 1, 2012

Employee Injury & Property Damage
December 11, 2011

Staff left a pot unattended on the stove. When staff returned and found the food burning they picked up the pan and dropped it on to the floor. This caused a burn on the floor. Luckily, there was no injury to Staff or Clients.

Injury Investigation Completed.

Recommendations: Staff is never to leave food cooking on a stove unattended. If it is necessary to step away from the area of the stove, the employee must turn off the stove first, remove the pot/pan from the element, and then attend to whatever is drawing their attention away.

Ensure oven Mitts (PPE) is readily available for use by the stove. Also have baking soda and pot lids available near the stove for fire control safety.

Re-complete Fire Safety DVD training and review fire extinguisher use with staff.

Employee Injury

January 13rd, 2012 A staff reported a repetitive strain injury due to long periods of standing in their job role. Job accommodations were made for staff (use of stool, standing mat, office moved to lower level).

Injury Investigation Completed

Recommendations: Employee to work within their capacity i.e. modify work habits, take regular breaks from standing, use mat etc.

Near Miss Incidents – None reported

Recommendations:

The Committee was requested to remind all staff of the importance of reporting Near Miss Incidents.

3.2 Evaluation of current Injury Investigations

No current Injuries

3.3 Evaluation of Near Miss Investigations

Reviewed pages 23 & 24

3.5 Review of Hazard Assessment and Control Document - Master

Reviewed pages 30 & 31

Personal Care-Client Toileting, changing incontinence undergarments and peri-care

Personal Care-Shaving or Brushing Client's teeth

Personal Care-Foot Care, Clipping nails

4.1 ICE page article

Safety around the home

4.2 Policy Review

Reviewed 2.3.4, 2.7.3, 3.5.1, 3.5.2, 3.5.3, 3.5.4, 3.5.5, 3.5.6, 3.5.7, 3.5.8, 3.5.9, 3.5.10, 3.5.11, 3.5.12, 3.9.1, 3.9.2

Suggested revisions submitted to Regional Manager Sandra

4.3 Training

CPI March 8th in Claresholm

TRAINING

PET

April 11/12, Lethbridge, 9:30am-5:00pm

April 18/19, Claresholm, 9:30 am-5:00pm

Thank  You!

This month's incentive winner:

Iris Bennett For working a lot of extra relief shifts & for dealing with a mileage situation with a client in such a professional way. Thank you for your clear email on observations, we really appreciate it. Nominated by Personnel Coordinator & CSC. She won a bread maker.

Current Job Opportunities

Nanton & Claresholm,

P/T weekends 4 & 6 hour shifts

Relief/casual shifts available in Nanton & Claresholm areas

Lethbridge:

P/T 7am-9am shift for male

Various F/T & P/T opportunities

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 the office at

866-646-1199.

MOULD AND SEASONAL ALLERGIES

The arrival of spring is a welcome event for most people. However, spring may not be so pleasant for people suffering from allergies. Spring is typically a difficult time for those individuals because of the increased amount of dust and allergens in the air. As the snow melts, snow mould is uncovered and grows. Spring cleaning and the start of farming and gardening season also contribute to allergy symptoms.

Snow Mould

Lurking beneath the piles of melting snow is a fungus called snow mould, it is one of the biggest contributors to seasonal allergies. Snow mould looks grey and appears in circular patches of mouldy grass. Once the snow begins melting, the spores from the mould are released into the air and anyone with sensitivity will develop symptoms. Even if a person has never experienced seasonal allergies before, they can develop these suddenly. People may experience symptoms from spring to late fall.

Mould: 1) Peaks from July to late summer, 2) Can persist after first killing frost; 3) survives at subfreezing temperatures. 4) Snow cover lowers the mould spore count but does not kill the mould.

Other Allergens

In the early spring, the major culprit of allergies is wind-borne pollen from trees. Pollens are tiny egg-shaped powdery grains released from flowering plants, which are carried by the wind or insects. The worst springtime allergy signs and symptoms occur during hot, dry or windy days when there's a lot of pollen and mould in the air. In late spring and early summer, grass starts to cause trouble.

Symptoms

- The symptoms of mould allergy are very similar to the symptoms of other allergies, and reaction can be immediate, or delayed.
- Sneezing, itching, nasal discharge, congestion and dry, scaling skin.
- Mould spores can deposit on the lining of the nose and cause hay fever symptoms.
- Spores can reach the lungs, causing asthma, a chronic inflammatory disease of the airways. The American Academy of Allergy Asthma and Immunology estimates that as many as 38 per cent of people with allergic rhinitis may also have asthma.
- Symptoms can last the entire summer because of outdoor moulds or year-round if symptoms are due to indoor moulds.
- Symptoms often worsen in a damp or mouldy room such as a basement.

Preventing Allergic Reactions

Allergies cannot be cured but the symptoms of the allergy can be reduced by avoiding contact with allergens. Several measures will help:

- Stay indoors during peak pollen hours (early to mid-morning).
- Clean your home frequently to avoid the build-up of dust and other allergy triggers.
- Keep the windows of your car and home closed. Use an air conditioner, with HEPA filtration, to help clean the air.
- Wear a filter mask when mowing the grass.
- In the fall, rake up and remove fallen leaves to discourage the growth of snow mould over the winter.
- Avoid hanging your laundry outdoors as it may collect pollen.
- Avoid having too many household plants as mould thrives in wet dirt.
- If you need to go out on days when it's windy, consider an air conditioned venue for your activities.
- Change your sheets and pillowcases often.
- Take medications to treat/ prevent allergic reactions as recommended by your doctor.



3.6.3 EMPLOYEE APPEAL PROCEDURE

Any employee with an appeal will follow this procedure:

A verbal discussion should be initiated with the appropriate supervisor within 24 hours of the events leading to the appeal. The supervisor will attempt to resolve the appeal to the satisfaction of all parties. Informal documentation is required to be entered into C-Views at this stage.

If the supervisor and the employee cannot reach resolution, they can meet with the appropriate Manager for a further meeting. This meeting will take place no later than 72 hours after the original meeting with the supervisor. Minutes of the meeting will be documented.

Should the appeal require further mediation due to extraordinary circumstances, the Manager or the employee may request an additional meeting with the Alberta Manager of Operation or Chief Operating Officer. This meeting should take place no later

than 72 hours after the Chief Operating Officer receives the request. The President is to be notified of the meeting and of the outcome. If a final resolution is required the President will make the decision. The President's decision is final and all parties are bound by his decision.

Should the situation warrant (e.g. harassment, abuse) the employee has the option to bypass his / her immediate supervisor and be heard by upper management.

The employee may request to be supported by a co-worker or by mutual agreement a neutral third party will be sought at any step in this process.

Employees who have been terminated do not have the right to the Appeal Procedure.

Updated October 2009

