

ICE PAGE

SOUTH REGION

2013

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TIME SHEET HAND-IN:

February 15th, 2013

For all shifts worked between February 1st and February 15th, 2013

February 28th, 2013

For all shifts worked between February 16th and February 28th, 2013

Management Meeting

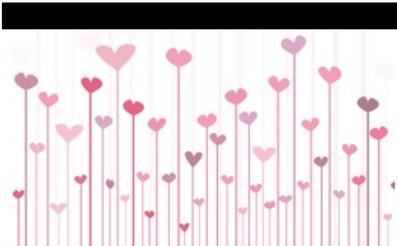
February 5th, 2013 @ 10:30 Nanton

Health and Safety Meeting

February 5th, 2013 @ 1:30 Nanton

RPAC Meeting

February 5th, 2013 @ 11:30 Nanton



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.)

Employee Spotlight

Bev

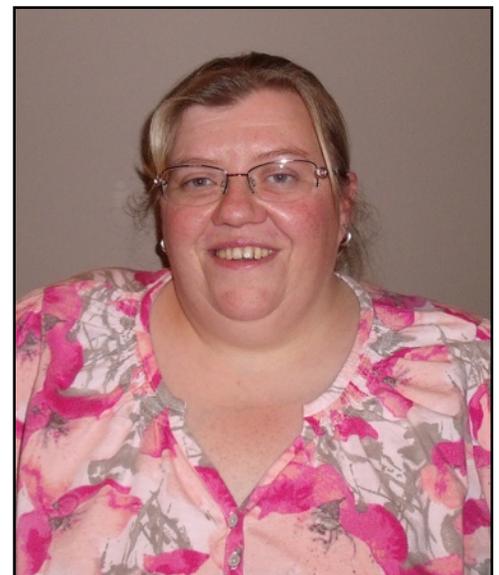
Bev started working for ICE in August 2007. She has lived in Alberta all of her life and now currently lives on a horse farm. When Bev is not working she enjoys taking care of the animals on the farm, playing card games with her friends and surfing the internet.

Before working at ICE Bev was the manager of a restaurant where she hired persons with disabilities and assisted them with training for success in their employment. When Bev decided she needed a change in occupation, one of her employees

who happened to be an ICE client, suggested she apply at ICE. Bev reports that making this change was the best thing she has ever done.

Bev is a valued asset to her non-residential program and her client considers her extended family. She is always smiling and willing to help as needed. Bev goes above and beyond to assist her client; swimming, playing cards, bowling, completing ceramics projects, camping and sharing group outings with friends are just some of the activities they participate in. Bev says she learns from the individual she supports too. They often go fishing and her client actually taught Bev how to clean a fish this year!

In the future Bev would like to become a supportive roommate, caring for persons who need the assistance and making sure they live in a safe and loving environment. Thank you, Bev, for the wonderful work that you do!



Client Success Story - Annette

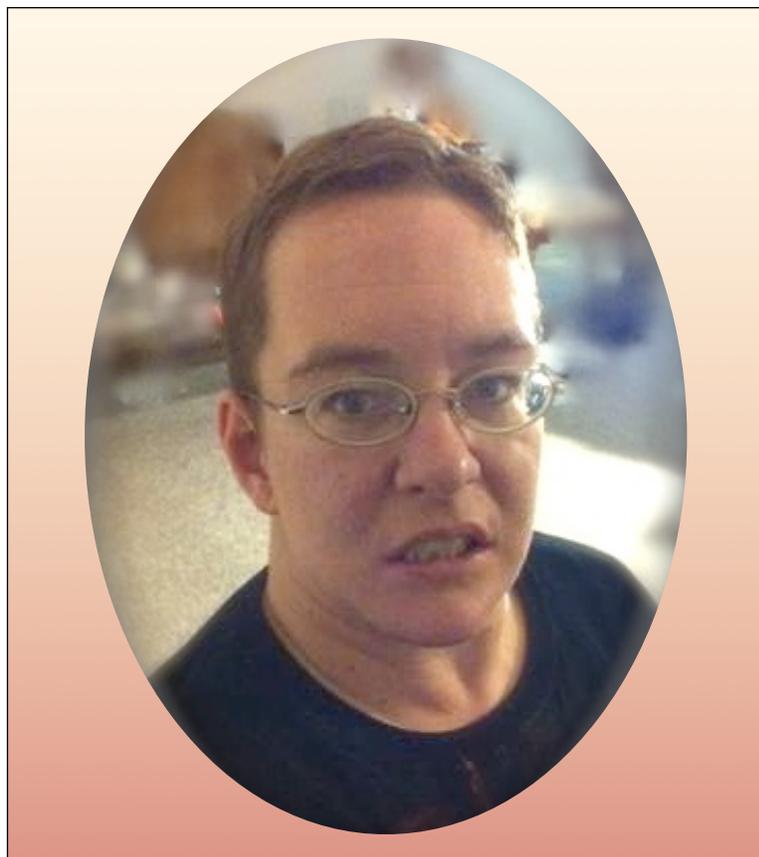
Annette was born in the Yukon but has lived in Lethbridge for the past 11 years. In Lethbridge she has progressed through various living arrangements. First she lived in a shared residential setting, then she moved in with a roommate companion, and since June 1st 2012 Annette has been living in her own apartment independently. She finds living on her own challenging but she loves it! In her home Annette especially loves being able to cook her own food and to make her own coffee. Annette and her ICE staff are working together to enhance Annette's skills for housekeeping and meal preparation.

Annette has been enrolled in classes through Inclusive Learning at Lethbridge College since 2010. She is taking the Child and Youth Care program and completes two courses per semester. Annette's classes this semester are Therapeutic Interventions and Behavior Management. She spends about 10 hours per week doing homework for her courses and likes to do research on the internet. Annette also works at Tony Roma's 20 to 25 hours per week. She has worked there since 2006.

Annette and her ICE staff attend a healthy eating program offered by the Health Region and complete Annette's grocery shopping together to build her skills in this area. They also exercise together. When weather permits they walk outside and exercise to videos in Annette's apartment when they can't go out. Annette has

recently lost a significant amount of weight which has improved her overall health.

When not busy studying or working Annette enjoys music – especially heavy metal and she loves the band, Slip Knot. Annette takes the bus independently and gets herself anywhere she needs, or would like, to be. She also takes the Greyhound bus on her own to Quesnel B.C. to visit her family. Congratulations on all your accomplishments, Annette!



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!

ICE offices will be closed Monday, February 18th, 2013 for Family Day



Please direct all calls to the Employee Client Assistance Team for this day.

THANK YOU!

The winner of the February incentive prize was **Darlene Poffenroth**. She was nominated by her trainer for taking extra shifts over the holidays.

She won a popcorn popper, seasoning and popcorn! Thank you!

TRAINING

PET

Feb 6 and 7 @ 9:30 am - 4:30 pm
Feb 27 and 28 @ 9:30 am - 4:30 pm

CPI

Feb 21 in Claresholm @
9:30 am - 3:30 pm

AMA

Feb 13 - Location TBA
10:00 am - 3:00 pm

Independent Counselling Enterprises

Current Job Opportunities
Feb 2013

Nanton , Claresholm

*P/T weekends & days
Claresholm*

P/T in Pincher Creek

*Relief/casual shifts
available in
Nanton & Claresholm
areas*

Lethbridge

P/T & F/T openings

*Roommate
Companion for
Female*

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 post ads in your local community, please contact the office at 866-646-1199.

Healthy Living

With dramatically rising rates of obesity, “healthy living” needs to become a way of life for more Canadians. It is important that we support and lead our clients by example to live healthy active lives.

Making Healthy Food Choices

To get all the nutrition your body needs, you must eat carbohydrates, protein, and fats (but very limited) at every meal. By eating the correct amount and type of food, you'll have a healthy heart, healthy brain, and a fully functional immune system (to help fight off infections).

Eating a variety of foods will also help ensure you get all the vitamins, minerals, oils, and enzymes your body needs. Always follow the Canada Food Guide. Eat at least one dark green and one orange vegetable a day. Make at least half of your grain products whole grain each day. Drink Skim, 1% or 2% milk instead of homo milk. You need 2 cups of milk a day to get enough Vitamin D. Have meat alternatives such as beans, lentils and tofu often. Eat at least two servings of fish a week. Cook food with little salt and oil. Avoid foods that are high in sugar, fat and salt.



Exercise

There are many benefits of exercising. Thirty to sixty minutes of daily physical activity can help prevent heart disease and stroke by strengthening your heart muscle, lowering your blood pressure, raising your high-density lipoprotein (HDL) levels (good cholesterol) and lowering low-density lipoprotein (LDL) levels (bad cholesterol), improving blood flow, and increasing your heart's working capacity. Regular physical activity can reduce blood pressure in those with high blood pressure levels. Physical activity also reduces body fat which can help to prevent and control Type 2 diabetes. Exercising can also help increase muscle strength, prevent bone loss associated with aging, and can improve your mood and self-esteem.

Avoid and/or limit alcohol, recreational drugs and smoking. Long term use/abuse of alcohol can lead to weight gain, high blood pressure, depressed immune system (making you more susceptible to infections), cancer, liver disease, vitamin deficiencies and heart and respiratory failure. Recreational drug use can lead to seizures, psychosis, depression, heart and respiratory failure. Smoking can lead to cancer (i.e. lung, cervical, bladder, mouth, kidney etc), diabetes, heart (i.e. high blood pressure, blood vessel disease, stroke) and lung (i.e. COPD, emphysema, pneumonia) health issues.

ICE has a TD Group RSP plan!

**Refer to Policy 3.4.18 ICE
FUTUREBUILDER RSP.**

If you are eligible, ICE will match your contributions as per policy!

To sign up, please contact

**Linna Roem at
780-453-9664**



POLICY REVIEW

2.2.7 - Procedure for Resolution of Concerns and Complaints

Communication is fundamental to resolve concerns and complaints regarding service delivery and client well-being. The following processes and documentation systems have been implemented to facilitate resolution:

- During orientation of clients and support networks, telephone numbers are provided for supervisory and management personnel and the Employee/Client Assistant Team for after office hours. Whenever a direct supervisor is absent an alternate is assigned.

Voice messages on answering machines will indicate if an employee will be absent for an extended period of time. Guardians and clients are encouraged to contact I.C.E. personnel directly should they have a concern or complaint. All contact will be documented on C-Views and hard copies placed in the client file. If the contact is directed to the support employee this will be documented on contact notes and the employee will follow up with their direct supervisor.

- The supervisor contacted will make every reasonable effort to resolve the issue and ensure follow up as required. If the individual is not satisfied with the resolution it is reported to the next level of Management until resolution is satisfactory. Documentation in C-Views is completed by each level of management contacted.

- If the expressed concern/complaint is defined as a critical or general incident then the resolution and documentation process will be defined by that process. Refer to policy

2.7.3 Critical and General Reporting Incidents.

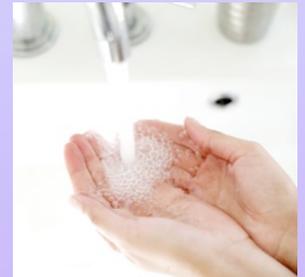
- If the expressed concern/complaint is defined as an appeal to a decision made by Independent Counselling relating to services received refer to policy 2.2.5 Client Appeal Process

Promoting open communication with guardians/client, soliciting and documenting feedback during the annual planning meeting and regular contact with guardians assist the agency to provide effective service delivery that promotes client safety and well-being.

Health and Safety Reminder:

Influenza is a serious illness and recently numerous cases have been reported in Alberta. There are important actions you can take to protect your clients and yourself from getting the flu including:

- Get the flu shot. Call Health Link Alberta and they can tell you where to go for immunization.
- Clean your hands with soap and water or hand sanitizer. When to clean your hands:
 - after you cough, sneeze, or blow your nose,
 - before you eat or serve food,
 - after you are near a person who has the flu,
 - before you brush your teeth.
- Cover your cough. Cough into your arm. Don't cough into your hand. If you use a tissue, throw it in the garbage and wash your hands.
- Take care of yourself to stay well. Exercise, drink plenty of water, and eat a healthy diet.



Health and Safety Minutes

South Health and Safety Meeting - January 10th, 2013

3.0 - STANDING ITEMS

A) Review of Regional Health and Safety Meeting Minutes - Section

3.2 Internal Incidents (Injury, 3.1 Health, Property Damage)

Calgary-December 19th, 2012: November 26, 2012-

Staff was removing files from a file cabinet in a residence, placed their hand on side of drawer on the metal slider hinge. Made contact on a rough area on hinge resulting in a small cut on finger (slightly bigger than a paper cut).

Injury Investigation Completed

Recommendations:

Review with staff the safe placement of hands when using file cabinets. Regular inspections of cabinets for any hazards such as worn or pitted metal.

December 5, 2012-

Staff slipped on the icy road while in the community with a client, staff felt a rock under their shoe before the fall. Staff was wearing a cleat type shoe (for walking on ice). Fall resulted in staff injuring their arm/shoulder.

Recommendations:

Staff to be aware of surrounding areas and take precautions when walking.

Edmonton (Incidents, Recommendations, Additional Recommendations):

Not available at time of meeting

Grande Prairie / Northwest -

December 14, 2012 :

November 22, 2012-

Staff was backing out of a parking spot at Goodwill and felt a bump. Staff asked if client was okay, got out and checked damage and other

driver. Sunlight was shining in rear view mirror, parking lot was slippery.

Recommendations:

Be aware of hazards when parking, reinforce defensive driving habits for staff.

Additional recommendations:

AMA Mission Possible training

B) Review of Regional Health and Safety Meeting Minutes - Section

3.3 (Near Miss Incidents)

Calgary –December 19th, 2012:

No near miss investigations

Edmonton (Incidents, Recommendations, Additional Recommendations):

No minutes available at time of meeting

Grande Prairie / Northwest –

December 14, 2012:

December 5, 2012-

Staff was sweeping crumbs off floor in bathroom, swept under the closet door. The door fell down, staff caught door and laid it on the floor. Contacted supervisor and landlord.

Additional Recommendations:

Add inspect doors on EQA's/ Random Inspections.

Awareness of surroundings.

3.2 - Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:

No current Injuries

3.3 - Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):

No current Near Misses

3.4 - Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations)

Reviewed pages 19 & 20 (1.1, 1.2, 1.3 items)

3.5 - Review of Master Hazard Assessment and Control Document

Other regions review & and recommendations and regional response to recommendations. :

Calgary - General Sections Pg 14-20

Food Storage-No additional recommendations

Exposure to Raw Meat-Safe Work Practices- Add do not utilize reusable shopping bags for transporting raw meat.

Use of Stove/Oven- Recommend that this sections be named "Use of electric stove/oven" as gas stove/oven has it's own section. Also recommend that under Physical hazards-move injury due to pressurized systems (i.e. gas stove explosions) to Gas stove/oven section.

South – Review of job type: Working with High Behaviors-pages 4-9 Physical Aggression & Sexual Behaviors-Is frequency this high (one or more times per day) in other regions as we do not have this frequency in South. Should these hazards be separated?

Client Missing in the Community: No additional recommendations.

Grande Prairie / Northwest – Tabled due to time shortage

Edmonton-Not available at time of meeting

3.6 - Policy Review

Review of policy 2.3.16 Community Rehabilitation-water temperature monitoring and Safe practices.

4.0 - OTHER BUSINESS

4.1 - Reviewed ICE page article regarding Preventing slips, trips and falls.

4.2 - Resources handed out from H&S binder: "Stop Cooking fires before they happen!", "Fire Safety "Cooking oil & Grease Fires" and "7 steps to safe lifting".

4.3 - Training: CPI Jan 16th in Lethbridge and Feb 21st in Claresholm.

5.0 NEXT MEETING – February 5, 2013 in Nanton at 1:30 p.m.