

It's fortunate for ICE and ICE clients that Sandy found us. When Sandy applied to ICE in December of 2003, little did we know that she would turn out to be a passionate, dedicated, and caring staff. Sandy was waitressing at a Smitty's restaurant (a job she maintains to this day), when she met an ICE client who regularly visited the restaurant with their support worker. Sandy inquired about what a support worker does and how workers assist their clients. She applied to ICE and began working one day per week with this client and the rest as they say, is history.

Presently, Sandy maintains five individual programs, a truly remarkable testament to her commitment. She says she finds working with ICE clients a joy. This is one of many reasons why Sandy deservedly won the Calgary ICE, Employee of Excellence Award this year.

Sandy shares that working with her clients has not only brought her a new perspective on the exceptionality of individuals, but volunteer opportunities as well. Last year in December, 2009 Sandy participated in a 42km charity marathon in Hawaii raising money for diabetes. With further dedication and passion came volunteering at this year's Global Fest, and Centre Street Church. In April, 2011 Sandy will be making

EMPLOYEE Spotlight

Sandy

the journey to Costa Rica to participate in "Operation Christmas Child" a volunteer program through Samaritan's Purse that puts shoe/toy boxes together and distributes them to under privileged children.

Sandy is a born and raised Calgarian with three children. When she finds free time, a rare occurrence, she likes to: travel, spend time with family, and just relax.

ICE is very proud to have an employee of Sandy's quality working with our agency and our clients.



All ICE offices will be closed

Monday January 3
for New Year's Day

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

January 19, 10:30am
Nanton

Management Meeting

January 19, 1:00pm
Nanton

RPAC

January 19th, 2:00pm
Nanton

TIME SHEET HAND-IN



Hand-in day will be:

January 17th, 2010

for all shifts worked
between
January 1st and 15th
and

January 31st, 2010

for all shifts worked
between
January 16th and 31st

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Client Success Story – Twyla

Twyla was born in Winnipeg and moved to Edmonton when she was 11 years old. She presently lives in an ICE residence with her husband of 5 years and two roommates.

One of Twyla's goals is to lose weight to enhance her health. She has set a target (with the approval of her doctor) to lose 100 pounds and fit a size 10. Since May of 2010, Twyla has lost 48 pounds! She now wears clothes 3 sizes smaller than when she started. On a recent Christmas visit, members of her family were very surprised and delighted to see her progress and how wonderful she was looking! This was a proud moment for Twyla.

Twyla works hard for her success. She goes to the gym once a week with ICE staff members that coach and encourage her. She also stays active at home: walking, exercising in her living room, and completing household chores. She notes that she really appreciates the support that she receives from her husband, her family and staff. Twyla says she feels she has a lot more energy these days; she is hoping to bump up her exercise sessions at the gym to twice a week in the New Year. She is proud that she is able to do things in her life that she was not able to do before. From time to time, like most of us, Twyla does experience set-backs such as when she feels ill or when the weather is too poor to go out. At these times she puts her energy into getting better or being patient so that she can get back to having fun again. Congratulations, Twyla! Best Wishes for your continued success.



ICE Incentive Program

On December 1, 2003 Independent Counselling Enterprises launched a performance reward program for employees. This program has been running now for seven years and literally hundreds of employees have been recognized and won valuable prizes!

Here's how the ICE incentive program works:

ICE has employees across Alberta doing a great job of working safely and supporting ICE clients. In circumstances where it is clear that employees have gone above and beyond to manage health and safety risks and provide excellent service, supervisors, co-workers, clients, guardians or managers can formally recognize these individuals for the extra effort they have made.

How is this done? One of these people just needs to fill out a special ICE "Thank You" card available from any ICE office. The completed cards are entered in a draw box in each main office and cards are randomly drawn for great prizes each month.

Each year in December, employees who have received a minimum of three cards (from different sources) have their names entered into a special province wide draw for a \$1000.00 cash prize.

This year the lucky provincial ICE incentive draw recipient was Philana Blackburn-Morin of Calgary.



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.





Hillary Rankin thanked by Trainer for doing extra activities with her client, Hilary received a Christmas dinnerware.

TRAINING

PET

January 6th & 7th in Claresholm,
9:30-5:00pm
January 19th & 20th in Lethbridge,
9:30-5:00pm

CPI

January 12th in Lethbridge 9:30-4:00
January 27th in Claresholm 9:30-4:00

Current Job Opportunities

Nanton & Claresholm,

P/T 4 hours Wednesdays & Saturdays in Claresholm

Relief/casual shifts available in Nanton & Claresholm areas

Lethbridge:

P/T for male staff

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

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Calgary Reviewed October 20, 2010 minutes

Sept 23, 2010 (injury) Staff was assisting client at client's job. Client asked to take out garbage, bag was too heavy so staff assisted client to lift garbage bag over their heads and into bin. Immediately felt pain in back that worsened.

Recommendations: Review lifting and transferring policy 2.3.7 with staff. Discussion with client's work supervisor in regards to physical ability of client and safe work tasks also that staff is not to complete work tasks for the client.

Sep 18, 2010 (near miss) Staff was retrieving a sharp from locking glass cabinet (where stored) and the glass slid out of door panel and to the ground. Did not break

Recommendations: Repairs are needed to cabinet door. Sharps have been relocated to staff room and will remain relocated. Routine checks of cabinets etc. as part of the monthly H&S inspection.

Edmonton Reviewed November 3, 2010 minutes

Review of Employee Injuries

Oct 5/10 Support Home Operator (SHO) stopped at a pedestrian crossing for a pedestrian, but was rear ended. SHO reported back pain.

Recommendations: SHO is welcome to attend Mission Impossible training offered by ICE.

Oct 25/10 Staff was working at a program where a client had turned the thermostat up. (Staff were not aware until it got too warm). Staff became dizzy due to the temperature and fell on the floor. Staff's back was cut on something during the fall.

Recommendations: Committee suggested that staff may need to regularly check the thermostat setting as part of client supports for this program. This could be entered in the orientation for new staff. This is also a good example for adding HACD identified hazards for this program.

Oct 26/10 Staff who was on modified duties restrained a previous injury when they slipped and fell outside of a program during frosty weather.

Recommendations: Remind staff to be aware of weather conditions and to always take time when completing a task. Use of salt or sand on sidewalks as necessary.

Near miss

Oct 9/10 Client threw property at staff. No injury resulted as client missed.

Recommendations: Functional assessment, consider possibility of a Positive Planned Procedure for client.

3.2 Evaluation of current Injury Investigations

Nov 19, 2010 no lost time

Staff's hand injured and swollen from snow shoveling at the ICE office in Nanton. This is an area approximately 5' wide by 100 feet and accessible to the public, staff and clients, running along the highway. This becomes icy and slippery and therefore can be dangerous to walk on and difficult to clear.

Injury investigation completed

Recommendations: Hire outside person to do snow removal.

3.3 Evaluation of Near Miss Investigations

Nov 16, 2010 near miss

Staff and client in vehicle slid into a ditch due to icy road conditions

Near miss investigation completed

Recommendations: Staff to take AMA training. Awareness of road conditions and surroundings. Suggest Winter tires.

3.5 Review of Master Hazard assessment and Control Document

Reviewed pages 40 & 41

1. Bed Bug Infestation

2. Clean up of animal excrement

3. Exposure to Cats and Dogs

Committee will review the specific hazards next month adding information as outlined in Corinne's email of November 12th.

3.6 Policy Review

Reviewed 3.6.5 Workplace Violence

4.1 ICE page review

Reviewed "Fall & Winter Driving Be Prepared, Be safe article

4.2 Training

CPI being offered in Claresholm January 27th and Lethbridge January 12th

4.3 Article

"News from David Irvine" and strategies for wellbeing and survival through winters.

Website www.davidirvine.com

PREVENT SLIPS, TRIPS AND FALLS!

Stay Active

Physical activity improves health at any age and prevents falls before they happen by keeping muscles, bones, lungs and your heart healthy. It also improves your balance and posture. Exercise helps you to move easily and get a more restful sleep.

In the complex and fast paced world we live in, we often rush and divide our attention. This often results in an increased exposure to risks and hazards.

Pay Attention

- Look carefully for hazards (watch out for ice, uneven or damaged sidewalks, people and pets.)
- Look around in unfamiliar places.
- Watch the walking area a few feet ahead of you instead of looking down.
- Plan to avoid trips (completing errands) during bad weather (as much as possible).
- Take the garbage out in the daylight hours.
- Don't rush. Friends, family and co-workers would rather wait a moment or two for you than have you hurry and fall. Let the phone ring and have the caller leave a message or call you back.
- Wear safe footwear as per ICE policy and suitable for the weather conditions (i.e. ice grips, boots,).

Address Health Conditions Causing Lightheadedness or Dizziness

- Lightheadedness or dizziness can be caused by problems with blood pressure. Have your blood pressure checked regularly.
- Dizziness can also be caused/ affected by other health conditions (i.e. pregnancy). Follow up with your doctor if you are experiencing dizziness.
- Drink 6- 8 glasses of water each day. Not enough water can lead to dizziness.

Create a Safe Environment

- Have safety grab bars installed in tubs and showers.
- Use a non-slip mat inside and outside the tub or shower.
- Clear pathways of furniture, cords and clutter that may cause tripping.
- Clean up spills right away.
- Keep pathways well lit.
- Get rid of area rugs or make sure they are secure.
- Turn the lights on before you enter a room and promptly replace burned out light bulbs.



3.5.5 EMPLOYEE WORK RELATED INJURY, ILLNESS, AND NEAR MISSES

Refer also to Policy 2.7.3 Critical and General Reporting Incidents

All employees have W.C.B. coverage. This is to include support home operators and their designated respite workers as per W.C.B. legislation and law. Note that the relationship I.C.E. has with Support Home Operators and their respite staff is that of service monitor only. Yet where this policy refers to employees this is to include Support Home Operators and their respite workers for the purpose of WCB only.

A. Responsibilities

The employer is responsible for:

- Ensuring the employee's safety and well being i.e. if required to transport the employee to obtain hospital or physician services.
- Informing and training the employee of the process and their obligation to submit standard documentation to I.C.E and WCB as required. This includes readily access to the documentation required by WCB from the employee, the worker's report. To provide the information package to the employee which includes the worker's report and information on modified duties.
- Completing and submitting the employer's report for WCB within the allocated time frame of 72hrs once the injury/illness becomes reportable to WCB.
- Reporting the injury/illness to other government agencies as appropriate within the specified timelines and regulations.
- Providing the employee with a copy of the employer's report and page one of the critical/general incident that lead to the claim.
- Informing the employee of their entitlement to compensation for lost time, medical expenses, eye glass/dental repair or replacement. Expenses incurred as a result of the injury, that are not wage related can be submitted to WCB for compensation provided that a claim has been filed with WCB and the employee has no alternative benefits available.
- Paying the injured employee's wages for the balance of the shift in which the injury occurred if the employee cannot complete a work shift because of an occupational injury. W.C.B will assume the responsibility of wage compensation to the employee who is not able to return to work or who is not in receipt of pre-accident level wages. The employee will be directly compensated from W.C.B. for any approved time loss claim or wage

subsidy beyond the day of the accident.

- Cooperating in order to achieve an early and safe return to work of an injured employee. This does involve effective communication with WCB, the employee's physician and the employee to determine the employee's physical ability to work. This may involve modified duties if the employee is not fit to return to the essential duties of the employee's pre-injury employment. If this is the case WCB must be informed of the physical demands of the modified duties, the rate of pay and the hours that the employee will be working. It should be noted that all communication with outside sources must be documented and if email communication is sent, a hard copy must be printed of the email and filed appropriately.
- Having an effective and functional documentation process to assist with claims management.
- Advise the employee of resources in the community that are available for Medical treatment and assessment of work related injuries.

The employee is responsible for:

- Reporting and recording all workplace incidents to their supervisor or the ECAT supervisor (if after hours) **immediately** regardless of the severity. The initial documentation will be in the form of an agency critical/general reporting incident (refer to Policy 2.7.3 Critical and General Reporting Incidents) and **must be completed within 24 hrs of the incident**.
- A physician's report is required in order to substantiate a WCB injury claim i.e. the injured employee must attend a physician's appointment.
- Informing the employer that the sustained injury required the employee to seek medical attention or to have time off their regular work schedule that is validated by a physician's report within **24hrs** of the incident or when the employee becomes aware that there is an injury sustained that will affect work performance. (See below for clarification of reportable versus non reportable incident)
- Reporting to the employer if medical attention is required later in the future and is related to a previous work place injury/incident.
- Completing the WCB worker's report of injury, as appropriate and ensuring it is submitted to WCB, should the employee be seeking compensation from WCB for wages or benefits. Should the employee be completing this documentation at the main office I.C.E. management will assist in submitting the claim for con't on pg 6

continued from page 5

the employee. Otherwise the employee must submit directly to WCB. This report will be available at the main office, from the WCB website www.wcb.ab.ca or will be mailed to the employee. It is imperative the employee respond within the **24hr** period prescribed for incident reporting to inform I.C.E. directly of the injury. This reporting is necessary for debriefing, to assist I.C.E. to document on the WCB employer's report and if the employee is unable to return to work to reassign coverage of his/her shifts.

- Cooperating in order to achieve an early and safe return to work. This does involve effective communication with WCB, the employee's physician and the employer to determine the employee's physical ability to work.
- Accepting and abiding by the return to work plan, which may include modified duties that are suitable to the physical abilities of the employee.
- Maintaining weekly communication with the employee's direct supervisor to effectively manage the return to work plan.

- Ensuring supporting documentation of the claim i.e. WCB worker and employer reports, critical/general reporting incident and any WCB correspondence sent to the employee is kept in accordance with the agency's policies and procedures (**Refer to policy 2.2.2 Client Confidentiality**).

Note that WCB will only process a claim if WCB is in receipt of the proper documentation from the employee, the employer and the employee's physician, the latter if required. Each residential program will have for employee reference a WCB employer's report and worker's report. The worker's report is also available at the main office or can be mailed to the employee.

*** Please refer to your policy manual to read more of policy 3.5.5 Employee Work Related Injury, Illness, and Near Misses.

CONGRATULATIONS



On December 9th, 2010 ICE President Michael Rutherford addressed the crowd at the 23rd annual Edmonton ICE Christmas Open House. Mr. Rutherford congratulated ICE staff across the province on the excellent results of this year's internal Certificate of Recognition (COR) audit and the achieved rating of 94%. He thanked ICE employees for their hard work and encouraged everyone to continue their best efforts for maintaining health and safety.

January Trivia

The Chinese floral emblem of January is the plum blossom

