

Maria was born in the beautiful islands of Azores (a group of Portuguese islands in the mid-Atlantic). Maria, her mom and two younger siblings joined her father in Edmonton when she was sixteen years old. She has lived in Edmonton since then because she loves it here, especially the winter months.

Prior to working for Independent Counselling Enterprises (ICE), Maria volunteered at the Glenrose Rehabilitation Hospital assisting seniors to attend their medical appointments. In her search for a vocation, Maria contacted an employment agency and was asked which field intrigued her. She replied, "Working with seniors and people with special needs." That's how she was introduced to ICE. Maria has worked for ICE in both the residential and homecare departments since 1994.

One of the first homes that Maria worked at involved working with children with disabilities whom she fell in love with upon meeting them. At this time, she also worked in homecare with a client who was diagnosed with cancer. Many years later, she herself was faced with the same challenge. She has beaten cancer courageously.

Maria constantly displays an exuberant sense of hope, selflessness and a bit of down-right stubbornness. When asked what she enjoys most about working with seniors, Maria replied, "They keep me going and I learn a lot from them".

While working full-time at ICE, Maria solely raised her triplet



sons who are now adults. This required organization and care giving skills which would challenge any mother! She has described raising her sons as her greatest accomplishment in life.

Despite the many challenges in her life, Maria is a devoted and caring person who rises above any challenge encountered. Along with her fellow colleagues, Maria is now working hard to achieve her Health Care Aide certification.



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

July 5, 2010 Lethbridge, 10:30

Management

July 7, 2010 Lethbridge, 10:30

RPAC

July 7, 2010 Lethbridge 11:30

TIME SHEET HAND-IN



Hand-in day will be:

July 15th, 2010

for all shifts worked between

July 1st and 15th and

August 3rd, 2010

for all shifts worked between July 16th and 31st

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Client Success Story – Peter

Peter is a very active young man. He enjoys the many bike trails and parks in Calgary. He and his ICE Community Rehabilitation Worker take in the sights and sounds throughout the many river parks. Keeping fit is very important to Peter.

Peter enjoys listening to music. His favorite genre is dance mix. It is the secret to his success in keeping his apartment clean and tidy. Chores are not so hard to complete when your favorite song is playing!

Computer activities are also something Peter really enjoys. Not only can he browse the internet, check his emails, and play games, he can work on his literacy skills at the same time.

In addition to his own apartment, Peter has pets to care for. His two guinea pigs are a big part of Peter's life. He named one, 'Buddy,' because he is very close to him. The other is named, 'Chomper'. Yes, this one likes to chomp on people! Peter plays with his pets every day, cleans their cage and makes sure they have food and water. They like to run around his apartment, but they always come back when Peter rattles a bag.

Peter is a very enthusiastic worker. He has been a Walmart employee for 14 years. There he is responsible for "store standards". This means that he organizes shopping carts, does carry outs, completes clean ups and any other maintenance



that is necessary. Peter has met many people through his work and was even invited to the store manager's home for Christmas dinner this year.

A witty sense of humour is also one of Peter's attributes. He and his girlfriend enjoy many laughs together. Congratulations, Peter! Your many successes are an inspiration to all.

1.1.2 PHILOSOPHY

- **Excellence and Consistency in Service Delivery**

Through a process of continued quality improvement, maintain high standards of service delivery based on the values of honesty, respect for the individual, confidentiality, empowerment and client focused services.

- **Flexible Service**

Be flexible and responsive to the individual needs of the client within the confinements of funding and agency resources to promote opportunities to facilitate individual outcomes.

- **Employee Support/Training**

Support and supervise our employees through the provision of training and education opportunities. To improve their competencies and commitment to excellence in service provision.

- **Health and Safety**

Establish and promote health and safety policies and procedures to ensure a safe work environment for both the client and the employee.

Updated November, 2009

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.





All smiles during BBQ

All ICE offices will be closed
Thursday July 1,
for Canada Day

Please direct all calls to the After Hours Supervisor for this day.

Current Job Opportunities

Nanton & Claresholm,

P/T shifts in Claresholm & Nanton

Relief/casual shifts available in Nanton & Claresholm areas

Lethbridge, Cowley, Areas

Lethbridge:

ROOMMATE POSITION

relief for Lethbridge & Fort Macleod areas

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.

TRAINING

PET

July 21/22, Nanton 9:30-5:00

July 28/29 Lethbridge 9:30-5:00

CPI

July 6th in Lethbridge 9:00-4:00

Non Violent Crisis Intervention - full course

Food Safety

July 7th in Lethbridge 1:00-3:00

Thank  You!

Sue Gross won a picnic backpack and cooler table for a thank you from the Coordinator/Manager for trying new activities, new foods, new ways of doing things so the respite person can be involved. Thanks Sue!

PAYING ATTENTION FOR SAFETY

Reviews of near miss and injury incidents often result in investigators concluding that a worker had not been paying close attention to what they were doing. People rarely get hurt because they want to, but people can be easily distracted by noise, surrounding activities, and personal issues. Such incidents are often embarrassing as well as painful for the workers involved.

Routine and experience allow us to complete complex tasks efficiently, but routines can also create hazards. If we've completed a task 500 times, we may continue to do the task the same way the 501st time, even if the conditions or circumstances of the task differ in some manner from previous times. Consider the example of driving home after work. Many of us drive our vehicles home at the end of the work day and because the route is familiar and we've driven it so many times, we allow our mind to wander and travel on "auto-pilot". We may even arrive home and not remember much about the journey. If while our brains and senses were in this wandering mode the conditions of the road changed to include a new factor like black ice, our potential for injury would have been significantly increased. Remember, we can't be sure that the conditions and environment have remained constant. We need to stay in touch with what is going on around us.



Reducing employee risks:

1. Assess everyday factors that contribute to your wandering attention and make adjustments for these. For example, perhaps your attention wanders more after you consume a large lunch. You might instead plan to eat a smaller lunch and have a snack mid-afternoon. You might choose to complete tasks with fewer hazards and a lower degree of risk during the post lunch time frame, reserving completion of more hazardous tasks for times when you know your attention is clearly focused.
2. Use proactive strategies to cope with challenges affecting your ability to focus. Stay in touch with what's going on around you. (Resist the urge to switch to "auto-pilot".)

Examples:

- Take regular breaks to drink water (brain gym),
- Stretch and move about,
 - Vary tasks to enhance interest and avoid boredom,
 - Manage resources effectively i.e. avoid stretching/ dividing your attention between too many tasks,
 - Complete an informal hazard assessment prior to completing tasks. This will refocus your attention on safety. (Refer to the June 2010 ICE page.)

Remember your attention can be consciously improved and controlled with practice. Be present in the moment and you and others will be safer.

SUN AND INSECTS

Summer is a great time for outdoor activities but don't forget the sun screen, water (to stay well hydrated) and the bug spray!

Both clients and staff need to plan in advance and take steps to be protected.



LAWN/ YARD MAINTENANCE – SAFETY LIST

Dress Appropriately

- Wear safe footwear, close fitting long pants, work gloves, and safety glasses for eye protection. *(Contact your Coordinator or Manager if you require Personal Protective Equipment (PPE) for use of equipment at your program.)*

Clear the area of hazards.

- Pick up loose debris, rocks, sticks, toys and trash.

Prepare yourself and your equipment.

- Ensure you have received effective training before operating equipment.

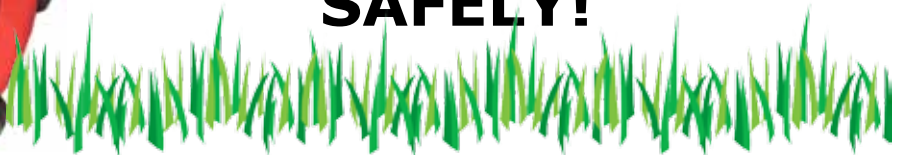


- Check the guards and shields and ensure all protective devices are in place before starting machinery.

Operate equipment safely.

- Keep others clear of the mowing area and out of the way of objects that may be thrown by the mower or trimmer.
- Keep all extremities clear of the moving parts of the machinery.
- Turn off the mower before you leave it – even for a moment.
- Wait for moving parts to stop completely before removing the grass catcher, unclogging the chute etc. **NEVER UNCLOG A JAMMED LAWN MOWER WHILE THE ENGINE IS RUNNING!**
- Never run mowers over hard immovable objects like pipes, rocks or sidewalk edges.

PLEASE MOW SAFELY!



DRESS AND FOOTWEAR REMINDERS

As per ICE Policy 3.8.6 Dress, Hygiene and Grooming, ICE employees are required to dress professionally at all times.

- Footwear should be safe, functional and appropriate for the job responsibilities at all work settings. Examples of appropriate footwear include shoes with closed toes and heels/heel supports (sling backs) with non-skid/slip resistant soles.
- Safe footwear as per the policy is required by ICE employees “at all work locations” this includes community locations, ICE offices (including training sessions), and residential programs. While you are at work the policy applies to you.
- Outdoor footwear should be exchanged for indoor footwear. (Germs and bacteria may be carried into residences via outdoor footwear.)
- Professional appearance is expected even in hot weather. Please remember, you are a representative of ICE and a role model for the individuals we support.



Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton Minutes- May 5, 2010
Current Injuries Investigations

April 18/10

Overnight staff was told by client that he was not allowed in the house. Client kicked the staff

Recommendations:

- New staff should always be given proper site specific orientation.

Additional

- ADD CPI

April 21/10 – Staff went to the dentist clinic with client. Walked into a clear glass entry door and bumped their face into a clear glass door. Injury resulted to the employee's mouth. The employee followed up with the dental office and they said they would put something on the door to make it more visible as it was not the first time this had happened to a client.

Recommendations:

- For every staff to enhance awareness of potential hazards and to be vigilant.

April 18/10 – Client who has mobility issue laid down on the floor and refused to get up. Staff decided to lift client and hurt them self.

Recommendations:

Staff to let client remain on the floor, until he is ready to arise. Staff should be reminded that no one is to lift someone or something that is more than 50lbs (as per ICE policy).

Near Miss Investigations:

April 20/10 – Client being very affectionate took advantage of staff by hugging her inappropriately.

Recommendations:

Consider staffing the program with male staff if this as a repeated pattern of behavior towards female staff.

Additional

Suggest a teaching plan on personal space/boundaries and CPI

Edmonton Minutes-June 2nd,

2010

Current Injury Investigations

April 20/10 – Upon return from his day program, client was very irritable. Client has been going through a period of adjustment in regards to a relationship with a girlfriend. Client approached staff and there was physical involvement. Staff was injured (arms and neck) she experienced headache because of this incident

Recommendations:

- That male staff be booked to support clients at this program.
- Follow up MH support team.
- Staff at the program receive refresher PBI training.
- Staff to use PBI techniques, i.e. maintain personal space and be alert

Additional

- ADD CPI

May 2/10 – Staff was in process of administering medication to client. Staff was carrying a pen for recording purposes; staff slipped and accidentally poked himself in the nose. The pen broke the surface of the skin. First Aid was applied.

Recommendations:

- Attach pens for recording medication administration on each individual client's clipboard to avoid staff walking about with a pen.
- Give medication first, recording can be done afterward reducing the division of attention that may have contributed to the incident.
- Review if the floor surface may have been affected by use of materials such as non-stick cooking spray or flour creating hazards not visible. Review safe use of such materials with staff team.
- Review if shoes soles were worn and smooth.

May 25/10 – Office staff was going up the stairs and fell. Staff stated that she tripped and then fell forward and then slid backwards down the stairs.

Recommendation:

- Use the banister at all times
- Use safe methods to carry items on the stairs (sight of stairs

maintained)

- Limit the amount of items that are carried when using the stairs
- Focus on task at hand

Additional

- ADD PROPER FOOT WEAR

May 23/10 – Staff poked herself with a blood glucose testing device.

Recommendations:

- Retraining of employee and team in safe BG testing procedures.
- Refer to Policy. Policy 2.3.10 – Handling of Sharps/Puncture Wounds. Review this policy with team (also recommended for review with all other teams that complete blood glucose testing.)

Additional

- IS THIS A STAFF RESPONSIBILITY TO DO BG TESTING? (Answer – Yes for some individuals supported.)

Near Miss Investigation

May 24/10 – The phone was ringing in a residential program. A client became agitated and slapped and pushed a staff person when the phone was not answered quickly enough for them. The client may have been under the influence of unknown substances. Police intervention was involved.

- Review PBI with staff team.

Follow up with client and support network and develop and implement positive approaches if not in place (i.e. agitation, substance abuse counseling etc.)

Additional

- ADD CPI
- HAVE CLIENT ANSWER THE PHONE

3.3 Evaluation of Near Miss Investigations

May 21, 2010-MVA

Incident Investigation completed

Staff & client were in vehicle when another vehicle in front had a canoe fall off their trailer and it hit the window of the staff's vehicle. Unsafe windy conditions

No injuries

Suggested assess & be mindful of weather conditions and alter driving routes as needed. AMA Training.

Staff & client were checked out by nursing staff in Fort MacLeod Hospital; no injuries noted and follow up completed by coordinator the weekend after.

3.4 Review of COR Audit Action Plan. (2008)

Reviewed pages 21 & 22
2.1, 2.2, 2.3, 2.4

3.5 Review of Master Hazard assessment and Control Document

Reviewed pages 25 & 26

1. Completing First Aid/CPR

Committee felt this should be 2 categories with First Aid having a frequency of 3, consequence a 2 and probability 3. The numbers indicated are good for CPR.

2. Use of Gloves

Add to Hazards Exposure to fluids and change probability to a 2

3. Personal Care-Bathing/Showering Client

Add to Hazards: Stress

4.1 ICE page review

Article on Methicillin Staphylococcus aureus (MRSA)

4.2 New H&S binders

Corinne please send a copy down

4.3 Training

CPI Nanton June 30th

CPI Lethbridge July 6th

Food Safety Lethbridge July 7th

Kim is attending CPI June 15-17th & Suicide Intervention July 15/16

4.4 Question

On June 2, 2010 Edmonton Minutes 4.4

South would like to know what the "tip" is?

Also-Add 1st Aid Kits info to ICE page