

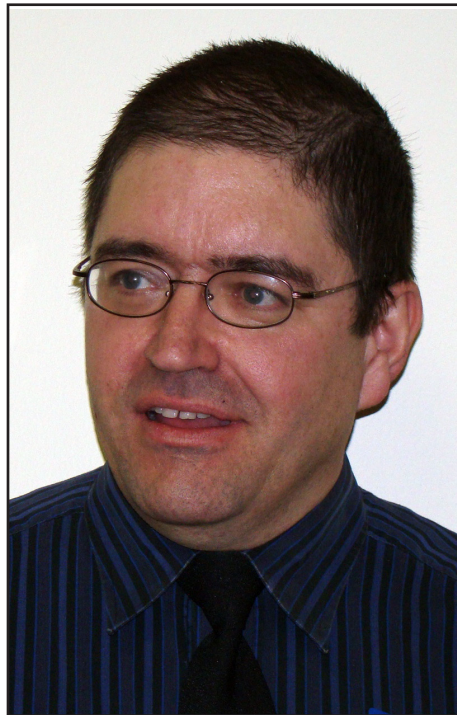
Steven works hard and starts each day with a smile on his face. He carries out his work for ICE with a positive attitude. Steven was taught to do everything to the best of his ability; this is a philosophy he practices daily. Steven puts an enormous amount of effort into supporting his client with skill development and encourages him to strive to be the best he can. Steven can be counted on, as he is committed and reliable.



school. He is also part of the Toast Masters Club and enjoys traveling. Steven would one day like to travel to New York City.

Steven says, "ICE is a great company to work for and I enjoy being on board and part of it".

Steven applied and was hired by ICE in March of 1999. He worked one relief shift and was offered a position with one individual in Sherwood Park in a Non Residential program. Steven has built a very strong relationship with his client and the family. Steven reports that it is a very rewarding program and he has never looked back. Steven also works with another individual once a week, where he takes him golfing.



Steven was born and raised in Edmonton, Alberta. Steven graduated from Ross Sheppard High School. When Steven is not at work he enjoys a diverse collection of activities including: reading, socializing with friends, youth camp counselor, scouting, various church functions and every year participates in the City of Edmonton Spring city clean up. He is very involved in his church where he teaches Sunday



All ICE offices will be closed **Friday July 1** for Canada Day and **Monday August 1** for the civic holiday. Please direct all calls to the After Hours Supervisor for this day.

After Hours Supervisor

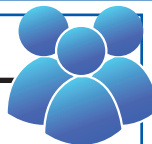
Lethbridge is 403-634-8805

Nanton is 403-625-9513

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



MEETINGS



Health & Safety Meeting

July 4, 10:30am

Management Meeting

July 4, 1:30pm

RPAC

July 4, 1:00pm

TIME SHEET HAND-IN



Hand-in day will be:

July 15th, 2011

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

August 2nd, 2011

for all shifts worked between July 15th and 31st

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Client Success Story: DAN

Dan has courageously faced some serious medical challenges over the past two years without complaint and with unfading optimism. These challenges required him to shift his focus from his previous vocational goals to goals related to his health. With the support and encouragement of ICE staff Dan has been learning to integrate healthy living options into each day and to practice better nutrition, exercise and lifestyle choices. Dan has significantly reduced his junk food intake replacing this with healthy eating habits. He has also been working on including exercise such as bike riding into his schedule.

ICE has provided Dan with residential supports for many years. Finding just the right roommate was a challenge until Dan was assisted by his ICE Coordinator to move to his current residence with another gentleman close to his own age. Dan and his roommate have a lot in common when it comes to music and movies and they get along well together. Both gentlemen enjoy watching classic movies together and are Star Wars and Star Trek (Trekkies) fans. They enjoy discussing these common interests and always

find something they can do together. They enjoy riding their bicycles together and exploring the city with their staff. However, Dan and his roommate also have different interests. Dan enjoys playing his "Wii" Video game; Dan's roommate enjoys outdoor activities such as camping and fishing.

Living with a roommate includes learning to compromise sometimes. This is another area where Dan has been developing his skills with staff support. Like everybody else, Dan and his roommate disagree on some issues. Whenever they do, Dan's support team encourages them to talk openly and respectfully about the matter and to apologize to one another if needed. This way they can move on and continue to be good roommates.

With the support of his family and staff, Dan has been recovering and achieving his health goals. Dan intends to return to working once he is able to do so. ICE wishes Dan continued success and good health.



Mini Golf

**JOIN US FOR A FUN AFTERNOON OF
MINI GOLF AND SNACKS AT EVER-
GREEN GOLF
(5225 24 AVE S LETHBRIDGE)**

Wednesday, July 6, 2011

1:00 pm - 4:00 pm

THIS ACTIVITY IS INSTEAD OF THE BARBEQUE PLANNED FOR THE SAME DAY- IF YOU HAVE SIGNED UP FOR THE BARBEQUE YOU ARE SIGNED UP FOR MINI GOLF. ICE WILL HAVE SNACKS ON THE PATIO. EVERGREEN DOES NOT ALLOW US TO BRING BEVERAGES SO PLEASE BRING MONEY IF YOU WOULD LIKE SOMETHING TO DRINK

Thank You!

This month's incentive winner:
Christine Fourtney won a Bocce Ball and sports set for a card from her manager for being prepared for CET and thanked by clients for helping them.

TRAINING

PET, Locations TBA
 July 13th & 14th, 9:30-5:00pm
 June July 27th & 28th, 9:30-5:00pm

Current Job Opportunities

Nanton & Claresholm,

F/T in Nanton

P/T in Claresholm

Relief/casual shifts available in Nanton & Claresholm areas

Lethbridge:

Respite providers for 48 hour weekends

Contract/Roommate positions for female

P/T 7am-9am shift for male

Various other 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 Julie at 866-646-1199.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Edmonton-April 5, 2011

Review of Employee Injuries

March 1, 2011

Overnight staff was wearing Vaseline on their feet ran to get the phone fell.

Employee Injury investigation completed.

Recommendations: Overnight staff (Permitted to sleep) need to have access to light (i.e. flashlight beside the bed), must have proper footwear close to their bed. Proceed at a safe pace rather than rushing, phone callers will call again or leave a message.

March 16, 2011

HCA was applying medication powder to a client; Home Care Aid inhaled the powder and did not feel well after.

Note: It was an unusual medication format (with the powder being in a jar); the medication usually being provided as a cream. (The cream was unavailable at the time). Follow up with the Case Manager was completed and the usage of the medication in powder form was discontinued.

Employee Injury investigation completed.

Recommendations:

Whenever there are changes in care plans (as per the powder format in this incident), the employee should alert their supervisor who may then assist. Review this reporting request with Home Care Aids.

March 20, 201 – a client with autism who was not feeling well was at a busy ACT center and became aggressive hitting staff on the head. Staff assisted client to a quiet place.

Employee Injury investigation completed.

Recommendations: if a client is not feeling well, client should be given the option to remain at home or to go to an alternate "quiet" community activity. The committee recommends making sure that orientation is given to every staff in regards to adjusting outings.

Additional Recommendations: CPI

March 25, 2011

Staff stumbled over worn carpet join in the hallway of the ICE office.

Employee Near Miss investigation completed.

Recommendations: Staff put tape down to secure the hazard until the floor is replaced (Scheduled to be completed in next 2 months).

March 1, 2011

Staff was stopped at a red light and was going to turn right when staff's vehicle was hit from behind.

Employee Near Miss investigation completed.

Recommendations: None, incident was beyond staff's control.

Additional Recommendations: AMAMission Possible Training

March 13, 2011

Staff was out in the community when they noticed that they were being followed by someone.

Employee Near Miss investigation completed.

Recommendations: Leave the area to a safe location immediate and notify a supervisor. For this community location only staff with cell phones to be booked. Staff may wish to carry whistles for personal safety while in community.

Northwest Region-April 14, 2011

March 23, 2011- Staff was using a shovel and an ice pick to remove ice and packed snow build up from the driveway. Staff strained his shoulder and neck.

Employee Injury Investigation completed.

Recommendations: Removal of snow and ice should be done regularly to avoid snow and ice build up. Stretch prior to shoveling, and take regular breaks as needed. Work within ones own physical limits.

Additional Recommendations: Use proper Ergonomics, training in proper Ergonomics, Hire an outside company.

3.2 Evaluation of current Injury Investigations

April 14, 2011 no lost time

Client was asked by relief staff not to put Styrofoam in the recycling bin as it was not recyclable. Client struck staff 3X in the chest.

Employee Injury Investigation Completed.

Recommendations:

Review PBI/CPI, Note to customers that Styrofoam will not be accepted/not recyclable, try to use permanent staff instead of relief staff when client has a big event coming up (Easter at dad's)

3.4 Review of COR Audit

The group reviewed 2010 COR audit, Section 4 Ongoing Inspection (pages 34-40)

COR Audit will be Sept 19th to October 5 in Lethbridge

3.5 Review of Hazard Assessment and Control Document - Master

The group has finished reviewing the Hazard Assessment & Control Document and all pages were faxed to Corinne

4.3 Training

CPI being offered in Lethbridge June 28, 2011



CREATING EXCELLENCE TOGETHER (CET) CERTIFICATION

ICE would like to thank all guardians, clients, Support Home Operators and staff who participated in the recent 2011 ICE Creating Excellence Together survey which wrapped up June 9th, 2011. Your cooperation, dedication and hard work during the event was greatly appreciated. ICE expects to receive the results from the Alberta Council of Disability Services (ACDS) in 8 to 12 weeks.

While the formal results of the survey are not yet known, the agency does know the excellent quality of the program visits, client supports and service commitment demonstrated throughout the year.

Thank you to all!



Pedestrian Safety Reminder

ICE employees on shift are **REQUIRED** to consistently model and teach correct pedestrian skills. Staff must also carefully support and monitor client safety at all times while in the community.

What are some key requirements for ICE staff regarding pedestrian safety?

- Teach clients and consistently model the proper techniques for crossing the road safely according to bylaws and safety rules (i.e. cross at marked cross walks or traffic lights, look both ways, cross when you are sure traffic has come to a complete stop, walk along-side clients not ahead of them, make sure drivers have seen you before you cross, etc.)
- Do **NOT** break the law or complete unsafe actions (jaywalking, cross from between parked cars, cross on a yellow or red light etc.)
- Stress the importance of walking on the inside of the sidewalk or if there are no sidewalks, as far away as possible from the travelled portion of the road.

Remember ICE clients are vulnerable to street safety risks so ICE employees must lead by example.

HOORAY, SUMMER WEATHER IS FINALLY HERE!

BUT GOOD WEATHER ALSO MEANS IT IS TIME FOR A FEW IMPORTANT REMINDERS:

1. Dress, Hygiene and Grooming (Refer to Policy 3.8.6)

- Employees are required to dress professionally at all times (including when the weather is hot).
- 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. Outdoor footwear should be exchanged for indoor wear.

2. Lawn Mower Safety – provide staff (and where applicable, clients) who will operate this equipment with (documented) orientation training (or a refresher) for safe use and storage of lawn mowers, fuel, and maintenance equipment. Ensure there are gloves and safety glasses on site ready for use. (Review the Lawn Mower



Safety resource information available in the ICE Health and Safety Binder).

3. Barbeque Safety –Read and carefully follow the manufacturer’s instructions to inspect / assemble BBQ equipment before use. Ensure all staff/clients who will operate the BBQ have been provided a documented orientation for safe equipment use. (Review the BBQ resource information available in the ICE Health and Safety Binder).

4. Emergency Response requirements for Severe Weather – Whether it is a Thunderstorm, a Tornado, a Flood or Extreme Heat everyone needs to maintain their awareness of hazards, and know the signs and required actions in the event of severe summer weather. Required emergency responses should be reviewed regularly with clients and staff. (Resource information is available in the ICE Health and Safety Binder).

“Footwear should be safe and functional for the job responsibilities”

Ice policy 3.8.6



2.7.2 RECORDING AND REPORTING PROCEDURES

Refer to the Orientation & Monitoring Manuals in I.C.E. operated residences for a complete review of documentation of clients who are receiving residential and/or non-residential services.

5. Time sheets, verification forms and contact notes must be handed into the office on specified dates. These forms are required from the employees to complete our billing and subsequent payroll. A list of these hand-in dates is provided to each employee and reviewed in P.E.T. Failure to comply with this procedure will result in the following:

- First time failure to hand in documentation on hand-in day will result in the employee being provided with a verbal warning to comply immediately. Compliance will result in normal processing of the employee's timesheet for the purpose of payroll.
- Second delinquency will result in the immediate revoking of direct depositing pay cheques. Should payroll be completed timesheets will not be processed until the next payroll and the process of corrective action will commence (see **policy 3.7.1 Process of Corrective Action**). A review of reinstating direct deposit will take place 2 months (4 pay periods) after the delinquency. It is the employee's responsibility to contact payroll personnel after this time period and request reinstating of direct deposit option and to provide all the necessary information to do so.

- Subsequent delinquencies will follow the above and continue to be a performance issue. Should the delinquency be an ongoing issue reinstating direct deposit of pay will not be an option.
 - The employer may choose to limit the action taken for the delinquency based on individual circumstances.
6. Changes in client status that affect client or employee safety, the client's health status or the delivery of services must be reported immediately to the supervisor by telephone. The supervisor who is in receipt of this information will ensure that the appropriate office personnel are contacted and provide direction to the employee as appropriate. Should the change in client status be a result of hospitalization/receipt of emergency medical care or death the supervisor is to contact the appropriate Manager immediately. (see also **Policy 2.6.5 Client Death**) Note for home care clients follow up may be discontinued at the Coordinator level if the change in client status was expected. The Manager will ensure that the Chief Operating Officer is informed who will in turn contact the President directly to inform him of the situation. (See also **Policy 2.7.3 Critical And General Reporting Incidents**) for proper documentation procedures.

* Please refer to the ICE Policy Manual for a complete copy of Policy 2.7.2 Recording and Reporting Procedures.

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 \$100.00.

Take advantage of this great opportunity.



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.

