

## Employee Spotlight JAMES



When James Gaitano was approached by agency staff to be featured in an "Employee Spotlight" article in the ICE Page, he humbly and graciously accepted. James is an employee who demonstrates exemplary quality of service to our clients and is never seen without a smile! He is happily married, has three beautiful children, and is the frontrunner in a band called the "African Stars" which he started a few years ago. James plays the guitar, drums, bass and is one of the lead vocalists. He also composes the majority of the band's music and lyrics.

James grew up in Wau, Sudan. James knew that if he ever wanted to go to college or university, he would need to pursue this opportunity outside of the Sudan as he would not have the same access to education and career opportunities as others because of his religious background. In 1989, James left Sudan, his family, friends, and soon to be wife, to pursue his Bachelor of Arts degree in Economics in India. In 1991, after two years of study, James returned home to Sudan and got married. His wife did not follow him to India until 1992 where they lived until 1999. Once James had completed his degree, he immediately moved to Canada, as he believed that it was "a country of equal opportunity" and he wanted to raise his children in Canada. James and his wife initially landed in Halifax, Nova Scotia where they stayed only two months before they relocated to Edmonton for better work opportunities.

James secured full-time work right away and bought a house in just four days! From 1999 to 2002 James upgraded his courses in economics at Alberta College and at this time, chose to make a career change to pursue a degree in Social Work. While James was research-

ing Social Work programs he heard about I.C.E. and accepted a relief worker position in 2005. After two weeks, James was offered a full-time Community Support Worker position at one of our residential programs. After one month, James was promoted to the Team Leader position at the Yellowhead home. He then completed the Team Coordinator training in December 2006 and is now a valued Team Coordinator.

James is a positive role model for his coworkers and the clients he supports. James states that his experiences at I.C.E., specifically working with the clients, have taught him to be more patient. He says they have also assisted him to develop a better understanding of persons with disabilities, and how to learn and identify client needs in order to provide

the best service for them! His favorite part of the job is that, "Every day is a brand new day!" James adds that there are many skills related to his role that are also very useful outside of work.

James demonstrates strong leadership qualities and is always searching for creative new ways to inspire and motivate his coworkers and the clients he works with. Within the next two years, James is going to work hard to build his leadership skills and his knowledge of the Disability Services field as his next career target is to take on a more senior role at I.C.E.!

Did you  
know?

1) There are two Nile rivers! The White Nile and the Blue Nile join together at Umdrumman (a city in Sudan) then run across the Sahara Desert into the Mediterranean Sea.

2) The fourth largest church in the world, and the second largest church in Africa, is "St. Mary's Cathedral" in Wau, Sudan (which is also James Gaitano's birthplace!)

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Websites:

www.sudan.net • www.gurtong.org • www.southsudan.net  
<https://www.cia.gov/cia/publications/factbook/geos/su.html>

### After Hours Supervisor

**Lethbridge is  
634-8805**

**Nanton is  
601-6903**

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



### MEETINGS



**Health &  
Safety  
Meeting**

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Tues, Mar 13  
10:30-noon  
in Nanton

### TIME SHEET HAND-IN



Hand-in day will be:  
**Thurs, March 15, 2007**  
for all shifts worked  
between  
March 1st and 15th  
and  
**Mon, April 2, 2007**  
for all shifts worked  
between  
March 16th and 31st

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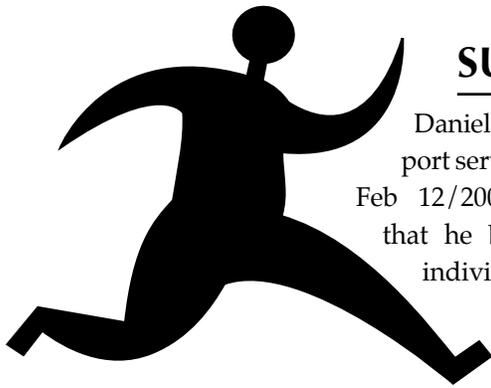
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## SUCCESS STORY: DANIEL

Daniel has received support services from ICE since Feb 12/2001. Daniel reports that he began as a young individual with much to learn about respecting others and himself. He says

that learning to live with others has at times been challenging, but that he has developed a better understanding of how to do this successfully.

Since 2001 Daniel has learned many necessary day to day basic living skills and much about his city. Daniel's city knowledge has been developed by living in and accessing different locations around Edmonton. Daily living skills that Daniel has learned include: washing dishes, vacuuming and cleaning/tidying up around his home including the bedroom, liv-

ing room and bathroom. Daniel notes that these are things that everyone needs to know and do to live their life.

Daniel is proud to have been able to show others that he is able to make good decisions in his life and that he can do things for himself. He says he has improved his understanding of how life "works best" for him.

Over the last two years Daniel has increased his confidence in the skills necessary for job seeking. He is now able to apply for and get himself hired into jobs of interest to him. In the summer of 2005 Daniel became involved with the Edmonton Native Healing Centre (ENHC). At the Centre they help people by offering classes in how to deal with life on a day to day basis. Daniel has taken classes at the Centre and expanded his involvement there into offering support to others coming to access the Centre. Daniel is proud of his contributions at the ENHC and his success in achieving his goals.

## SUCCESS STORY: DUSTIN

In August of 2006 Dustin moved to Blackie Alberta, which is just south of Calgary. In the few months since then Dustin has settled into a new support home and has begun working on a new day program in the High River area with his support staff. Dustin fills his week with many different activities; volunteering with the seniors group at the High River Hospital, taking part in a local theatrical group, cleaning offices and helping out a few hours at week at the High River UFA.

Dustin enjoys his time at the UFA and is always eager to explain and show people what he is doing on any given day. Dustin is always smiling, has a great sense of humor and shows striking initiative when at UFA. Over the holiday's Dustin hesitantly took a few days off to visit his family, he mentioned that he wanted to see his family but that he also really likes going to UFA. When Dustin returned to UFA after the holidays he was greeted by many coworkers who truly missed him and were

glad that he was back.

On January 10, 2007 Dustin's CSC was contacted by a representative from the Southern Alberta UFA region.



A call was made by the store manager in High River, to his head office to request that Dustin be officially hired on by the High River UFA. The representative that spoke with Dustin's CSC reported that she had heard many good things about Dustin and that UFA would like to offer him a job in the New Year. It was relayed to Dustin's CSC that many of Dustin's coworker's did not realize how much they would miss him until he took time off, consequently they now realize how much he means to them and don't want to lose him. Dustin will officially be put on the UFA payroll beginning the week of February 1, 2007. As a result of Dustin's hard

work and dedication UFA is willing and interested in working with others who are affiliated with I.C.E. Way to go Dustin!

## Current Job Opportunities

### Nanton, Claresholm, Vulcan Areas

Nanton:

- P/T 9:00-2:00 Mon-Fri
- Relief

### Lethbridge, Cowley, Fort Macleod Areas

Lethbridge:

- 21 hour/week day program
- Saturdays 2:00-5:00 p.m.
- Monday-Thursday 10:00-5:00 Employment program
- Relief

### Crowsnest Pass, Pincher Creek Areas

Blairmore:

- Alternate weekends Fri/Sat/Sun
- Relief

If any staff is available and willing to volunteer to post ads in your local community, please contact Julie at 866-646-1199.

If you are a current staff interested in any of the above positions, please contact your direct supervisor or send in your letter of intent.



## WELCOME

ICE would like to extend a warm welcome to our new Lethbridge Coordinator **CARRIE KORBA!**

## IMPORTANT INFORMATION

The emergency line should only be used after hours (Bet ween 5:00-9:00 p.m.), weekends and during the lunch hour or statutory holidays. It is to be used for the following reasons:

1. If you are sick (with 4 hours notice)
2. Medication errors or medical concerns such as seizures, hospital, etc
3. PRN approval for behavioral clients
4. Physical injury of either staff or client
5. Missing or suicidal client
6. Allegations of abuse

Please leave a specific message with phone number if someone does not answer. If you do not hear back within 20 minutes, please call again.

**\*\*Please note- general inquiries, holiday requests, calls just to chat are not emergencies. Please call your coordinator and leave a message on their voice mail and they will get back to you as soon as they can.**

**\*\*Improper use of the on-call system can result in disciplinary action**

## Thank You!

February 15, 2007 Incentive Thank-you Card Draw Winners  
Prize: Luggage

### Nanton

**Ellen Wightman** was thanked by the trainer for making extra effort to come in for training, changing your day around. Super Monthly reports as well.

### Lethbridge

**Lena Verbaas** was thanked by the trainer for helping out, being proactive and signing up for Foundations.

### Other Cards Received

**Elsie, Amber, Janine, Lena, Francis and Kelly** were thanked by Carrie and Sandra for signing up for foundations

**Connie** was thanked by her client for helping her learn to knit.

**Lynne** was thanked by Kim for changing her schedule around to accommodate training.

**Linda** was thanked by Kim for doing extra with her client to improve quality of life.

Next ICE Incentive  
Thank-you Card Draw March 15, 2007



*Congratulations*  
**Leslie Crowe and  
Janine Klohn**  
who recently received  
their ICE watches!  
Leslie and Janine have now been  
employed with ICE for 5 years.

# HEALTH & SAFETY CONCERNS Critical Incident and Near Miss Reporting

In the past month, two workers have voiced their displeasure about writing Critical Incident (C.I.) Reports. As well, I have had staff members tell me that there should have been several C.I. Reports submitted on a specific client because they had watched a client's behaviors decline and witnessed his increasing escalations, however, no C.I. reports were received by the persons that needed to see them: their Coordinator; Manager, the Restrictive Procedure Advisory Committee (RPAC), and Health & Safety.

### Why Must Critical Incident Reports on Injuries or Near Misses Be Written?

When workers complete their report, they may or may not recognize that their observations and completed C.I. reports help effect change and improve the quality of life for their client.

Front line staff are the agency's ears and eyes. It is their observant reporting on safety issues that ensures that unsafe hazards are dealt with appropriately. Reports of behavioral incidents or near misses are crucial, because more than one report allows for reflection on events for the client and enables the organization to recognize patterns and determine if a change is required. Changes explored might include whether it is time so seek a

medication review, request a medical assessment, change the current program, add or subtract activities, seek additional resources, provide documentation supporting a move in program, or determine what is needed to make the quality of the program better and the environment safe for both worker and client.

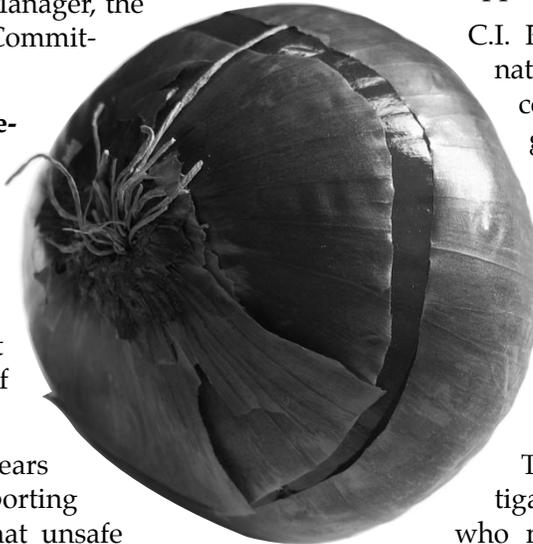
### What Happens to C.I. reports ?

C.I. Reports are forwarded to the Coordinator who reviews them and as required completes an Injury or Incident Investigation form, attempting to capture the root causes involved. If the root causes are identified, then effective recommendations can be made. Sometimes, over time, it is a little like peeling back the layers of an onion, before the core is reached. Several layers are seen before we are finished, with each layer requiring a different C.I. report.

The C.I. Reports and the Incident Investigations are then reviewed by Managers who make their own recommendations or send them to RPAC or Health & Safety for further investigation, and then these in turn are sent to Senior Management who review them at their level. Occasionally action at a senior level may be necessary, such as a request for funding from PDD, or a request for change in an individual's guardianship status to ensure the health and well being of a client or to make special provisions for care.

Sometimes it seems like a monumental task to effect change, but it all stems from that first hand observation of the worker in the front line, and the completion and submission of a report. Please keep all near miss incidents and injury reports coming. We need them.

*It is called  
working together!*



## Injury Statistics, 2007

The number of injuries reported in November is as follows

Comparison	2005	2006	2007
January	22 (7 LT Injuries)	7 (4 LT Injuries)	9 (4 LT Injuries)

In January, ICE reported the following 9 injuries, all in Edmonton:

- 3 Motor vehicle accidents
- 2 Client behaviors
- 3 Slips and falls
- 1 Allergic reaction
- 1 Overexertion strain

ICE endeavors to assist injured workers return to work quickly through our Return to Work Program. Workers are encouraged to take advantage of the MODIFIED DUTY Program to return early. Workers remain on their pre-injury hourly rate of pay, allowing them to maintain the same stable income. If a worker's normal job cannot be modified, then we can provide work in another site.

Injuries are to be reported immediately they occur. Please see Policy 3.5.5

### What is Salmonella Infection?

Salmonella is an intestinal infection caused by bacteria. One may associate Salmonella infection with food poisoning. Symptoms include diarrhea, fever, abdominal pain, nausea and vomiting, sometimes with blood or mucus in the feces. Salmonella spreads when hands, objects or food become contaminated with the feces of infected people and the bac-

# SALMONELLA

teria are then taken in by mouth. Infection may also occur as a result of drinking unpasteurised milk, touching raw poultry and meats and not washing hands afterwards, or contact with infected pets.

### Treatment for Salmonella Infection

These infections generally run their course in five to seven days and often no further treatment is required. However persons with severe diarrhea may need rehydration with IV fluids. If the infection spreads from the intestines, antibiotics may also be needed.

The use of antibiotics is not recommended for Salmonella infection, for it has been related to person's becoming a carrier. The person then appears well but is infectious to others.

### Prevention of Salmonella Infection

Since foods of animal origin pose the greatest threat of Salmonella contamination, do not eat raw or undercooked eggs, poultry, or meats. Remember that some sauces and desserts use raw eggs in their preparation, so be cautious of these.



## Health Corner

### Here are some fast, easy rules to help prevent Salmonella poisoning:

- 1) Make sure poultry and meat, including hamburgers, are well-cooked, not pink in the middle.
- 2) Do not consume raw or unpasteurized milk or other dairy products.
- 3) Thoroughly wash produce before eating it.
- 4) Avoid cross-contamination of foods. Uncooked meats should be kept separate from produce, cooked foods, and ready-to-eat foods
- 5) All utensils, including cutting boards, knives, counters, etc., should be thoroughly washed after handling uncooked foods
- 6) Keep two cutting boards: one for cutting meat and the other for vegetables. This will prevent the transfer of bacteria from meat to vegetables. Wash your cutting boards with a bleach-water solution at least 3 times every week.
- 7) Wash kitchen towels and sponges with a bleach-water solution daily
- 8) Thoroughly wash hands before handling foods and between handling different food items.
- 9) Thoroughly wash hands after contact with feces.
- 10) Thoroughly wash hands after handling any reptiles, since reptiles are particularly likely to have salmonella.

### Follow these five simple steps to keeping hands clean:

1. Wet your hands with warm running water.
2. Add soap, and then rub your hands together, making a soapy lather. Do this away from the running water for at least 15 seconds, being careful not to wash the lather away. Wash the front and back of your hands, as well as between your fingers and under your nails.
3. Rinse your hands well under warm running water.
4. Wipe and dry hands well with paper towel.
5. Turn off water using paper towel.

**Below is Section A as contained in Policy 3.4.2 Grid Wage Allocation.  
Next month we will look at Sections B and C of this policy.**

\*Please note that the Policy Manual has recently been revised and updated. Please ensure that you locate a manual and review it for changes that may affect you every day in your role with I.C.E.

### 3.4.2 GRID WAGE ALLOCATION

At the onset of employment it will be specified for the employee whether he/she may be considered for annual increases in wages. Note this is program specific. If applicable increases to employee rates of pay will be provided based on the following regulations and procedures:

#### A. Wage Grid

1. For every position an employee is working a grid allocation, based on the type of program (ie client support requirements), funding and the position within that program, will be assigned. This will determine current and future wages. Any wage increases that occur will be based on the anniversary date that the employee commenced that position as a regular staff member and on the employee's job performance.
2. Wages are program specific and increases are based on the number of years employed within a specific program. There is not a guarantee of annual increases. Supervisors are to consult the grid allocation for confirmation of when wage increments are to occur.
3. The wage grids must be followed and there will be no exceptions unless approved by the President in consultation with the appropriate Manager and the Chief Operating Officer.
4. When funding is approved for new programs prior to staffing the grid allocation must be assigned and approved by the appropriate Manager in consultation with the Chief Operating Officer as appropriate. This includes not only the appropriate grid assignment but also the level to commence on a given grid based on the intensity of client support requirements.
5. Starting wages are not dependent on the amount of time the employee has been employed with the agency but on the amount of time worked in the program to which they are assigned.
6. Any other adjustments will be at the discretion of management.
7. The President reserves the right to make adjustments to the grid at any time and is responsible for establishing the wage grids.
8. When an employee accepts an alternative position his /her review date for a grid wage increase may carry from a previous position. If this is the case this will be indicated on the program spread sheet under the grid increase column date.
9. There is an upper limit for grid increases. Any increases granted above this limit must be approved by the President.

## CREATING EXCELLENCE TOGETHER - STANDARDS

Over the next year we are going to attempt to "breathe life into" the CET standards in order to enhance employee and client understanding of these important quality indicators. To do this we will provide an overview of each standard followed by real life examples.

#### Quality of Life Standard - #1 Individuals have homes

What does "home" mean to you? Think of your own home environment and what is important to you. Some people define that home means to them, the feeling of belonging and togetherness, personal safety and comfort, a place where the pace of life is one's own, and a place where household management and decisions are made or shared by the people who live there. A home is a place where individuals rest and gather strength to interact and participate with the larger community. These are elements that we strive to build in our own homes.

The criterion to meet this standard involves evidence that the home is personalized to match the individual's tastes. How did they come to live in this home? Do they like living there? Is this a place that they live in, or is it their "home."

Excerpts taken from client administrative contact notes:

**CET indicator-** The individual indicates his preferences or the choices he has made have been honoured and supported (e.g., he is living where he wants to live and with whom he wants to live.

- Example: Oct. 7- "Name relayed to me that he was very excited

about his new upcoming living arrangements as Name considers the contractor like a family member and calls the contractor's baby daughter his niece."

**CET indicator-** The home is personalized to match the individual's tastes.

- Example: Oct. 17- "During a home visit Name was very happy to show me the final decorating touches to his 'Elvis theme' room. Name also serenaded me with two Elvis songs on his karaoke machine."

Logbook entry examples:

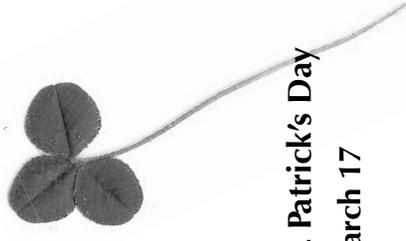
**CET indicator** – The individual indicates he has personal control in his home and is involved in household management and decision making.

- Sept. 12- "Name was in the living room when staff arrived. Shortly after Name started to organize his books. Name removed his picture from the living room and took it to his room. He then decided to clean his room and took his garbage out. Name then helped staff prepare supper."

**CET indicator** – The individual has formed and practices traditions (e.g. Thanksgiving, Christmas Hanukah).

- June 25- "Name was ready for church upon arrival. Left at 9:30 a.m. and returned home at 1:15 p.m. Name had a good time at roommate's birthday party in the backyard."

# MARCH 2007



**St. Patrick's Day**  
**March 17**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				Leadership Training in Lethbridge 9:30-4:00		
4	5	6	7	8	9	10
	CPI in Nanton 9:30-4:00	CPI in Nanton 9:30-4:00	CPI in Nanton 9:30-4:00	CPI Refresher in Lethbridge 9:30-12:30		
11	12	13	14	15	16	17
		Health & Safety meeting in Nanton 10:30 a.m.	MGMT & RPAC Meetings in Lethbridge			
18	19	20	21	22	23	24
			PET Nanton	PET Nanton		
25	26	27	28	29	30	31
				PET Lethbridge	PET Lethbridge	

## TRAINING

**PET Lethbridge,**  
Mar 29 & 30,  
9:30-5:00

2 Days covering  
Policies & Procedures,  
Medication, Health &  
Safety, Abuse Preven-  
tion & Protocol &  
Pro-Active Behavior  
Intervention

**PET Nanton**  
Mar 21 & 22,  
9:30-5:00, See above

