

Nelina's life's journey began in a small town of Sogod in the Philippines. She later completed her Bachelor of Science degree in Elementary Education at the University of Visayas. Upon graduation, she worked as a substitute teacher on the Island of Mactan. Nelina is a proud parent of one. Her son is presently completing the CNA (Computer Network Administration) program at NAIT.

Nelina has been with ICE for over five years. Initially she had little knowledge of homecare, but after a few home visits, she says she fell in love with the job and knew she had found her calling. She says the most satisfying part of her job is being able to help her clients remain in their own homes. Her satisfaction comes from knowing that she is doing something good in her life and that she has made a positive difference in the lives of others. Nelina reports that she loves seeing the smiles on her client's faces when they greet her at the door or when they tell her that they look forward



to seeing her again.

Nelina has provided exemplary care to her clients in the homecare department. In her second year of employment with ICE, Nelina was among ten employees who were awarded with the "Award of Appreciation". The criteria for this award are "Demonstrates working knowledge of ICE policy and procedures. Flexible and Reliable; Strong organizational skills and high level of client care; Excellent reporting and documentation skills; Positive Team approach." Nelina possesses those qualities and more. In the last year, she successfully attained the Health Care Aide Certificate through the

Prior Learning Assessment and Recognition (PLAR) process at Nightingale.

In her free time, Nelina enjoys reading a good romance novel to help her unwind and relax. She says she would like to be able to do more travelling and would love to go to China one day and visit the Great Wall. She also loves spending time with her son. Nelina is a valued member of the ICE homecare team.

## After Hours Supervisor

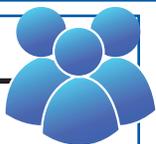
Lethbridge is  
403-634-8805

Nanton is  
403-625-9513

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



## MEETINGS



### Health & Safety Meeting

March 14th, 10:30am  
Lethbridge

### Management Meeting

March 14th, 1:30pm

### RPAC

March 14th, 1:00pm  
Lethbridge

## TIME SHEET HAND-IN



Hand-in day will be:

**March 15th, 2011**  
for all shifts worked  
between  
March 1st and 15th  
and

**March 31st, 2011**  
for all shifts worked  
between  
March 16th and 31st

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## Client Success Story – Mike

Mike spends weekends with his parents on their farm near Turner Valley, and he has lived with his supportive roommate near Blackie, Alberta for over 3 years.

At both of his homes, Mike helps with the chores, works and plays with the dogs, and drives his “gator” (a cross between small green utility vehicle and a quad) around the yard. Mike is a very capable driver and he has been known to help dig trenches with a backhoe. He loves everything and anything with wheels.

Mike likes to keep busy. With the assistance ICE, Mike secured and now works supported by his staff at two part-time jobs. His first job is at the new Tim Hortons in Okotoks where Mike has many duties: he looks after garbage, washes the walls, clears off tables, washes dishes, cleans the drive through and parking lot, helps within the drive through, helps with the sandwich board (food preparation) and socializes with the customers.

Mike also works at the Super 8 Motel in High River. He was originally hired to vacuum the common areas and complete bottle recycling. As time has passed, Mike has increased his responsibilities. He now assists the maintenance man to keep the entire hotel in top working order. Mike assists with: cleaning the pool, testing the pool chemicals, carpet shampooing, plumbing repairs, cleaning the breakfast room, grounds keeping and even cleaning and replacing light bulbs on the 25 foot ceiling from a hydraulic jack. Mike has even started to help the manager with paperwork. He does the shredding and hole punches paperwork and places it into binders, plus much more. Mike has become a very valuable employee. Even on his days off, Mike may show up at the motel because he loves his job so much.

Mike also enjoys bowling, swimming, skating, fishing, playing baseball, going camping and he is an active member of the Meadow Lark Theatre Group. Mike loves hockey, is an avid fan of the Okotoks Oilers.

Mike loves to tease and joke. He is very creative at finding new ways to make people smile and laugh. He has a great smile and an awesome sense of humor. He is very kind hearted and has a great many friends that he likes to spend time with. Congratulations, Mike on your ongoing success!



### 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.



### 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 \$50.00. Take advantage of this great opportunity.

## Current Job Opportunities

### Nanton & Claresholm,

Relief/casual shifts available in Nanton & Claresholm areas

### Lethbridge:

P/T daytime hours  
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.

Thank  You!

### This month's incentive winner: Karen Woo

Karen Woo was provided a thank you card by her Manager for being so enthusiastic and encouraging to the clients to do activities. Karen won a fish aquarium.

## TRAINING

**PET**, Locations TBA

March 9th & 10th, 9:30-5:00pm

March 21 & 22, 9:30-5:00pm

**CPI**

March 23 in Lethbridge, 9:30-4:00pm

**Client Rights and Abuse Prevention Workshop  
(for Clients)**

March 24th in Claresholm, 1:00-2:30pm

HAPPY  
ST. PATRICK'S DAY

MARCH 17



# The Right to a Safe and Healthy Worksite

Workers in Alberta are fortunate as legislation is in place to ensure our right to a safe and healthy worksite. Both employers and workers have obligations under the Occupational Health and Safety Act, Code and Regulations. ICE complies with this legislation. By following policy and procedures, employees can ensure they are following the law as well.

## Who will assist you if you have Health and Safety Concerns at ICE?

If you have any issues or concerns about your safety, or another staffs' safety, you are obligated to report it as per (ICE policy 3.5.1, and Alberta Occupational Health and Safety Legislation Regulations 2(2), July 2009. You can report it to your supervisor, a member of the Health and Safety Committee or by making a submission in the health and safety boxes available in regional offices.

Your Health and Safety committee is composed of employees from different areas (field and office) working together to improve your work environment by:

- Reviewing policy;
- Reviewing hazards and taking action based on findings in order to ensure that controls are developed to mitigate risks;
- Bringing forth employee concerns to management;
- Reviewing employee injury / illness / near miss investigations across the province and making recommendations. Information on these incidents and the committee's recommendations is shared each month in the ICE Page newsletter so that all employees are informed of hazards and identified controls.

## What are workers expected to do to assist in Health and Safety at ICE?

- Know your responsibilities under legislation and follow health and safety regulations as well as ICE policy and procedures;
- Work safely! This includes: operating equipment safely, using or wearing any equipment, protective devices, or clothing (i.e. safe footwear, gloves) that is required by ICE. Do not do anything that could cause another person to get injured;

- Address Hazards. Employees should correct hazards immediately **if the task is within the employee's capabilities** and alert others to the hazards.
- Communicate with supervisors to report hazards in the workplace and inform co-workers as well using ICE ICE documentation processes (incident reports, staff communication logs). Report any missing or defective equipment or protective devices immediately.
- Report workplace injuries/ health concerns as soon as possible and ensure the proper documentation is completed.
- Respond appropriately to client behaviour. Be informed and effective in implementing planned procedures on client files. NEVER sacrifice your own safety for the safety of a client, but still try to protect them as much as possible in a dangerous situation.
- CALL 911 WHEN: 1) There are weapons involved. 2) There is an imminent risk of physical assault. 3) There is any other extremely dangerous situation.
- Use and become familiar with ICE Health and Safety resources available including: ICE Policy Manual, Health and Safety Binder, Health and Safety Meeting Minutes, Orientation Manual, Hazard Assessment and Control Document Master and Site Specific Hazard Assessments, Bulletin Board Postings, ICE newsletters etc...
- Refuse to work when a situation will put you or others in 'imminent danger.' Imminent danger refers to any danger that is not normal for the job, or any conditions under which an employee would not normally work. **Employees have the right and responsibility to refuse to perform such work.**
- Know the members of your regional Health and Safety Committee and contact them as needed to advocate for your health and safety.

Your regional Health and Safety Committee meets monthly. Meeting times and locations are published in the ICE Page. We are here to serve you.

## 2.2.2 CLIENT CONFIDENTIALITY

Independent Counselling Enterprises places a high priority on the right to confidentiality as it pertains to service provision. Service is provided in accordance with the Health Information Act (HIA), the Freedom of Information and Protection of Privacy Act (FOIP), and the Personal Information Protection and Electronic Documents Act (PIPEDA).

All confidential information is collected, used, disclosed, and disposed of as per information and site security policies (see **Policy 3.9.1 Site Security and 3.9.2 Information Security**).

1. Any information pertaining to Independent Counselling Enterprises' clients or their families will be held in strict confidence. No information will be released without written consent from the client and/or guardian and the funding source as appropriate.
2. Independent Counselling Enterprises employees must sign a Standards of Confidentiality when hired. Violating this Standard is grounds for discipline up to and including dismissal for cause. (Copy of the Standards of Confidentiality follows). All policies regarding confidentiality are reviewed during Pre Employment Training with new employees. Additionally, confidentiality policies are reviewed in the company newsletter.
3. Information Technology Security:
  - All computers are protected by a server access password and a 10-minute screensaver password.
  - Confidential client information will not be stored on personal electronic equipment. To protect client rights' no photographs or video clips are permitted to be taken on any employee's cell phone or any other personal electronic equipment (**see Policy 3.8.12 Telephone/Cell Phone Use and other Personal Electronic Equipment**).
  - Email can only be accessed by the intended recipient, through password protection.
  - Confidential information is only saved to the office servers. Confidential information is not saved on individual hard drives. Servers are protected with passwords and firewalls, as per current available technology.
  - Servers have restricted access.
4. Telephone and Fax Security:
  - Confidential information faxed to the agency is received in a secure location. Access is limited to approved personnel.
  - Confidential information is not left on voice-mail intended for clients or employees.
  - Access to voice-mail within I.C.E. offices is password protected and accessible only to appropriate personnel.
  - If faxes are sent to employees at home, the sender will verify that the recipient is physically there to receive the fax.
  - Faxes are all sent with a cover sheet that contains no confidential information.
5. Office Security:
  - Field employees are classified as visitors for safety and security purposes.
  - An I.C.E. employee in all offices greets visitors (**see Policy 3.5.7 Visitors /Contractors**)
  - An I.C.E. employee accompanies all visitors in an office area at all times.
  - Offices are secured after hours by monitored alarm systems.
  - All client and employee files are stored in filing cabinets, locked when not in use.
6. Transportation:
  - Home Care employees never have access to a complete client file and so would never transport it. These employees may carry confidential information including a client care plan. This is given only for new clients or when significant changes to the client's care plan have occurred. Only the required information is given: for example if the worker is familiar with the client's address, the address will not be given.
  - Community Rehabilitation Support Staff

2.2.2 CLIENT CONFIDENTIALITY, con't on page 6

Residential and Non-Residential may carry client files or other confidential information to and from medical or health appointments. This documentation must be signed in and out using the site logbook.

- Support employees may be issued a computer-generated schedule if they have several clients in a day. This schedule is generated to only include the client's first name and last initial or house name. No other identifying information appears on this schedule.
- Support employees may also carry their own documentation of visits if they work with clients that are not at I.C.E. operated sites (i.e. contact notes, activity sheets, client verification forms, time sheets, critical and general incident forms). Support employees are to keep this documentation as anonymous as possible by only including the client's first name and last initial. No other identifying information is to be included on any of these forms.
- All client information is kept in the trunk of the vehicle, or otherwise hidden from view, when being transported. Client confidential information will not be left in an unattended vehicle.
- All employees carry with them only the information required to perform safe, effective and quality service. Documents not required in a given day are stored in the office, or at an I.C.E. operated site, or a secure area of the support employee's home if they do not work

at an I.C.E. operated site. Access is restricted to the I.C.E. employee. When the support employee is off duty, all documents are stored in this secure area of their home.

7. In the Client's Home:

- All non-residential clients will have a care plan in their home, if the client and/or guardian have agreed. This care plan contains only the name of the client and the description of support service as approved by CH Home Care. It is kept in a closed folder and placed in an area of the client's choosing, usually on top of the fridge. I.C.E. leaves no other information in the home, other than names and telephone numbers of contacts for service.

8. Disposal of Confidential Information:

- Support employees with information that is no longer needed are to return this information to the office to be recorded and stored or disposed of, as appropriate.
- All confidential information that is no longer needed within the offices is shredded at the office by a shredding machine, or by an on-site shredding service.
- All confidential information that is to be stored is kept within locked filing cabinets within the office, or at a secure storage facility with 24 hour monitoring.

Updated October 2009- forms to follow



Find frequently used forms at  
[www.icenterprises.com](http://www.icenterprises.com)

## Health and Safety Minutes

### 3.1 Review of Regional Health and Safety Minutes

Edmonton Jan 5, 2011

Review of Employee Injuries

December 8, 2010

Staff was chopping vegetables, staff accidentally sliced his thumb. First aid was immediately applied.

Recommendations: Use of a chopping device (engineering control) such as a Slap Chop, or protective gloves such as OVE gloves.

December 15, 2010 – Relief staff was preparing evening snack for a client with communication challenges. Staff asked client if they were ready to eat their snack and take their medication. Client became agitated and scratched staff's hand.

Recommendations: Add positive strategies and communication information to current Positive Approach document related to meal times.

December 31, 2010 – O/N Staff was working alone with clients late one evening. The phone rang and the staff answered the phone. A client came out from her room but was redirected to go back to bed; client became agitated and pulled staff's hair.

Recommendations: Use PBI and positive approaches. Follow up with RPAC assistance on recent behavioral patterns of concern for this client.

Additional Recommendations: CPI

December 7, 2010

Staff was returning to the office and was stopped at a red light. Another car struck staff's vehicle from behind.

Recommendations: Maintain defensive driving habits as much as is possible (i.e. checking mirrors).

December 14, 2010

Residential staff was driving with client, heard an ambulance coming but was not sure where it was coming from. Staff began to change lane to pull over, but struck the ambulance which was by then passing staff's vehicle on the right hand side.

Recommendations: Reduce distractions (i.e. music) and use side and rear view mirrors. Signal intention to pull over so that any vehicles behind know to expect driver's actions. Attend Mission Possible driving course.

Northwest January 12, 2011

Review of Employee Injuries

December 20, 2010 – Staff was assisting client out of her building. Client stepped down, lost balance and fell. Staff's hand was caught between client and a sharp edge on the door frame. Staff had a cut to her ring finger on her right hand.

Recommendations: Client should use a wheelchair for her community access to increase safety to staff and client as she is known to fall frequently.

Calgary December 22, 2010

Review of Employee Injuries

Nov 15/10

Residential staff was cleaning stairs, climbing down them backwards to do so. Missed a step and fell backwards. Landed at the front door landing and felt pain in back.

Recommendations: Staff should count steps as they clean. Explore alternative means of cleaning stairs (vacuum extender). This particular staff should not clean stairs in this manner any longer as balance changes may have occurred following a recent surgery.

Near Miss

Nov 26/10

Staff drove an agitated client home. Client had become upset following an instance of being caught taking something in a convenience store.

Recommendations: Policy was reviewed regarding not transporting a client within 3 hours of a behavior escalation. Staff was informed of strategies to use to avoid client upset. Additional recommendations: CPI and call supervisor.

Calgary January 19, 2011

Current Injuries

January 6, 2011

Staff had finished administering meds and was carrying supplies back downstairs to staff room for proper storage. Slipped and fell downstairs. Fell forward, hitting knee and head on door in process. Was not hanging onto rail as both hands full.

Recommendations: Staff to hang onto rail. Concentrate on task do not rush. Staff will utilize a cloth bag to carry medication supplies up and downstairs to free up hand to hang onto rail.

January 7, 2011

Staff going on outing with client. Leaned down to tie up boots, upon standing back

up, banged head on decorative shelf present in entrance way.

Recommendations: Placement of shelf unsafe location, purely esthetic. To be removed.

Near Misses:

December 21, 2010

Staff was stopped at a red light and vehicle hit them from behind.

Recommendations: Staff unaware of approaching hazard (probably saved her from getting injury). Other driver was at fault.

January 2, 2011

Staff allowed stranger into a residence to utilize phone (scared young female with a disability). Stayed in entrance way and Emergency Services contacted (911)

Recommendations: Unidentified individuals are not to be let into residences as per policy-working alone 3.5.4. Emergency Services still could be contacted for individual just have them stay outside. Discussed at TL meeting and policy reviewed. This was also done at the program.

January 11, 2011

Overnight staff was going downstairs to the washroom. Handrail support broke, however staff did not fall. Assessed rail felt it was safest to remove rail completely then leave on.

Recommendations: Landlord was contacted to repair handrail.

### 3.4 Review of COR Audit

The group reviewed 2010 COR audit (pages 12-15)

3.5 Review of Hazard Assessment and Control Document - Master

The group reviewed pages 11-25 of the Hazard Assessment & Control Document and added scoring for the Psychological, Physical & Chemical Hazards and will continue until all pages are finished-will fax to Corinne

### 4.1 February ICE page articles

Infection Protection

### 4.2 Policy Review

The group reviewed Policy 3.5.5 Employee Injury, Illness, and Near misses Part A

### 4.3 Resource

Handed out information regarding the differences in Physical, Biological, Ergonomic and Chemical Hazards with examples