

ICE PAGE

SOUTH

2015

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TIME SHEET HAND-IN:

March 16th, 2015

For all shifts worked between March 1st and March 15th, 2015

March 31st, 2015

For all shifts worked between March 16th and March 31st, 2015

RPAC Meeting

March 4th, 2015 @ 1:00 pm

Health and Safety Meeting

March 10th, 2015 @ 9:00 am

Management Meeting

March 12th, 2015 @ 9:00 am



ECAT Lethbridge

403-634-8805

(Phones do not accept
text messages. Staff need to
call ECAT.)

Employee Spotlight

Robin

With previous care giving experience as a nanny, Robin came to work for ICE in 1994. Since then she has worn many different hats within our agency. Robin started in Edmonton as an ICE home care worker. A person who loves to learn, Robin was soon taking advantage of the various training opportunities at ICE. As Robin learned about Community Rehabilitation residential services she found this to be an area she wanted to further explore. Robin applied for a transfer from home care services to a Main Staff role in an ICE residential program, later she took on a Team Leader role, and in 2006 Robin completed ICE's internal supervisory training course and became a Team Coordinator. She fulfilled this role for 7 years.

In 2013 Robin decided it was time to try another new hat and she became a Support Home Operator with ICE. Robin says she is happy with this decision as she appreciates seeing the



individual she supports explore their independence and finds this supportive role to be a natural and healthy transition in her life. Robin reports, "It feels like an extended family". Even with her involvement as a Support Home provider, Robin has chosen to stay connected with ICE's rehabilitation

services and so she provides supports to several ICE clients in a day program.

Robin has a positive attitude and a terrific sense of humor. She offers a strong practice of quality care, even when faced with challenges. Her genuine enthusiasm and passion for people contributes to her ability to develop and maintain a healthy rapport with her clients, families and the teams she works with. Robin feels strongly about enriching the lives of the individuals she supports.

Although Robin's calendar is full, she does appreciate the small amount of personal time she has and enjoys taking ceramics and quilting classes and walking the dogs.

Robin has contributed 20 years of quality service to ICE and has overcome many personal and professional challenges in this time. Thank you for your compassion and dedication!

Client Success Story

MELISSA

Melissa is a gentle young woman with a beautiful smile. Melissa currently lives in an ICE Support Home. With the help of her support staff, Melissa has been employed for one year delivering flyers. She has gradually increased her delivery route and once a month also delivers magazine orders to certain homes. Melissa states she really enjoys her job as it is physical and outdoors.

the Village Square Leisure Center. Melissa has completed a six- week Self Defense Class and is currently attending an Aerobic Drumming Class. Melissa enjoys other physical activities such

swimming, bowling and running.

Melissa enjoys spending time with friends, going to the library and loves fashion. Melissa has a large extended family and they spend a lot of time doing activities together. Once a year, they travel to El Salvador to the family vacation home, where they have a wonderful time enjoying the culture and the warm sun. Melissa has traveled to other locations too; she has been on vacation to Mexico, Dominican Republic and Disneyland in California. She likes to travel and looks forward to future vacations.



Melissa has also taken an interest in activities offered by

ANNOUNCEMENT



ICE is pleased to announce the promotion of Kaitlin Smith to the senior management position of ICE Quality Auditor.

In this new provincial role, Kaitlin will be responsible for monitoring service quality in all departments and regions within I.C.E. She will be conducting performance audits to ensure policies and procedures are being implemented and/or followed consistently and accurately.

Kaitlin brings 32 years of community rehabilitation experience to this position. She has worked in numerous roles ranging from volunteer, support worker, Support Home Provider, to Community Rehabilitation Manager. Her strong client focus and hard work ethic are well known and universally respected within ICE.

We congratulate Kaitlin on her new position and wish her success!



REMINDER:

Sunday, March 8th, 2015 at 2:00 am clocks should be turned ahead one hour for Day Light Savings Time.



POLICY REVIEW

3.8.1 PROFESSIONAL CONDUCT

As an employee of Independent Counselling Enterprises Inc., certain standards of Professional Conduct are expected to be maintained at all times.

Independent Counselling Enterprises employees are expected to conduct themselves as professionals while representing the agency at all times.

The employee is to ensure that the client's rights (see **Policy 2.2.1 Client Rights and Responsibilities**) are maintained.

Employees will maintain a professional approach with clients, their support network, other professionals and their coworkers. The employee is therefore to refrain from use of profanity, shouting, issuing of verbal or physical threats, malicious gossip

and the use of statements that are slanderous or considered to be abusive. Professional boundaries are to be maintained between the client and the employee as well as with the client's support network.

Employees have the responsibility to:

- be punctual.
- be properly prepared for each assignment.
- perform job duties in accordance with the agency's policies and procedures.
- complete appropriate documentation accurately and within specified time frames.
- only work what has been assigned or scheduled and not to alter a working shift in any way unless approval from the appropriate supervisor had been obtained.

Updated October 2012

BACK CARE

About 80% of the population will experience back pain at some point in their lives.

It is important to understand what causes back pain and to focus on preventing it.



- Back aches are commonly due to lack of exercise. Maintaining fitness is important. There should be a balance of cardiovascular workouts and muscle training in your exercise program to help keep your back in healthy condition. You also need to keep your weight in check. Appropriate weight as per height helps minimize stress on the back. Strong and flexible muscles keep the back fit and healthy.
- Ergonomics are important - for instance, the height and position of your body in your chair, at your desk/ table etc.
- Bad posture - Bad posture always affects the back. Slouching or sway-back positions where you compromise the body's natural position causes muscle fatigue. You can almost always keep back muscles in good order just by keeping a healthy body balance.
- Stress - being under constant mental stress causes your muscles to tense.

SAFE LIFTING TECHNIQUES FOR BACK CARE

- **Assess the load.** Get help if the shape is too awkward or the object is too heavy for you to lift and move by yourself!

- **Use safe lifting body mechanics.** Bend your knees to lift. Keep the weight close to your body. Keep your back straight and do not twist. Lift with your legs.
- **Reduce the amount of weight lifted.** For example adjust a heavy load to several smaller boxes or grocery bags rather than trying to carry one extremely heavy load.
- Use handles and lifting straps.

Body Management

- It's important to know your body's limitations, and it's important to be aware of your body position at all times. Learn to recognize those situations where your back is most at risk: bending, lifting, reaching, twisting, etc. Then take measures to avoid an injury.
- Stretch first - If you know that you're going to be doing work that might be hard on your back, take the time to stretch your muscles before starting, just like before a workout. This will help you avoid painful strains and sprains.
- Slow down - If you're doing a lot of heavy, repetitive lifting, take it slowly if you can. Allow yourself recovery time between lifts. Don't overdo it.
- Rest your back and stretch. If you have ever been working in an awkward position for a long time, then stood up and felt stiff and sore, you know you've been in that position too long, and your body is protesting. Taking a one minute stretch break occasionally will help you avoid that.
- Sleep on a firm mattress. - The best sleeping position for many people is either on the back with the knees slightly elevated (by a pillow), or on the side with knees slightly bent.



TRAINING

Pre Employment Training (PET)

March 11th, and 12th, 2015

9:30 am - 4:30 pm

As described on the ICE website

PBI

March 4th, 2015

9:30 am - 3:30 pm

As described on the ICE website



Monthly Incentive Draw Winner!

Ana Matisz

received a Thank You card from her program Coordinator for her efforts to assist an ICE client to seek employment and volunteer opportunities.



Ana won an E-Reader.

ICE has a TD Group RSP plan!

Refer to Policy 3.4.18 ICE
FUTUREBUILDER RSP.

If you are eligible, ICE
will match your
contributions!

To sign up, please
contact Linna Roem at
780-453-9664



Current Job Opportunities March 2015

Lethbridge

- Part-time days
- Supported Home



Please note: Status of programs does change, so please check with your coordinator, if you or someone you know may be interested.



Employees or Support Home Operators
who refer a person to ICE who
successfully meets our hiring
requirements and completes their three
month probation with a minimum of
120 hours worked, receive \$100.00!

Health and Safety Minutes

Meeting - South, Feb. 10th, 2015

AGENDA TOPIC STANDING ITEMS

Review of Regional Health and Safety Meeting Minutes

3.1) Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:

Calgary

No current incidents

Edmonton

December 28th, 2014 – Staff was going down the stairs in the residence to the office. They lost their footing and fell on the stairs injuring their arm and leg.

Recommendations: Ensure proper and well fitting footwear as per ICE policy. Always use a least one hand on the stair railing whenever using the stairs. Don't rush and don't carry large items alone on the stairs. Make sure the stairs are clear of hazards and lighting is adequate on the stairway to see where you are stepping,

Additional Recommendations: none.

Grand Prairie

No current incidents

B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)

Calgary

No current near miss incidents

Edmonton

No current near miss incidents

Northwest

No current near miss incidents

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:

No current Internal Incidents

3.3 Evaluation of current Near Miss Incident Investigations:

No current near miss incidents

3.4 Review of COR Audit and Action Items

Reviewed pages 60, 61, 62 and 63 (5.3, 5.4, 5.5 & 5.6)

5.3 – Is the new employee orientation completed within the first week of employment? ICE received full marks for our PET.

5.4 – Does the new employee orientation cover employer health and safety policies and procedures? ICE received 10/10 on this question. Key areas cited were PBI, and HACD document.

5.5 – Do employees receive the job specific training required to perform their jobs/assignments in a healthy and safe manner? ICE employees said they felt they could perform their jobs safely.

5.6 – Is on-going training provided as required? ICE was awarded full marks on this question. On-going, client specific training is provided.

3.5 Review of Master Hazard Assessment and Control Document

A) South

General HACD Pages 6 – 9

Driving: recommend changing potential consequences to 4. Also recommend adding visual inspection of vehicle prior to driving to engineering controls

Driving with Clients: recommend changing frequency of exposure to 4.

Outdoor Activities: no additional recommendations

B) Other regions review & and recommendations and regional response to the recommendations

Calgary

General Section Pages 62 – 66

Exposure to cats and dogs – recommend adding psychological (emotional distress, fear, phobias) to Associated Hazard section. Rating would be as follows F – 1, PC – 2, HP – 1.

Use of furniture – under safe work practices add visually inspect prior to use.

Lifting and moving – no additions

Changing water for water cooler – add use of bottom loading cooler

Use of telephones (landlines) – no additions

Use of telephones (cell) – no additions
Paperwork – no additions

Edmonton

Page 40 – Snow shoveling – recommendations were made to add information to safe work practices for shoveling including:

Warm up muscles before shoveling to avoid muscle strains

Purchase and use lightweight, ergonomically correct shovels to prevent injury and fatigue.

When snow is deep or heavy, shovel small amounts (1-2) inches at a time.

Wear warm boots with proper grips and use ice melt/sand to aid traction.

Clear snow in daylight hours rather than after dark

Use proper body mechanics for safe shoveling including:

Push snow rather than lifting it

Hold the shovel close to your body

Space hands apart to increase leverage

Bend from the knees not the back and tighten stomach muscles when lifting

Walk to dump snow rather than throwing it

Avoid twisting motions while lifting.

Grande Prairie

General HACD Pages 12, 13, 14, 15, 16

Use of sharps – no changes

Cooking / Food preparation – no changes

Food storage – no changes

Exposure to raw meats – no changes

3.6 Policy Review – 2.7.3 – Critical and General Reporting Incidents

4.0 OTHER BUSINESS

ICE Page Health & Safety Article
Suggestion: Preventing pests in your home

NEXT MEETING – March 10th at 9 am

