ICE PAGE
November 2010
SOUTH REGION

SUPPORT HOME OPERATOR Spotlight

Vi

In the 1960's and 70's Vi got her start working in this field while employed by the Department of Human Resources in Kamloops, B.C. at the Tranquille School. This was a self sufficient agricultural institution where people with mental disabilities and persons determined "criminally insane" were placed long term. Normalization came in at this time and in 1980 the institution began to transfer residents into community living placements throughout B.C.

In 1981, Vi sold her house in Kamloops B.C. and moved to Edmonton. She initially worked for the Edmonton Medical Registry, but soon secured a job at the Eric Cormack Centre (ECC). Vi was thrilled to be selected out of 252 applicants for this position.

Sadly also in 1981, Vi was in a car accident and experienced a serious injury to her left foot, which resulted in a long term (2 year) disability leave for her. Vi felt that she could provide residential supports in her home so she applied for a job with Community Behavioral Services (CBS). She supported many individuals through CBS including persons with challenging behaviors.

In 2002 Vi connected with ICE and became a Support Home Operator. 2010 represents 21 years for Vi supporting the lady currently living with her. Vi reports, "ICE has been very supportive throughout all the changes taking place and is always ready to help when I need it. I would recommend ICE to anyone."

Vi has had 7 children; sadly losing two of them in tragic accidents. She has 7 grandchildren, 4 great grandchildren with a 5th due any day. She has travelled to many countries and islands and even rode a camel in Egypt. Vi has long been an advocate for children and individuals with disabilities and remains in contact with many people she has helped. Vi reports that it has all been worthwhile, "Yes, I am pushing 75 and getting wrinkled but I wouldn't change a thing."

Time Change Reminder

Sunday, November 7, 2010 at 2:00:00 AM clocks are turned backward 1 hour to Sunday, November 7, 2010 at 1:00:00 AM local standard time instead.

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

November 10, 10:30am

Management Meeting

November 10, 1:00pm Lethbridge

RPAC

November 10, 1:30pm Lethbridge

TIME SHEET HAND-IN

Hand-in day will be:

November 15th, 2010
for all shifts worked between November 1st and 15th

and

November 30th, 2010
for all shifts worked between November 16th and 30th

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Client Success Story – Shane

Shane has been an active participant with ICE for 7 years. He resided with a foster family in Airdrie prior to his involvement with ICE and he continues to maintain close ties to his foster parents. Shane has had times of instability in his lifetime; however he has demonstrated success during the last two years by maintaining a stable residence as well as his volunteer and community commitments. Shane currently lives with two roommates (one is designated a supportive roommate) and he has day program services provided through ICE.

Shane possesses an outgoing and generous personality. He enjoys working with animals and volunteers through the Petland Pets for life program one day per week. Shane assists at home with the care of the family pet and he enjoys walking the dogs every day. Shane contributes to his community through volunteering with the Adopt – a Park program offered through the City of Calgary.

Shane enjoys camping with his foster father and trips with his roommates. As a testament to his success, when his two roommates married this summer; Shane was very proud and performed a toast to the couple in front of a crowd of family and guests. Shane had never spoken in public before and had always been considered a shy and quiet man. It was his moment to shine and he did an outstanding job.

Shane has chosen to succeed in all aspects of his personal life. He has developed a keen focus on self improvement and on maintaining his relationships with his family and friends. Shane enjoys being active in Special Olympic events as well as in other community sports clubs. He enjoys movies, rock and country music, golfing, basketball, playing hockey, playing pool, and speaking to his friends on the phone. Shane is an excellent chef who excels at barbequing. He is learning more recipes for creating healthy meals.

Shane enjoys traveling and he recently visited Disneyland and Las Vegas with his family. He enjoys day trips by car and exploring different areas of the city. Shane's goal for the upcoming year is to develop new friendships and become even more active.

3.5.8 Eliminating/Mitigating/Controlling Work Site Hazards

13. Water temperature monitoring

a) When providing support in the community to a client requiring assistance with bathing/showering, employees must check the temperature, before the client gets **into the bathtub/under the shower/ready to use a hand held shower** , by lowering or inserting their elbow approximately 5 cm into the water to ensure appropriate water temperature.

b) In homes operated by I.C.E. the agency is responsible to ensure not only that the temperature is monitored in the bathtub or from the shower for those clients requiring a bath/shower assist but also for the home. To monitor the bathtub temperature, fill the bathtub to the appropriate water level, in a small container scoop water out and take the temperature before the client is in the water. If a shower, run the shower, collect water by placing a container under the spray and take the temperature before the client is in the shower. Record the temperature on the bathtub/shower record sheet located in the bathroom. The temperature is to be between 37-41 degrees Celsius. This is to be done for each bath/shower on a daily basis. In addition any employee providing a bath/shower assist must check the temperature, before the client gets into the bathtub/shower, by lowering or placing their elbow approximately 5 cm into the water to ensure appropriate water temperature. To monitor the overall water temperature of the home run the hot water kitchen faucet for 3-5 minutes, collect a sufficient amount of water in a kitchen glass, take the temperature and record on the house water temperature sheet located on the inside of a kitchen cupboard. The temperature range is not to exceed 54 degrees Celsius. All records will be kept posted until completed and then filed in the Daily Planner. (see attached procedures that are posted in the homes)

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 ICE offices will be closed

Thursday November 11,

for Remembrance Day

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

TRAINING

PET
November 15 & 16 9:30-5:00

Thank You!

Linda Ransome won a stereo system for a card from a client who thanked her for helping him.

Current Job Opportunities

Claresholm,

Team Leader position F/T

Various P/T opportunities

Lethbridge:

Thursday, Friday 10a-3p

10a-2p 2 days a week

Tuesday, Thursdays 11a-4p (need vehicle)

Thursdays 2p-5p (male preferred)

Monday-Friday 7:30a-9:30a (male preferred)

6p-11p 5 days a week

6hours a week flex in the evenings

15hr a week day program

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.

COLD WEATHER AHEAD!

Time to get ready for upcoming seasonal changes in weather:

- Stock up on salt and sand for use on walkways;
- Have snow shovels in good repair and readily accessible;
- Review staff responsibilities for clearing walkways and completing hazard control;
- Ensure furnaces and hot water tanks are in peak running order;
- Clients (and employees) need to plan clothing for cold weather (warm coats, gloves, toques, scarves and boots with good grips);
- Employees need to prepare their vehicles for winter or plan for alternate means of getting to work if their vehicle is unreliable.

Remember our clients count on us for support even when the weather is cold or snow arrives.

SEASONAL INFLUENZA

Influenza is caused by an influenza virus that is carried by and spread between humans. It is a respiratory illness that infects the lungs and airways.

Common signs and symptoms of influenza include:

- fever; dry,
- non-productive cough;
- aching body (muscle pain), especially head, lower back and legs;
- extreme weakness and tiredness.

Other signs and symptoms include:

- chills;
- aching behind the eyes;
- loss of appetite;
- sore throat;
- runny or stuffy nose.

Influenza can be spread by direct contact with an infected person, and/ or transferred by contact with a contaminated object, and by contact with droplets of an infected person when they cough or sneeze.

The Influenza Vaccine (flu shots) is your best protection against the flu virus. It helps build up your immunity against the virus and can protect you for 4 to 6 months. The vaccine can also protect against an outbreak at work and health facilities where such an outbreak could result in severe complications and even death. Check the Alberta Health Services website for the dates and times of their clinics at: http://www4.albertahealthservices.ca/immunization/default.aspx

The most important things that you can do to stop the spread of infection include hand hygiene (e.g. washing hands with soap and water or using hand sanitizer at appropriate times: before and after client contact, before food prep, after sneezing, coughing, using the bathroom, etc.), respiratory hygiene (covering your cough and sneeze, and then washing your hands after); social distancing (staying more than 6 feet away from an infected person) and cleaning and sanitizing (high contact areas should be cleaned and sanitized frequently).

If you are sick with the flu, you can speed up your recovery by drinking plenty of liquids, getting plenty or rest and eating nutritious meals.

How can I protect myself and others from the flu?

- Get your flu shot,
- Clean your hands,
- Cover coughs and sneezes,
- Regularly sanitize high contact areas.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

EDMONTON MINUTES- OCTOBER 6, 2010 REVIEWED

Review of Employee Injuries

Sept 2, 2010

Staff was in the washroom assisting a client to bathe. Water splashed on the floor. The staff went to grab a towel to wipe up the water and slipped and fell towards the tub striking themselves on their side on a grab bar attached to the tub.

Recommendations: Enhance engineering controls (move towel rack within reach of the bath); ensure there is a non-slip bath mat next to the tub when bathing clients. Follow safe work practices such as wearing non-slip shoes and having towels at hand etc.

Sept 6, 2010

Relief staff attempting to wake a napping client (with communication challenges) for their supper meal was grabbed, pulled down, scratched and bitten on the hand.

Recommendations: Positive approaches including clear strategies for communicating effectively with this client are needed. (Seek assistance from RPAC if assistance is required to develop these.) Ensure that the team is providing an effective on site orientation for relief staff regarding behavioral challenges and strategies for response. Review PBI with employee. Ensure behavioral hazards are recorded in the Site Specific Hazard Assessment and Control Document

Recommendations: Set alarm clock for wake up.

Sept 13, 2010

Staff was leaving the parking lot of a client's apt building. As staff pulled out of the parking lot another driver reversed causing the two cars to collide. The employee reported that her neck was sore afterwards.

Recommendations: Employee to take Mission Possible driver training. Staff to pay careful attention in high risk collision areas such as parking lots.

Sept 17, 2010

Staff was providing a client a sponge bath / personal care supports when the worker twisted their back.

Recommendations: Regular refresher training of proper body mechanics as necessary for provision of required client personal care for the staff involved and the program team.

Recommendations: ATEI protocol or guidelines for bathing. Chair in bath.

Sept 27th, 2010

Employee reported a headache due to noxious fumes in a section of the ICE Office.

Immediate follow up completed with the landlord's representative to mitigate the air quality effects. (Landlord's representative reported they would investigate and address the activities of neighboring businesses.) Fans were turned on to enhance fresh air return in the area.

Recommendations: Further follow up to be completed with the landlord regarding on going air quality concerns in the building. Employees to transfer their work stations to an alternate area if air quality is a concern. ICE to purchase an air purifier for use.

Sept 28th, 2010

Staff was injured when completing the lift/ transfer of a client with mobility challenges from their bed. The employee reportedly was rushing due to the client having an appointment that the staff had not been aware of.

Recommendations: Client scheduling to be posted for ease of reference /clarification to avoid future incidents of rushing. Lifts and Transfer safety for this client to be reviewed with the staff and the team.

Recommendations: ATEI protocol and guidelines. Have PT check proper lifting if 1 or 2 man lift

EDMONTON NEAR MISSES

Sept 13, 2010

12:30 am. Clients were asleep in their rooms. Overnight staff was sleeping in the living room (away from the windows). O/N staff was awakened by a loud noise which was the breaking glass of the front window. Unknown person(s) had thrown a pipe through the front window of the residence. Investigation completed. Police report completed. Landlord notified. Front and back house lights will be kept on at night to discourage prowlers.

con't on pg 6

Health and Safety Minutes, con't

Recommendations: Staff to immediately report any suspicious activity to the police. Inform neighbors of the concern to enhance safety monitoring (i.e. participate in Neighborhood Watch program if available). Enter the hazard in the Site Specific Hazard Assessment and Control document and review at the next team meeting. Ensure staff maintain communication/ safety monitoring during shift changes especially at night (i.e. Those arriving and leaving the residence should be monitored by staff inside the residence).

RECOMMENDATIONS: PHONE NEAR STAFF

Sept 28, 2010

An ICE office employee experienced difficulty with lifting the Training room's Hoyer Lift equipment on and off the attached hook. The employee reported that completing this activity causes her shoulder to ache

Recommendations: A new work procedure needs to be immediately developed and implemented to manage the Hoyer/ Lift equipment safely.

3.2 Evaluation of current Injury Investigations

Sept 23, 2010 no lost time, staff back strain due to walking

Investigation completed.

Recommendations: Do not work if above normal physical exertion.

3.4 Review of COR Audit COR audit was September 13th

The 2010 COR audit report will be available by the November H&S meeting pending the approval of the submitted report by CCSA.

3.5 Review of Hazard Assessment and Control Document - Master

Reviewed pages 35-37

1. Exposure to Natural Disasters

1. Add to controls PPE-gloves, H1N1 kits, Add to Admin-FIT test training, Site specific Evac Plan

2. Extended Workday

3. Exposure to smoking

4.1 November ICE page articles and reminders

Review of ice page Chest Infections & Respiratory Distress

4.3 Influenza Season

- Immunization clinics will be set up across the province and will start Oct 12th,
- Information on immunization clinics is available to all regions on the AB Health website.
- Gastrointestinal (GI) illness reports are expected to increase from the numbers seen last year.
- Key basic actions to break the chain of infection include: immunization, hand washing, disinfection of common surfaces, and effective cough and sneeze hygiene.

Julie provided information on Lethbridge, Claresholm & Nanton Flu Clinics which will be posted in the ICE office and circulated to Residential programs by Coordinators.

4.4 Policy Review

The group reviewed Policy 3.5.9 Hazard Assessment and Control Document

4.5 Training

AMA training offered in Claresholm & Lethbridge in October

Julie attended Health & Safety Management Systems in September

N95 Mask training, Jacinda, Julie & Sarah are going Oct 21st

Bully Presentation in Lethbridge at the Library Oct 19th

Information handed out about the course

4.6 Other

FIRE PREVENTION week was October 3-9th , 2010, information about smoke alarms handed out www.fiprecan.ca

Site specific hazard assessment and control documents have been completed for Lethbridge and Nanton offices.