

ICE PAGE

SOUTH

2013

Contents:

- CLIENT SUCCESS STORY... PG 2
- POLICY REVIEW.....PG 3
- Winter Preparations... PG 3
- Influenza.... PG 4

Health and Safety Meeting

Nov. 12th, 2013 @ 10:30 am, Lethbridge

RPAC Meeting

Nov. 12th, 2013 @ 11:30 am, Lethbridge

Management Meeting

Nov. 12th, 2013 @ 1:00 pm, Lethbridge

**After Hours
Supervisor**

Lethbridge is

403-634-8805

Nanton is

403-625-9513

**(These phones do not accept
text messages. Staff need to
call ECAT.)**

TIME SHEET HAND-IN:

November 15th, 2013

For all shifts worked between
Nov. 1st and Nov. 15th, 2013

December 2nd, 2013

For all shifts worked between
Nov. 16th and Nov. 30th, 2013



Employee Spotlight

Aman

Aman came to work at ICE four years ago. He is a highly educated gentleman with a Masters in Zoology and a Bachelor of Education degree from his home country, Pakistan, and equivalencies in Canada. Aman initially arrived in Canada in Toronto but through a friend's suggestion and our luck, Aman and his family decided to settle in Edmonton.

Aman has worked in many different roles since his arrival in Canada. As the uncle of a young man with a developmental disability, he was aware and compassionate to the support needs of persons in this field. In 2009 Aman followed a friend's suggestion and applied for part time work with ICE. This was a great break for the company

as Aman has proven himself to be an excellent employee.



Aman is a capable, responsible and respectful person. These traits have really shone in his positions at ICE, first as Main Staff, and since January 2012 as a Team Coordinator. During his time with the agency Aman has supported several individuals with complex needs and behavioral challenges. His consistent, calm approach and genuine respect for

the rights and choices of individuals has fostered trust and cooperation, and this in turn has enhanced client success.

When asked what he finds most rewarding about working in this field, Aman says, "When the client tells me they are happy, I am happy." He notes that he learns every day from his current client who is a man with many practical, technical and musical talents. Aman's favorite part of the job is getting out into the community as his client pursues his music and other personal interests.

In addition to his job at ICE, Aman owns and operates his own pest control company part-time. He is wise and notes the importance of balance in life and work. When Aman has time to relax he enjoys spending time with his wife and four children.

Thank you for your dedication to our clients and our agency, Aman.

Client Success Story

Merle

Merle is an active gentleman who has been receiving services with ICE since 1997. Over the past year, Merle has met many of his personal goals and has been successfully building his social network through his sports interests and volunteer activities.

Merle has always enjoyed skating outdoors which led his Support Home Operator to believe he might also enjoy skiing, an activity which would also increase his physical fitness. Merle was encouraged by his Support Home Operator to try learning to ski. He developed a passion for skiing after his very first attempt and then researched where he would be able to purchase ski equipment. Merle was able to find what he needed at various locations

including picking up a few great bargains at some thrift stores.



During the summer of 2013 Merle started a volunteer position at Canada Olympic Park. In order to get to his volunteer site, Merle needed to learn to use City Transit, a travel option he was not familiar with. It took a bit of time to master the required transit training; but

with determination Merle achieved this goal. He can now successfully travel independently to and from the Park to his home. Using public transportation has increased Merle's confidence and provided opportunities for him to meet and get involved with others in his community.

In his volunteer position at Olympic Park, Merle was introduced to a retired engineer from the City of Calgary whose name is Paul. Paul now works as a ski host at the Park. Merle and Paul have developed a friendship sharing jokes, conversation and enjoying each other's company. Merle refers to Paul as, "King Paul", and has invited his new friend to his home for dinner. Since starting volunteering, Merle has also met Trevor, a Manager at the Park. Both Paul and Trevor have promised to ski with Merle in the upcoming months.

Congratulations to Merle for his success this past year!

ICE offices will be closed
Monday,
November 11th, 2013
for Remembrance Day



Please direct all calls to the Employee Client Assistance Team for this day.

EMPLOYEE REFERRAL INCENTIVE PROGRAM



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!

Time Change Reminder



Sunday, November 3, 2013 at
2:00 AM clocks are turned
backward 1 hour to
1:00 AM local standard 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.

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

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



It's Time to Prepare for Winter

Outside:

- Store all tools, hoses, BBQs, mowers and gas appropriately (Not in the house).
- Stock up on sand and salt (sidewalk friendly).
- Ensure snow shovels and ice chippers are in good condition and readily accessible.

House:

- Ensure that the furnace/hot water tank has been inspected by the gas company this year.
- Replace the filter in the furnace, if necessary.
- Ensure all clients have appropriate winter clothing. Purchase coats, boots, gloves and hats as necessary.

Car:

- Ensure your car has been prepared for winter.

Social Inclusion

As defined by the Government of Alberta (PDD) social inclusion is:

The activities and things individuals do in the community, the people individuals do things with and places they go in their community.



In the coming months all ICE employees will be required to complete an information session on Social Inclusion. The purpose of this workshop is to enhance the understanding of ICE employees of the value and importance of social inclusion and the many creative ways staff may facilitate this with individuals served.

Following are some ideas for facilitating social inclusion. Remember, individuals may not have had the opportunity to learn which social activities they like or don't like so staff may need to provide opportunities to explore and observe new events first.

Support individuals to:

- Take a community exercise class (Yoga, Dance, Swimming etc.)
- Join a faith community of their choosing,
- Sign up for their local community league membership and participate/volunteer in community league activities (bottle drives, neighbourhood work projects, dances and barbeques, shoveling a senior neighbour's walkway, Food Bank drives)
- Join a sports league (i.e. bowling, indoor soccer, cross country skiing),
- Take advantage of educational opportunities. Courses are available in a wide variety of areas including: literacy, photography, cooking, music, crafts, drawing, painting, scrapbooking, pottery etc.
- Become active in the Arts community enjoying music, art and museum events.
- Organize and participate in social gatherings (invite a neighbour/ friend over for coffee, hockey fan gatherings, seasonal festivities, an exercise walking club etc.)
- Volunteer

Influenza

Influenza, commonly called the flu, is a respiratory disease affecting the nose, throat and lungs.

Symptoms include:

- Fever of 38 C or higher that starts suddenly
- A dry cough that can last for weeks;
- Headache;
- An aching body especially in the lower back and legs;

Other symptoms can include:

- Chills;
- Loss of appetite;
- Sore throat;
- Runny or stuffy nose;
- Some people may have nausea, vomiting and diarrhea.

(Note children younger than 5 or those 65 years or older may not have a fever.)

Certain people can develop serious health problems from influenza, such as pneumonia, which may be fatal. Influenza can be serious for: children under two, adults over 65, people with weakened immune systems, people with certain chronic illnesses such as heart, lung or kidney disease, diabetes and cancer and individuals who are severely overweight.

Q & A about influenza

How can influenza be prevented?

- Get immunized with the influenza vaccine every year.
- Clean your hands often with soap and warm water or hand sanitizer.
- Eat nutritious food, exercise, and get a good night's sleep to stay as healthy as possible.
- Cover your cough in your sleeve.
- Spot clean often to disinfect common surfaces in your home / worksite i.e. light switches, door handles, keyboards etc.
- Stay at home when you are sick.

How is influenza spread?

Influenza is caused by a virus that is easily passed from person to person in tiny drops of moisture when an infected person coughs, sneezes or talks.

The virus can live on hands and is passed to surfaces through touching. It can also live on hard surfaces such as door handles, telephones, light switches, key boards, and counter tops for up to 48 hours, and on soft surfaces such as clothing for 8-10 hours. Infection is spread when people breathe in the virus in water droplets containing the virus, or when people touch any surface contaminated with the virus and



then touch their own mouth nose or eyes before washing their hands. People usually develop symptoms of flu within four days of being infected. People are generally contagious for 7 days after symptoms start. People are usually sick for 5-10 days.

If I am healthy why do I need to get immunized?

Immunization is one of the best ways to prevent influenza. It is a good idea for everyone to get immunized, even healthy people. If you get influenza, you can be sick for 5 - 10 days, and it can take weeks to fully recover. By protecting yourself, you help protect people around you who are at risk of complications from influenza. If more people are protected, less people overall get sick from influenza.

If I was immunized last year, why do I need to get immunized again this year?

Influenza viruses change from year to year. When influenza viruses change, so do the vaccines. Vaccines are developed to protect people from the new strains of virus expected to circulate each year. The immunity you get from vaccination

also decreases over time, which means you need to get immunized every year to stay protected.

Is influenza vaccine safe?

Yes you can not get influenza from the vaccine because it is made from killed viruses.

In Canada, vaccines are rigorously tested and licensed for safety and quality by the federal government. Other viruses can cause similar symptoms to influenza and the illnesses they cause are often mistaken for influenza.

Immunization 2013

It is very important for those at high-risk for influenza related complications and their contacts to be immunized. Since September of 2009, Alberta has been offering free seasonal influenza vaccine to all Albertans 6 months of age and older who work, live or go to school in Alberta. It is best to be immunized at the start of flu season and clinics start in October. The vaccine is available until the end of the flu season which usually is April. It takes about two weeks for the vaccine to work.

ICE is presently circulating information on influenza immunization clinics in your region. You may also find this information on www.myhealthalberta.ca or by calling HEALTHLink Alberta at 1-866-408-5465.

Influenza Prevention - Clean Your Hands



Wash your hands often using regular soap. Wet hands with warm, running water and lather well. Rub the hands together for about 15-20 seconds. Scrub all over, including the backs of hands, the wrists and between the fingers and under the finger nails. Rinse under running water for about 10 seconds then dry with a clean towel.

Thank You Incentive Winner!

Barb Taufest

Barb received a Thank You card from the Trainer for attending a Mission Possible Winter Driving Session.

Barb won Halloween decorations.

Thank you!



Save the Date!

The 2013 ICE Christmas Open House will be held

Tuesday, December 10th
11:30 am till 2:00 pm

Bill Kergan Centre 207 13st N
Lethbridge

TRAINING

Schizophrenia

November 1st, 2013
10:00 am -12:00 pm
Lethbridge

Depression and Anxiety

November 1st, 2013
12:30 pm -3:30 pm
Lethbridge

PET

November 5th and 6th, 2013
9:30 am - 4:30 pm

Dementia

November 13th, 2013
1:00 pm - 4 pm
(Must RSVP by Nov. 5th)
Lethbridge

CPI Refresher

November 14th, 2013
9:30 am - 3:30 pm
(Must RSVP)
Lethbridge

Independent Counselling Enterprises
Current Job Opportunities
November 2013

**Nanton,
Claresholm**

Lethbridge

P/T days Claresholm for
male

Various P/T hours
available

Relief/casual shifts
available in Nanton &
Claresholm areas

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 post ads in your local community, please contact the office at 866-646-1199.

South Health and Safety Minutes

Meeting - Oct. 15th, 2013

AGENDA TOPIC STANDING ITEMS

3.1 A. Review of Regional Health and Safety Meeting Minutes

Internal Incidents (Injury, Health, Property Damage)

Calgary –Mtg. Minutes August 22, 2013-
no Internal Incident Investigations

Grande Prairie- Minutes unavailable

Edmonton – Mtg. Minutes September 4,
2013

August 9, 2013 – Staff arrived at the ICE office first thing in the morning to discover that the floor in reception, as well as the downstairs washrooms and the glove room nearby were flooded in water. The ceiling was also damaged as water logged ceiling tiles had fallen down. The problem was traced to a water heater on the second floor above reception that had failed releasing all of its water. The water was shut off and the flooding cleaned up. A plumber from the landlord's property management company removed the old water heater.

Recommendations: Continue bimonthly office inspections and promptly report any concerns to the landlord. There had been recent problems and repairs made by the landlord to the same water heater. Ensure inspection of building water heaters / furnaces by qualified professionals annually.

August 14th, 2013 – Staff leaving a residential program for the office slipped where there was water and mud and fell on the sidewalk injuring their shoulder.

Recommendations:

Staff to wear well-fitting shoes with gripping soles (as per policy).
Staff to plan their schedule to allow plenty of time for travel / activities in order to avoid rushing. Staff to watch for hazards. Check the sidewalk of the program for cracking concrete and arrange repairs as required. (Mark sidewalk hazards with bright spray paint until they are repaired).

Additional Recommendations: Pick another route, Call city to report sidewalk hazard.

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

Calgary – Mtg. Minutes August 22, 2013-
no Near Miss Investigations

Grande Prairie-Minutes unavailable

Edmonton- Mtg. Minutes September 4,
2013

August 1, 2013 – Staff was supporting a non-residential client and their boy-friend in the community on an Edmonton transit bus. The boyfriend became agitated and started to verbally abuse and use physical intimidation towards staff (invading the staff's personal space by standing very close to them). The staff moved away from the client and this individual and stood close to the bus driver. The police were called. The bus drove to the transit centre where the police were waiting. The police intervened and told the person that he would be charged if he continued such actions.

Recommendations:

Continue to involve police as necessary, Develop and implement an agreement/ Risk Management protocol with the client that if the boyfriend at any time behaves in an aggressive manner putting staff at risk that staff will immediately leave the work site and report the incident to ICE and / or the police as necessary.

Continue to inform and support the client re development of healthy relationships. Encourage the client to visit with this individual at times when the staff is not present to avoid conflicts. Review staff's PBI training and offer a refresher

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations):
No incidents for review.

3.3. Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):
No incidents for review.

3.4 Review of COR Audit and Action Items (record section and pages reviewed, discussion, recommendations) Tabled until the 2013 COR Audit is completed

3.5 Review of Master Hazard Assessment and Control Document

South- Review of Pages 30-32

Use of floor Mats: Add to Hazards:
Allergies/Dust, Add to Controls: Proper Cleaning, gloves, mask
Change Potential Consequences to a rating of 2, change total to rating of 8.

Snow shoveling: Add to Controls: Ice Melter

Other regions review & and recommendations and regional response to recommendations. :

Calgary- Mtg Minutes August 21, 2013
Changing water for water cooler- Safe work practices: ask for help if you are unsure of your ability to change

Northwest- Minutes unavailable

Edmonton –Mtg. Minutes September 4,
2013

Housekeeping section Pg 25 – Expanded review of Laundry hazards and controls. This information will be combined with that of other regions to be added to the 2014 HACD.

3.6 Policy Review – 4.4.3 Quality Assurance Audits

4.0 OTHER BUSINESS

4.1 ICE Page Health & Safety Article suggestion: Holiday Safety (re: Putting up tree, extension cords, decorating, Holiday stress, putting up lights). October is Fire Prevention Month.

4.2 CPI training was completed October 3 in Lethbridge

Mission Possible – training was completed October 10th in Lethbridge

Immunization clinics: schedules for Claresholm, Nanton & Lethbridge are available in the offices.

Health Canada Alert notice-re: Gort's Gouda Cheese recall.

NEXT MEETING – November 12th @ 1:30pm in Nanton

