



EMPLOYEE Spotlight Greta

languages. It was required of her European unions to have knowledge of a variety of languages. Greta enjoys traveling.

Greta and her family moved to Canada in August 2001. She had come on invitation of her friends to visit and enjoyed Canada and chose to stay. Greta did not have any knowledge of the English language and she self taught herself how to speak and write English after she moved to Airdrie.

Greta has been involved with ICE for approximately 7 years. She started as a support home operator and has been a staff member for 4 years.

Greta studied and worked as a physiotherapist in a hospital in Bialystok Poland. She also worked as a physiotherapist in Libya. Greta knows the Russian, German, Polish, and Arabic

She has a passion for her family and her work and describes this as her personal values. Greta enjoys exercising, swimming, and exotic cars. They have recently acquired a 4 month old husky puppy which has a lot of energy.

Greta enjoys working with people. She assists her client with his employment

at Airdrie Superstore, his volunteer work at the Bethany Centre, as well as outings to the parks, Grace Baptist Church, and the Public Library. They are looking at obtaining bicycles and traveling the bike paths in Airdrie. She additionally volunteers with Special Olympics during her time away from her regular workday.

Greta is an appreciated member of the ICE team. She enjoys having fun, is personable and easy going, and this suits her well in her position. Greta visualizes herself continuing to work with ICE for many more years, and we are fortunate to have her as part of our team.

All ICE offices
will be closed
Monday
September 5
for the
Labour Day

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

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

Sept 14, 1:30pm in
NANTON

Management Meeting

Sept 14, 10:30am in
LETHBRIDGE

RPAC

Sept 14, 11:30am in
NANTON



TIME SHEET HAND-IN



Hand-in day will be:

September 15th, 2011

for all shifts worked
between
September 1st and 15th
and

September 30th, 2011

for all shifts worked
between
September 15th and 30th

CONTENTS

Client success..... pg 2

Corrective Action .. pg 4

Policy
Review 3.5.5 pg 6

Client Success Story: Shelley

Shelley is a happy busy woman who lives in the Stony Plain area in a Support Home operated by ICE. Shelley has lived in this home with her Support Home Operator (SHO), Margaret and Margaret's husband, John, for the past 32 years.

Shelley doesn't let her vision impairment slow her down; she enjoys an active lifestyle both at home and in her community. To keep fit she regularly participates in walking and swimming at the TransAlta Tri Leisure Center in Stony Plain. Use of the railing around the Tri Leisure track gives Shelley opportunities to experience walking independence. Use of adaptive technology (see bicycle photo) allows Shelley, with Margaret's help, to enjoy the exercise and fun of neighbourhood bike rides.

Shelley is a social person. She currently volunteers at the Stony Plain Hospital on Wednesdays, helping to fold laundry. On Fridays, Shelley attends a mingle group in Spruce Grove. With this group she has participated in events such as a field trip to Camp He Ho Ha and a boat ride. She also enjoys visiting seniors and having lunch with friends.

At home, Shelley is busy and productive. There are many crafts that she takes pleasure in including painting, stamping and making cards. Baking is also a favored activity; Shelley likes cracking eggs and counting the number

of cups of flour that are needed. At home in her leisure time, Shelley enjoys music, singing, and dancing. According to Margaret, Shelley displays an excellent sense of rhythm. She also likes being read to / listening to stories.

In the past year, Shelley has had several opportunities for local and long distance travel with her SHO. She visited Fort Edmonton Park with Margaret, and especially enjoyed the train ride. Shelley also travelled on holiday to California in a motor home where she met Margaret's family. Shelley participated in swimming and biking on this trip.

Shelley continues to enjoy her full and busy schedule and is excited to be planning a future trip to the Ukrainian Village east of Edmonton.



ICE South Regional Manager, Sandra McGrath visited the Lethbridge staffed residence on August 18th, 2011. The tour provided an opportunity for Sandra to reinforce health and safety practices and procedures and hear feedback from clients and staff.



Thank  You!

This month's incentive winner:

Courtney Grant won a cooler & camping chair. She was nominated by her Personnel Coordinator/H&S Chair and for reporting an incident promptly and submitting paperwork regarding client behavior as well as taking on many relief shifts during a busy time.

Current Job Opportunities

Nanton & Claresholm,

P/T in Claresholm days, evenings, weekends

Relief/casual shifts available in Nanton & Claresholm areas

Lethbridge:

P/T 7am-9am shift for male

P/T day shift

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 the office at 866-646-1199.

PET

September 6th & 7th, 9:30-5:00pm
Sept 16th Fast-track, 9:30-5:00pm

TRAINING

CPI

Sept 15th in Lethbridge, 9:30-3:30

Job Seeking and Interviewing skills for Clients

Sept 22nd in Lethbridge, 1:00-3:00pm

Corrective Action - A Necessary Component for Health and Safety

Enforcement (ICE Policy 3.7.1 - Process of Corrective action) is not a pleasant experience for either an employee or a supervisor; however this process is critical for occupational health and safety. Let's look at what lies behind implementation of health and safety corrective actions.

Under legislation "due diligence" requires that employers take all reasonable precautions, under the particular circumstances, to prevent injuries or accidents in the workplace. To exercise due diligence, an employer must implement a plan to identify possible workplace hazards and carry out the appropriate corrective action to prevent accidents or injuries arising from these hazards.

This means that ICE as an employer needs to:

- Have in place written Occupational Health and Safety policies, practices, and procedures to provide employees with information to enable them to work safely.
- Provide ICE employees with appropriate training and education to enable them to understand and perform their work according to the company's policies practices, and procedures.
- Train supervisors to ensure they are competent, as defined in legislation.

A final key piece of required "due diligence" involves enforcement.

- ICE supervisors must monitor the workplace and ensure that employees adhere to the controls that have been put in place by the company to manage job site hazards.

Employers put controls in place to protect employees, but workers do not always see or understand the purpose/ benefits of such controls. Employees often believe, "It won't happen to me," and instead of using required safety equipment, following policy or procedures, using provided personal protective equipment (PPE) choose short cuts. After workers experience injury or near miss incidents, their knowledge is increased, but at a cost both for them and the company. It is common for employees who have been injured to blame their company and their supervisors for not intervening to correct their poor choices.

Let's look at an example: *John is a conscientious employee who has worked for ICE for 5 years. He has taken many training courses and knows ICE policies and procedures well. John knows that safety glasses are required to be worn for mowing lawns as his supervisor provided an orientation to him on safe lawn mower use, the topic has also been discussed at many team meetings. John however is very particular about his appearance and he doesn't like the way the safety glasses look on him.*

If when asked to mow the lawn at his program, John chooses not to wear the safety glasses and his supervisor observes him failing to use required PPE equipment, the supervisor must implement corrective actions. In the case of a first incident the supervisor's actions could involve retraining or restating directions regarding safety glasses. If the direction to wear the PPE is not followed, or if John is observed on a second occasion not wearing the safety glasses while mowing, then a verbal warning is required to enforce safe work practices. The corrective measures process would continue as required for each additional offence as per policy.

Why?

If John's supervisor sees the infraction and does not implement enforcement and John experiences an eye injury while mowing the lawn (such as a stick flying up and into one of his eyes) then ICE will not have fulfilled the company's "due diligence" responsibility to protect its employee. The supervisor is therefore required to take corrective action.

It is likely, that if he was injured, John would be angry that his supervisor had not enforced the requirement for him to wear safety glasses.

Corrective actions as per policy will be applied for failing to implement use of: company engineering controls (equipment use and maintenance such as ceiling lifts, smoke detectors, water thermometers), administrative controls (following company policies and procedures as per training), and use of personal protective equipment (safe footwear, gloves, eye protection).

While corrective actions are unpopular, they are necessary to protect the health and safety of employees.

Health and Safety Minutes

3.1 Review of Regional Health and Safety Minutes

Calgary June 22, 2011 minutes reviewed.

June 12/11 As staff walked past chair they brushed their hand on previously unnoticed exposed metal which caused a scratch, no broken skin or blood

Employee Near Miss Investigation Completed

Recommendations: Chair is to be replaced ASAP, exposed metal is covered with tape until chair can be replaced.

Staff to continue to inspect furniture condition with monthly health and safety inspections

June 14/11 While cooking lunch staff noticed that gas oven was not working correctly and they could smell gas. Home was evacuated and Gas company was called in, upon their inspection it was revealed that the hot surface igniter was broken. Oven was inspected by gas company in March and in good working order then.

Employee Near Miss Investigation Completed

Recommendations: Landlord to complete repairs of oven, staff to remain diligent in regards to all health and safety

Additional recommendations: Follow up with the landlord after the inspection. Use alternate cooking sources.

While walking client spotted a chip container and abruptly turned and tripped himself, staff attempted to redirect client which resulted in staff falling and client falling on top of staff. No one was injured

Employee Near Miss Investigation Completed

Recommendations: Staff to do mini risk assessment of area. Possible investigate the use of walker for client.

Please clarify who tripped who?

3.2 Evaluation of current Injury Investigations

June 29, 2011 Unanticipated client behavior resulting in staff's arm being scratched. Injury Investigation Completed.

Recommendations: Continue using CPI & safety strategies. Get a counselor involved if needed to give client someone to vent to. Have a session with trainer to talk about how to deal with feelings without physical aggression.

3.3 Evaluation of Near Miss Investigations

June 28, 2011 Client was grabbing at staff while driving

Near Miss Investigation Completed.

Recommendations: Client to sit in back seat of vehicle. Pull over and stop vehicle.

June 28, 2011 Client agressed toward staff. Client was agitated due to landlord requirements of cutting the grass

Near Miss Investigation to be Completed.

Recommendations: Continue using CPI, call office for support, leave client's residence.

3.4 Review of COR Audit

Reviewed 2010-2011 Action Plan Section 2

2.2 to 2.7

Discussion on Hazard Identification and Assessment.

3.5 Review of Hazard Assessment and Control Document - Master

Reviewed Working with People, Working Alone & Meetings/Communication

4.1 Policy Review

3.5.6 Mandatory First Aid Kits

4.2 Handouts

"Hunt for Home Hazards"

"Clothes Dryers-Fire safety"

4.3 Training

Fire Extinguisher Training

Calgary & South are waiting to get the OK on which training to book

Ergonomic Training

Kim is taking training in October.

Kim will be training, dates TBA

Inspection Training and Hazard Assessment Training is in process with staff.

Training is on-going

Promoting Safety course is going to be revised.

Reminder!



PDD Grant Dollars are available for training opportunities for Community Rehabilitation staff.

Submit your "Letter of Intent for Training" soon.

3.5.5 EMPLOYEE WORK RELATED INJURY, ILLNESS, AND NEAR MISSES

Refer also to Policy 2.7.3 Critical and General Reporting Incidents

All employees have W.C.B. coverage. This is to include support home operators and their designated respite workers as per W.C.B. legislation and law. Note that the relationship I.C.E. has with Support Home Operators and their respite staff is that of service monitor only. Yet where this policy refers to employees this is to include Support Home Operators and their respite workers for the purpose of WCB only.

A. Responsibilities

The employer is responsible for:

- Ensuring the employee's safety and well being i.e. if required to transport the employee to obtain hospital or physician services.
- Informing and training the employee of the process and their obligation to submit standard documentation to I.C.E and WCB as required. This includes readily access to the documentation required by WCB from the employee, the worker's report. To provide the information package to the employee which includes the worker's report and information on modified duties.
- Completing and submitting the employer's report for WCB within the allocated time frame of **72hrs** once the injury/illness becomes reportable to WCB.
- Reporting the injury/illness to other government agencies as appropriate within the specified timelines and regulations.
- Providing the employee with a copy of the employer's report and page one of the critical/general incident that lead to the claim.
- Informing the employee of their entitlement to compensation for lost time, medical expenses, eye glass/dental repair or replacement. Expenses incurred as a result of the injury, that are not wage related can be submitted to WCB for compensation provided that a claim has been filed with WCB and the employee has no alternative benefits available.
- Paying the injured employee's wages for the balance of the shift in which the injury occurred if the employee cannot complete a work shift because of an occupational injury. W.C.B will assume the responsibility of wage compensation to the employee who is not able to return to work or who is not in receipt of pre-accident level wages. The employee will be directly compensated from W.C.B. for any approved time loss claim or wage subsidy beyond the day of the accident.
- Cooperating in order to achieve an early and safe return

to work of an injured employee. This does involve effective communication with WCB, the employee's physician and the employee to determine the employee's physical ability to work. This may involve modified duties if the employee is not fit to return to the essential duties of the employee's pre-injury employment. If this is the case WCB must be informed of the physical demands of the modified duties, the rate of pay and the hours that the employee will be working. It should be noted that all communication with outside sources must be documented and if email communication is sent, a hard copy must be printed of the email and filed appropriately.

- Having an effective and functional documentation process to assist with claims management.
- Advise the employee of resources in the community that are available for Medical treatment and assessment of work related injuries.

The employee is responsible for:

- Reporting and recording all workplace incidents to their supervisor or the ECAT supervisor (if after hours) **immediately** regardless of the severity. The initial documentation will be in the form of an agency critical/general reporting incident (**refer to Policy 2.7.3 Critical and General Reporting Incidents**) and **must be completed within 24 hrs of the incident.**
- A physician's report is required in order to substantiate a WCB injury claim i.e. the injured employee must attend a physician's appointment.
- Informing the employer that the sustained injury required the employee to seek medical attention or to have time off their regular work schedule that is validated by a physician's report within **24hrs** of the incident or when the employee becomes aware that there is an injury sustained that will affect work performance. (See below for clarification of reportable versus non reportable incident)
- Reporting to the employer if medical attention is required later in the future and is related to a previous work place injury/incident.
- Completing the WCB worker's report of injury, as appropriate and ensuring it is submitted to WCB, should the employee be seeking compensation from WCB for wages or benefits. Should the employee be completing this documentation at the main office I.C.E. management will assist in submitting the claim for the employee. Otherwise the employee must submit directly to WCB. This report will be available at the main office, from the WCB website www.wcb.ab.ca or will be mailed to the

continued on page 7

continued from page 6

employee. It is imperative the employee respond within the 24hr period prescribed for incident reporting to inform I.C.E. directly of the injury. This reporting is necessary for debriefing, to assist I.C.E. to document on the WCB employer's report and if the employee is unable to return to work to reassign coverage of his/her shifts.

- Cooperating in order to achieve an early and safe return to work. This does involve effective communication with WCB, the employee's physician and the employer to determine the employee's physical ability to work.
- Accepting and abiding by the return to work plan, which may include modified duties that are suitable to the physical abilities of the employee.
- Maintaining weekly communication with the employee's direct supervisor to effectively manage the return to work plan.
- Ensuring supporting documentation of the claim i.e. WCB worker and employer reports, critical/general reporting incident and any WCB correspondence sent to the employee is kept in accordance with the agency's policies and procedures (**Refer to policy 2.2.2 Client Confidentiality**).

Note that WCB will only process a claim if WCB is in receipt of the proper documentation from the employee, the employer and the employee's physician, the latter if required. Each residential program will have for employee reference a WCB employer's report and worker's report. The worker's report is also available at the main office or can be mailed to the employee.

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.



Did You Know?

ICE Health and Safety Committees in all regions of the province review and make recommendations re Near Miss and Employee Injury Incidents each month at Health and Safety Meetings. (Specific worker / program information is not shared.) Investigation and corrective actions for these incidents are completed by management with input from the H&S Committees. Information is shared regarding these incidents and the recommendations made each month in the H&S minutes in the ICE Page.

Why?

Workers have a legislated right to know about hazards in their workplace and how to control these. By sharing this ICE information in our newsletter we hope to enhance employee safety across the company. Reporting a Near Miss in your work site could prevent an injury to you, your clients, your co-workers, and even to other workers across the province. Please report!

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 \$100.00.
Take advantage of this great opportunity.



Attention all ICE Employees!

Alberta's Bill 16 – Distracted Driving Legislation will come into effect September 1, 2011.

Information on Bill 16 is available at all ICE Offices or may be reviewed on line at

<http://www.transportation.alberta.ca/distracteddriving.htm>

