

# Western Dispatch



August/  
September 2011

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## "It's All About Great People"

Western has had the opportunity to present gifts to office and field staff that have "5 years or more" with our company! We would like to take this opportunity to thank the following employees for their dedication, workmanship, and the loyalty that you have given to Western Camp Services. Western knows that the growth and success of our company is largely dependent on having strong and capable staff members such as you. We are hoping that you will remain with us for many years to come and would like to offer congrats on this anniversary!



Carroll D  
&  
Sherry M



Linda G

Dawn Marie R  
& Harry C



Christian D



Kevin H

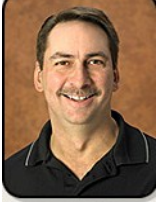


Other staff that have celebrated their 5 or more years are...Irene G, Linda C, Doug L, and Andy T...we are just waiting for them to stop by to pick up their gift!

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# SPOTLIGHT ON SAFETY

## Observation Cards....What's the Deal???

Hello All!!!

It's great to see the effort everybody is putting forward in completing over 200 observation cards in the month of July and we're definitely on our way to similar card numbers for the month of August. Great Job!!!

Over the past month or so, a few comment cards were completed wondering why we have the Observation Card Program. So...to answer the question:

An observation-based safety system can be the foundation of a positive safety culture. As an integral part of an effective safety program (alongside near-miss reporting, incident analysis, etc) it provides an excellent means of addressing the human dimensions of safety.

In short, it helps to eliminate unsafe or hazardous acts and conditions. It actively encourages the whole workforce to be involved and therefore generates greater safety awareness both individually and collectively. And since such a system demands a minimum level of commitment and accountability from everyone, it should ultimately lead to a continuous improvement in safety and environmental performance.

I've also had a few staff members ask what the process is for selection of the best monthly observation card. So...to answer the question:

- **All** observation cards that are returned to the office are read by Charles
- From all the observation cards, the cards are narrowed down to about 15 – 20 (sometimes as high as 30) cards. Some months it can be very difficult to narrow the number of cards down.
- The 15 – 20 cards are then read by Menno, Bill, Vern and Richard who give me their top 3 – not knowing what each other have selected.
- I compile the results and the top 2 cards are identified
- The two winners are contacted, congratulated and a \$50 gift certificate to a retailer of their choice is purchased for them

The observation card program is helping our safety culture evolve and it's really appreciated by everybody within Western Camp Services and also by our Clients. In early October (after the end of the 3<sup>rd</sup> quarter), I'll be calculating our various safety statistics and sharing the results with all of our locations. I know our statistics are trending in a very positive direction and with everybody's continued hard work, they'll be great.

As we continue to move towards our goal of an injury free workplace, I would like to take this opportunity to personally thank everybody for their continued efforts and evolving our safety culture to what it is today.

~ Charles Hallett, BEH, C.P.H.I., (C)

## AUGUST/SEPTEMBER WEIRD HOLIDAYS 2011

August 7—Friendship Day  
 August 10—Lazy Day  
 August 16—Tell a Joke Day  
 August 27—Global Forgiveness Day  
 August 30—Toasted Marshmallow Day



September 5—Labour Day  
 September 9—Teddy Bear Day  
 September 13—Positive Thinking Day  
 September 16—Step Family Day  
 September 22—Elephant Appreciation Day  
 September 28—Ask a Stupid Question Day



### Date Caramel Cake Courtesy of Chef

1) 1 lb clopped dates  
 3 1/2 c water  
 Boil 5 to 10 minutes, let rest

2) 1 1/2 lb butter  
 1 c white sugar  
 Cream together  
 Add 5 eggs and 1 tbs vanilla  
 Blend together

3) 2 tbs baking soda  
 1 tbs ginger  
 2 1/2 c flour  
 Sift together

Add number 3 to number 2

When all is mixed add number 1—date mixture

When all is mixed mix on low speed, then add 3 1/2 tbs baking powder LAST

Pour mixture into 9 x 8 3/4 and bake at 350 °F for 40 minutes

Let cool in pan and then poke holes in cake with fork or toothpicks. Pour warm caramel sauce on top. Cut into pieces and serve with fresh whipped cream.

Caramel Sauce

2 lb brown sugar                      1 lb butter                      1/2 lt 36 % whipping cream

Mix all ingredients together and bring to a boil, stirring continuously. Remove from heat and pour in jug. Ready to pour on to the cake.



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# Chef's Secrets for the Perfect Breakfast



Omelet—Heat the pan hot! When you pour in the egg, it should sizzle and bubble. The pan should be hot enough to cook in just moments, without browning. Use a heavyweight nonstick pan, and make sure it is spotlessly clean. Use a heatproof rubber scraper. These flexible tools, once used merely to scrape batter out of pans, have become major cooking tools with the advent of heatproof silicone blades.

Scrambled eggs—the secret to scrambled eggs is in the cream cheese. When cream cheese melts, it doesn't melt into a liquid; it melts down to the consistency of sour cream, which adds a velvety smoothness to this delicious dish.

French Toast—Ever wonder how restaurants get their French toast so brown and sweet without overcooking the middle? Here's the trick: when you melt the butter, add a pinch of brown sugar, a pinch of cinnamon, and a pinch of salt to the pan at the same time. When the butter begins to foam, put the bread in the pan, but do not move it around until it's time to flip!

## May, June and July 2011 Observation Card Winners

**May: Amie A**—Camp 135—Camp attendant noticed some of the Clients were burning candles as air fresheners in their rooms. This is a fire hazard and the issue was raised with the Camp Manager who addressed the situation with the Clients.

**June: Dismas L**—Camp 195—Observed staff member leaving the slice blade in the open position after cleaning without the guard in place. Dismas stopped the staff member, explained the procedure and safety hazards and updated the FLRA.

**July: John (J J) M**—Camp 150—Due to bear concerns in the area, a buddy system is in place for taking garbage out to the garbage bins. Short Service Employee (SSE) J J noticed a staff member taking garbage out by themselves. He stopped the staff member and reminded them of the bear buddy system requirement.

**Christian S**—Camp 195—He noticed a staff member carrying a knife incorrectly (knife pointing straight out in front). Christian stopped the co-worker and showed him how he should be carrying the knife safely (pointing the knife down towards the floor, by the side of his leg).

## August and September Birthdays

We would like to wish you all a  
VERY HAPPY BIRTHDAY!!

- |           |            |            |
|-----------|------------|------------|
| Lorne G   | Cindy G    | Jesse L    |
| Liam M    | Julien M   | Terry O    |
| Ray B     | Leslie G   | Guy T      |
| Darrell B | Kelvin B   | Remy G     |
| Tish G    | Parik A    | Lorraine G |
| Adaline S | Cynthia L  | Dismas L   |
| Marilyn P | Gheorghe R | Denise S   |



## Star Performers

This month we would like to recognize the following **Great People** for continuing to do an amazing job!

- Lorne G**—Great Baker at Camp 195
- Nishal C**—One of our great new employees
- Olivia B and Irene G**—two of our new Team Lead—Head Housekeepers...they continue to do a great job in this position.
- Marion G**—one of our great cooks who has had numerous health inspection reports with no issues.