

THE ICE PAGE

Calgary January 2006



ICE WOULD LIKE TO THANK ALL THE INDIVIDUALS WE SERVE AND ALL STAFF MEMBERS FOR COMING OUT TO OUR CHRISTMAS OPEN HOUSE AND COMMUNITY CELEBRATION. A GREAT TIME WAS HAD BY ALL! CONGRATULATIONS TO ALL THE WINNERS OF OUR DOOR-PRIZE GIVE-AWAY AND SPECIAL CONGRATULATIONS TO ALL OUR AWARD RECIPIENTS! SEE THE "ICE MOMENTS" SECTION OF THE NEWSLETTER FOR THE NAMES OF THOSE WHO ACCEPTED AN AWARD THIS YEAR!

GENERAL INFORMATION:

The January Team Leader Meeting is scheduled for: Wednesday January 11th 1:30pm at the ICE Office

The January Health & Safety Meeting is scheduled for: Thursday January 19th 1:30pm at the ICE Office

The ICE office will be **CLOSED** January 2nd. All calls should be directed to the ON CALL Pager 819 - 0583



ICE WEBSITE

www.icenterprises.com
CHECK IT OUT!!!
The ICE website has a special "ICE Staff Only" section.

The Link is at the bottom of the Home Page. It will ask you for a user name and password:

Username: iceuser
Password: 100smiles

This section has a copy of the current ICE Page newsletter, and copies of the most common forms needed by ICE employees

This could save you a trip to the office if you have a printer!

ATTENTION FIELD STAFF

FOR EXTRA HOURS CONTACT:

Melanie 219 - 8421

TIMESHEETS



Hand In Dates

Hand in dates will be Monday January 16th for shifts worked between January 1st - 15th and Tuesday January 31st for shifts worked between Jan. 16th - 31st

Residential Petty Cash & Other Expenses

Please do not use highlighters, tape, and jel pens, on receipts for Petty Cash or other expenses. These items degrade the print and make it illegible. Please use a regular pen and underline or circle the amount.

Thank you!

Employee Incentive Awards:

A Thank You to everyone who submitted entries for the December Employee Incentive Draw.

Congratulations to the following staff who was the winner for the December 15th draw:

Brandi Upson:
The winner of the Swarovski Christmas Ornament

Please see Marina at the ICE office to pick up your prize!
Next ICE Thank You Draw
January 16th Noon
ICE Office

THANK YOU
*In gratitude we say,
"We appreciate your time,
your contributions, your commitment,
and dedication
You Do Make a Difference."*

REMEMBER FOLKS!



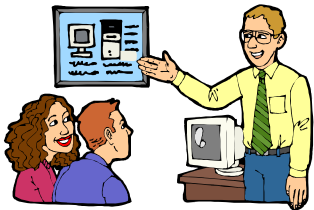
VALENTINE'S DAY IS JUST
AROUND THE CORNER –
TUESDAY FEBRUARY 14TH!



ATTENTION!



It is critical that all
Timesheets, Contact Notes, and
Monthly Reviews for this and any
other month be on time and
correctly completed. Errors and
late reports may result in delayed
payment of employee wages.



**Training dates
are as follows:**

POSITIVE BEHAVIOR SUPPORTS

A workshop to increase awareness
of restrictive procedures and to
promote positive practice to
further enhance service delivery.
January 16th 9:30am – 3:30pm
January 24th 9:30am – 3:30pm
MAIN OFFICE

**PERSON-CENTERED
PLANNING**
January 30th 9am-1pm
Main Office

Documentation and Reporting

To assist support workers in the
area of documentation including:
critical incident
reporting/documentation, log
books, contact notes, and time
sheets.
January 31st 9am-12pm
Main Office

Cerebral Palsy
January 31st 1:30pm-4pm
Main Office

Community Rehabilitation and Disability Studies

***EXCITING, REWARDING,
EDUCATIONAL OPPORTUNITY***
a basic understanding of values,
attitudes, and skills that promote
choices, independence, and the
quality of life experiences for the
people they work with. Foundations
is a standard diploma, recognized in
the field and can be a stepping-
stone to a number of faculties in
the Rehabilitation Field with
recognition of six to nine credits.
ICE will be scheduling information
sessions for potential participants
**Call your Coordinator to
express your interest**

*Please register with your
Coordinator for the preceding
workshops and ensure that clients
have staff support in place.*



Starting the Year with New Year's Resolutions

Despite all the stress (and bills!)
that the holidays bring,
December really is the season
for kicking back and enjoying
yourself. And to top it all off,
you have the excitement and
chaos of New Year's Eve.

It's hard not to start making
resolutions and creating goals
on New Year's Eve. There's that
sense of renewal, of rebirth, and
the guilty awareness that you
ate your own weight in
chocolate during the holidays.
Sure, last year's resolution
didn't make it past the fifth of
January, but hey, this year's
going to be different, right?

Sticking to Your Resolutions
Sticking to resolutions are hard.
Resolutions are often changes
that you would like to see
yourself make, but changes are
very difficult to enforce—and it
only gets harder the older you
get. But that doesn't mean
change is impossible. Here are
some things you can do to stick
to your resolution:

Don't try everything at once.
The temptation of the New Year
is to run off a list of everything
you've ever wanted to change.
Don't fall for it! You'll have
better luck fulfilling one or two
goals than you will a list of fifty.
You can always add new
resolutions to your list later.
Take one thing at a time.

**Word your resolution
carefully.** Let's say your
resolution is to relax more in the
coming year. Word this
carefully. Try not to think of it
as "This year I am going to
relax." That's a stress-inducer
waiting to happen. It forces you
into thinking of the resolution as
something you must do, not
something you want to do.

The first resolution sounds as if you're going to force yourself to relax by sheer willpower.

Make a plan. Once you know what your New Year's resolution is, try to break it down. Nobody accomplishes anything of significance by trying to do it all at once. This doesn't have to be a complicated resolution plan; just brainstorm enough to give you a place to start.

Write your plan down. Stick it up on the fridge, in your locker or wherever you know you'll see it. That way you'll have a constant reminder, which helps in keeping resolutions. You may want to change the wording as time passes and your goal changes.

Get help. You don't have to be the only one to enforce your resolutions. You may want to ask a friend or family member to help you through this "trying" period. You might even be able to help your friend stick to his or her resolution. It's always easier in groups than it is alone.

Forgive yourself. You're not perfect, so it's unreasonable to think that you won't make a mistake. When you do, don't be too hard on yourself and don't give up. One mistake isn't the end of the world (or the end of your resolution). Keep at it. You'll be glad you did.



NO CAN(ADA) DO



Here are some strange Canadian Laws:

In Canada, it's illegal to jump out from a flying airplane without a parachute.

In Nova Scotia, you're not allowed to water the lawn when it's raining.

In Toronto, it's illegal to drag a dead horse along Young Street on Sunday.

In Quebec, margarine must be a different color than butter.

In Montreal, you may not park a car in such a way that it is blocking your own driveway.

In Alberta, wooden logs may not be painted.

Burnaby, BC, has a 10pm curfew – for dogs.

An anti-noise ordinance in Ottawa makes it illegal for bees to buzz.

In Vancouver, BC, it's illegal to ride a tricycle over 10mph.

**Independent
Counselling
Enterprises**

Memo

To: ICE Residential Employees
From: Pam MacDonell / Gordon Filipchuk
Date: 1/6/2006
Re: Sidewalk and Driveway Ice and Snow

Recording Times and Dates that Sidewalks and Driveways are Cleared

Starting immediately, when you do any clearing or salting of snow or ice on sidewalks, paths or driveways during the course of your work duties, you must now record details of this event.

Please remember that it is a mandatory part of all residential work, to clear pathways, sidewalks and driveways as soon as any ice or snow appears. Failure to follow this procedure will result in disciplinary action.

The details to record are:

- The name of the person that did the clearing and/or salting of ice or snow
- What area they cleared and/or salted
- The date and the time

Record this in the Hazard Control (Health and Safety) Logbook, or if you are working in a non-residential program, record this as part of your contact notes. ALSO: Because sometimes you will be walking on public sidewalks and other areas that are icy, please take extra care when walking on these icy surfaces. Wear boots that have a soft rubber sole with as much surface contact as possible. Be aware of any possible slipping hazard, and when walking on slippery surfaces, place your whole foot on the surface, rather than just your heel. Be sure that your footing is secure before taking each next step.

ICE MOMENTS

December 15, 2005 Incentive Thank-you Card Draw Winner

Brandi Upson received a thank-you card from a supervisor for going over and beyond to assist a client with their transitional move into an ICE staffed residence. Brandi won a Swarovski Crystal Christmas Ornament. Congratulations and thank-you Brandi!

2005 ICE ANNUAL AWARD RECIPIENTS

Steve Schaufele received the ICE 2005 Residential Employee of the Year Award. Steve is an outstanding employee, who consistently provides program creativity and commitment to the home and individuals' he supports. Awesome work Steve!

George Black was the recipient for the first annual ICE 2005 Health and Safety Award. George is a very conscientious of workplace health and safety areas and is an employee who participated in making our recent COR Audit successful. Thank-you for your on-going commitment George!

Ed Butt was awarded the first annual ICE 2005 Community Capacity Award. Ed provides dynamic support by assisting clients achieve their dreams and goals in the community. You are an inspiration Ed, thank-you!

Katie Hauta received the ICE 2005 Award of Excellence for Demonstration of Creativity & Diversity. Katie is an exceptional employee with our agency and the support, care, and attention that she provides her program is truly remarkable. Great work Katie!

Jeff Schwarzer was the recipient of the ICE 2005 Award of Excellence for Professionalism and Commitment. Jeff has been an outstanding relief support worker. Jeff is always willing to provide support and coverage whenever possible and his assistance over the past year in many of our programs is very much appreciated. Thank-you Jeff for the great job you've been doing!

Ed Sande received the ICE 2005 Award of Excellence, Dedication, Commitment to Clients and their Programs. Awesome work Ed with the support, care, and attention you have consistently provided to our home over this past year!

Dave Ngo was awarded the ICE 2005 Vocational Employee of the Year Award. During the past year, Dave continued to provide exceptional support services. Dave's reliability, compassion, and commitment is truly exceptional. Thank-you very much Dave!

2005 Residential Home of the Year: 51st in Central Alberta was the recipient. Outstanding work has been done by all the residential staff at 51st. You have all done an outstanding job!! Your preparation for the CET and COR Audit was greatly appreciated. Thanks again to Lynn, Pearl, Lyda, Peggy, Deanna and all the relief staff who supported the home this past year!

Community Support Coordinator, Jen Plimmer, was the recipient of the ICE 2005 Outstanding Administrative Employee of the Year. Jen has been a Coordinator for the past two years and her exceptional work, support, and commitment to her clients and staff has been consistently outstanding. We are very fortunate to have Jen aboard with ICE. Thank-you Jen for all of your work and professionalism!

January - Activities Calendar

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
1	2 OFFICE/ RESOURCE CENTRE CLOSED	3	4 ICE Bowling League at Pacific Place 10:30 am – 12:00pm	5	6	7
8	9 Beading with Susan (Client Workshop) 9:30 – 11:00 Activities until 1pm Resource Center	10	11 ICE Bowling League at Pacific Place 10:30 am – 12:00pm	12	13	14
15	16 Cooking with Kathy (Client Workshop) 9:30 – 11:00 Activities until 1pm Resource Center Positive Behavior Supports 9:30 – 3:30pm Main Office	17	18 ICE Bowling League at Pacific Place 10:30 am – 12:00pm	19	20	21
22	23 American Sign Language with Karen (Client Workshop) 9:30 – 10:00 Activities until 1pm Resource Center	24 Positive Behavior Supports 9:30 – 3:30pm Main Office	25 ICE Bowling League at Pacific Place 10:30 am – 12:00pm	26	27	28
29	30 Person-Centered Planning (Session #1) 9-1pm Main Office	31 Documentation & Reporting 9:00 – 12:00 PM Cerebral Palsy 1:30-4pm(Main Office)				

2006

VISIT YOUR LOCAL LIBRARY!

Want to learn something new? Maybe you're looking to explore new horizons, or even pass a little time doing something educational, try visiting your local library. Libraries are a wonderful way to escape- there is an enormous amount of information right at your disposal. Read about the history of the world, learn a new language, or lose yourself in fiction. Feel free to go on a pirate adventure or a trip to the moon. Make yourself comfortable and read for as long as you like, or sign out your books and read them at your leisure in your own home. Whatever your preference it's completely free. Most libraries also offer public computer and internet access, some are free, others are not - inquire at your local library. Here are the locations and phone numbers of all Calgary's public libraries:

W.R. CASTELL CENTRAL LIBRARY
Address: 616 Macleod Trail S.E., T2G 2M2
Transit: LRT City Hall Station Phone: 260-2600
Hours: Mon-Thur: 10am. - 9pm, Fri & Sat.: 10am.-5pm, Sun: 12pm - 5pm.
Closed Sundays between mid-May and mid-September
Access for People with Disabilities: Easy
Access: Ground-level entrance, electric doors. Wheelchair accessible: washrooms, computer catalogue.

ALEXANDER CALHOUN BRANCH LIBRARY
Address: 3223 14 Street, S.W., T2T 3V8
Transit: Bus #7 and #107 Phone: 221-2010
Hours: Mon, Tue, & Thur: 10a.m. - 9pm.
Wed: 1 pm-9 pm.
Fri & Sat: 10am-5pm. Sun: 12pm - 5pm.
Closed Sundays between mid-May and mid-September
Access for People with Disabilities: Easy
Access: Ground-level entrance, electric doors, one designated parking space, convenient drop-off zone. Wheelchair Accessible: Washrooms, computer catalogue, study table, telephone.

BOWNESS BRANCH LIBRARY
Address: 7930 Bowness Road N.W., T3B OH3
(Main floor office tower in shopping plaza, 77th St. and Bowness Rd)
Transit: Bus #1, #40, #105, #408 Phone: 221-2022
Hours: Mon & Wed: 1 pm.- 9pm. Tue: 10am-9pm.
Thur to Sat.: 10am. - 5pm. Sun: 12pm - 5pm.
Closed Sundays between mid-May and mid-September
Access for People with Disabilities: Reasonable Access: Difficult entrance through 2 sets of heavy doors (signal staff for assistance), one designated parking space, convenient drop-off zone
Wheelchair accessible: Washrooms, computer catalogue.

COUNTRY HILLS BRANCH LIBRARY
Address: 11950 Country Village Link NE, T3K 6E3
Transit: Bus #114, #142, #86, #116, #301
Phone: 221-2040
Hours: Mon to Thur: 10am -9pm, Fri & Sat: 10am. - 5pm, Sun: 12pm - 5pm.
Closed Sundays between mid-May and mid-September
Note: 2 Self Checkout Stations
Access for People with Disabilities: Easy
Access: Ground-level entrance with automatic doors, 4 designated parking spaces, convenient drop-off zone.
Wheelchair accessible: washrooms, computer catalogue

CROWFOOT BRANCH LIBRARY
8665 Nose Hill Drive, T3G 5T3 Phone: 221-4122
Mon to Thur: 10am. - 9pm, Fri & Sat: 10am-5pm, Sun: 12pm-5pm.
Closed Sundays between mid-May and mid-September
Note: 2 Self Checkout Stations
Access for People with Disabilities: Easy
Access: Ground-level entrance with automatic doors, 4 designated parking spaces, convenient drop-off zone.
Wheelchair accessible: washrooms, computer catalogue, study table. 2 walkers with resting seats for customers with limited mobility.

FISH CREEK BRANCH LIBRARY
11161 Bonaventure Drive S.E., T2J 6S1 (SE corner of South Centre Shopping Centre, across the street from the Family Leisure Centre) Phone: 221 - 2090
Mon to Thur: 10am-9pm, Fri & Sat: 10am-5pm, Sun: 12pm-5pm.
Closed Sundays between mid-May and mid-September
Access for People with Disabilities: Easy
Access: Ground-level entrance with automatic doors, 4 designated parking spaces, convenient drop-off zone, elevator access to upper floors. Wheelchair accessible: washrooms, telephone, computer catalogue, study table.

FOREST LAWN BRANCH LIBRARY
4807 - 8th Avenue S.E., T2A 4M1 Phone: 221 - 2070
Mon, Tue & Thur: 10am-9pm, Wed: 1pm-9pm,
Friday and Saturday: 10 a.m. - 5 p.m, Sun: 12pm-5pm.
Closed Sundays between mid-May and mid-September
Access for People with Disabilities: Reasonable access: Entrance accessible via ramp, two designated parking spaces and drop-off zone. Lower level Community Learning and Literacy Centre is accessible by an elevator. Wheelchair accessible: washrooms, computer catalogue

GLENMORE SQUARE BRANCH LIBRARY
7740 - 18 Street S.E. (Glenmore Square Shopping Plaza) Phone: 221 - 2080
Mon, Tue: 10am-9pm, Wed: 1pm-9pm, Thur : 10am-9pm,
Fri, Sat: 10am-5pm, Sun: 12pm-5pm.
Closed Sundays between mid-May and mid-September
Access for People with Disabilities: Good
Access: Entrance accessible, designated parking spaces, wheelchair accessible washrooms. Wheelchair Accessible: Computer catalogue

LOUISE RILEY BRANCH LIBRARY
1904 - 14 Avenue N.W., T2N 1M5
Phone: 221 - 2046
Mon, Tue & Thur: 10am-9pm, Wed: 1-9pm,
Fri & Sat: 10am-5pm, Sun: 12pm-5pm.
Closed Sundays between mid-May and mid-September
Access for People with Disabilities: Easy
Access: Ground level entrance with automatic doors, adjacent to C-Train stop, one designated parking space, convenient drop-off zone. Wheelchair Accessible: washrooms, computer catalogue, study table.

MEMORIAL PARK BRANCH LIBRARY
1221 - 2nd Street S.W., T2R 0W5 Phone:

221 - 2006
 Mon & Fri: 10am-5pm, Tue to Thur:
 12pm-8pm,
 Sat:: 10am-5pm, Sun: 12pm-5pm.
 Closed Sundays between mid-May and
 mid-September
 Access for People with Disabilities:
 Reasonable Access: Rear entrance/ramp
 (use buzzer/intercom) to lower level and
 elevator access to other floors, Drop off
 zone at back entrance. Wheelchair
 Accessible: washrooms, computer
 catalogue.

NOSE HILL BRANCH LIBRARY
 1530 Northmount Drive N.W., T2L 0G6
 (Near Northland Mall at Northmount)
 Phone: 221 - 2030
 Mon to Thur: 10am-9pm, Fri & Sat: 10a.m-
 5pm, Sun: 12pm-5pm.
 Closed Sundays between mid-May and
 mid-September
 Access for People with Disabilities: Easy
 Access: Ground level entrance with
 automatic doors, two designated parking
 spaces, convenient drop-off zone.
 Wheelchair accessible: washrooms,
 telephone, computer catalogue, study
 table.

SHAGANAPPI BRANCH LIBRARY
 3415 - 8th Avenue S.W., T3C 0E8
 (In the Shaganappi Multi-Service Centre)
 Phone: 221 - 2020
 Mon & Wed: 1-9pm, Tue: 10am-9pm,
 Thur to Sat: 10am-5pm, Sun: 12pm-5pm.
 Closed Sundays between mid-May and
 mid-September
 Access for People with Disabilities:
 Reasonable Access: Entrance at ground
 level via single door (some distance from
 parking lot), one designated parking
 space, convenient drop-off zone.
 Wheelchair Accessible: Washrooms,
 telephone, computer catalogue

SHAWNESSY BRANCH LIBRARY
 333 Shawville Blvd. S.E. (In the South Fish
 Creek Complex) Phone: 221 - 2072
 Hours: Mon to Thur: 10am-9pm
 Friday and Saturday: 10 a.m. - 6 p.m.

Sunday: 12 noon - 5 p.m.
 Closed Sundays between mid-May and
 mid-September
 Access for People with Disabilities:
 Excellent Access: Ground level entrance
 with automatic doors, designated parking
 spaces. Wheelchair Accessible:
 Washrooms, computers, computer
 catalogue.

SIGNAL HILL BRANCH LIBRARY
 5994 Signal Hill Centre S.W., T3H 3P8
 Phone: 221-2000
 Monday - Thursday: 10 a.m. - 9 p.m.
 Friday & Saturday: 10 a.m. - 5 p.m.,
 Sunday: 12 noon - 5 p.m.
 Closed Sundays between mid-May and
 mid-September
 Access for People with Disabilities: Easy
 Access: Ground level entrance with
 automatic doors, two designated parking
 spaces Wheelchair Accessible:
 Washrooms, telephone, computer
 catalogue

SOUTHWOOD BRANCH LIBRARY
 924 Southland Drive S.W., T2W 0J9
 (Corner of Elbow Drive and Southland)
 Phone: 221 - 2082
 Monday, Tuesday & Thursday: 10 a.m. - 9
 p.m.
 Wed: 1 - 9 p.m. Fri & Sat: 10 a.m. - 5 p.m.
 Sunday: 12 noon - 5 p.m.
 Closed Sundays between mid-May and
 mid-September
 Access for People with Disabilities:
 Reasonable Access: Entrance accessible
 via ramp, one designated parking space.
 Wheelchair Accessible: Washrooms,
 study table, computer catalogue

THORN-HILL BRANCH LIBRARY
 6617 Centre Street North, T2K 4Y5
 Phone: 221 - 2050
 Monday, Tuesday & Thursday: 10 a.m. - 9
 p.m.
 Wednesday: 1 - 9 p.m. Friday & Saturday:
 10 a.m. - 5 p.m.
 Sunday: 12 noon - 5 p.m.
 Closed Sundays between mid-May and
 mid-September

Access for People with Disabilities:
 Reasonable Access: Automatic doors
 controlled by push buttons, two
 designated parking spaces, convenient
 drop-off zone. Wheelchair Accessible:
 Washrooms, computer catalogue.

**VILLAGE SQUARE BRANCH
 LIBRARY**
 2623 - 56th Street N.E., T1Y 6E7 Phone:
 221 - 2060
 Monday to Thursday: 10 a.m. - 9 p.m.
 Friday and Saturday: 10 a.m. - 5 p.m.
 Sunday: 12 noon - 5 p.m.
 Closed Sundays between mid-May and
 mid-September
 Access for People with Disabilities: Easy
 Access: Four parking spots designated for
 disabled use in the Leisure Centre
 parking lot, drop-off zone at the entrance,
 steep access ramp with a handrail from
 the parking lot. Wheelchair Accessible:
 Washrooms, study tables, phone.

Success Story

This success story is about a
 gentleman named Brian.
 It may sound like a small story
 but to Brian it is big.
 On Nov 1, 2005 Brian was
 feeling ill and was taken to
 Foothills Emergency. Brian
 managed to wait quite patiently
 for 8.5 hrs.
 Staff kept Brian busy walking the
 hallways, resting and drinking
 water.
 Brian was happy to finally crawl
 under some warm blankets while
 he was waiting for his tests.
 Staff were very impressed and
 proud of Brian for his patience
 and understanding.

TOP 10 REASONS to take the bus (instead of driving)

10. You don't waste gas warming up your vehicle.
9. You spend less time driving your expensive wheels on those mean and icy streets.
8. You avoid parking hassles and costs.
7. It is the more responsible choice for protecting our environment.
6. You and your client get more exercise and fresh air.
5. You help to promote the independence of your client.
4. You and your client are interacting with the community for the entire outing.
3. Because buses are much more massive than cars, bus riders are much less likely to be injured in a collision than the occupants of a car.
2. You and your client can play a game, read books, share a laugh, have a good conversation together.
1. You can relax and look at the scenery - much better for the blood pressure.



3.5.10 EMERGENCY PROCEDURES

All employees must ensure that the following steps are followed in an emergency situation:

1. If the emergency is imminent and deemed life threatening to anyone on the site, call 911 IMMEDIATELY.
2. DO NOT PANIC ... remain calm and give clear, concise direction/information
3. Ensure the immediate safety of yourself and the individuals in your care
4. Locate the nearest safe area and retreat to that location. This area would vary depending on the emergency. For example:
 - Fire, or gas leak/gas smell – leave the building, and retreat to a designated Safe House or Meeting Place as outlined in the residential program’s Emergency Evacuation Procedures. For non-residential programs, go to the nearest neighbor or business.

- Tornado warning – go to the lowest level of the house and gather in the smallest room that doesn’t have a window, i.e. a closet or bathroom.
 - Loss of heat during blizzard or extremely cold weather - Gather at the highest level of the building in a small windowless room. Ensure everyone is wearing several layers of clothing.
 - Home invasion – do not confront any intruder. Call 911 and attempt to evacuate the home if safe to do so.
5. Call the ICE office, or if after hours, the On Call Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far.

For specific fire emergency procedures, see Policy 3.5.11
For medical emergency procedures, see Policy 2. 3.11
For client behavior/aggression emergency procedures, see 2.5.1
(For resources and information on other specific emergency

procedures i.e.Tornado, Blizzard, Home Invasion, Natural Gas Leaks, see the “Employee Resources” section in the Health and Safety Binder)

Fire Emergency:

For sites operated by the company:

1. All sites will have a specific fire evacuation procedure in place, including a designated Safe House and a floor plan.
2. Each employee is responsible to familiarize themselves with the fire evacuation procedure upon arrival for their first shift worked at each site.
3. The following equipment will be present at each site.
 - The overall layout of the site
 - All possible exits from the site
 - The location of all fire extinguishers (one 5lb extinguisher required per level or every 80 feet)
 - Smoke detectors (one per level – tested monthly)

- A No. 1 first aid kit with inventory list completed monthly
 - One flashlight per level
 - Fire blankets if indicated by the extent of a client’s immobility
4. This information and equipment is to be kept in place and current by the Team Leader, or Community Support Coordinator if the house does not have a team leader. The location of this information and equipment will be marked on the floor plan.
 5. Site specific floor plan will clearly indicate the following information: specifics for exiting areas on site, identification of PRIMARY and SECONDARY exit options, the designated ‘Meeting Place’ for individuals who may be on site and, the location of the ‘Safe House’ identified for the site (where applicable).

CET Standards



Creating Excellence Together

CET STANDARD 14

Individuals are supported to make decisions about everyday matters.

(This Quality of Service Standard # 14 compliments the Quality of Life Standard # 2)

About this standard...

This standard is about the support provided by the service provider to individuals in making everyday decisions. Examples of such types of support are identified in the introductions for Standard 2. Examples include what to wear, what and when to eat, how to spend their free time, and so on.

The service provider can assist individuals to develop decision-making skills by providing:

- Options from which to choose;
- Concrete information about each option; and
- Opportunities to directly experience each option.

Staff are to provide individuals with information about their daily options, as well as opportunities to experience these. They must also have opportunities to exercise their decision-making skills in all aspects of daily living. Unless their decisions jeopardize their health and safety, or that of others, their choices should be respected and supported by the service provider wherever possible.

Sometimes choices involve an element of risk. For example, individuals who want to go shopping on their own, and need to use public transportation, may be concerned that they might get on the wrong bus. The service provider's role is to provide information, training (as needed) and emotional support to help individuals make informed decisions, to help them succeed in the choices they make, and to support them if things go wrong.

Key indicators include...

- Staff who work with the individual are knowledgeable about what is important to her (e.g., her wants, needs, likes and dislikes).
- The service provider has and implements strategies to assist the individual to identify her preferences.
- The service provider has and implements strategies to provide information to the individual about various options in ways the individual can understand. In many cases, this information

should include opportunities to directly experience the options.

- The service provider has a process for dealing with the individual's choices that may involve some risk.



Walking and Not Slipping in a Winter Wonderland

Many people use de-icing salt to remove ice from sidewalks and stairs and to improve traction on driveways. Unfortunately, not everyone understands how de-icers work and the differences among them. Many people just toss salt on the ground and hope for results. Others shy away from using salt, as they believe that applying a de-icer will result in chipped sidewalks or damaged vegetation.

In reality, the proper application, usage and disposal of de-icers will prevent most or all potential side effects.

Cargill Salt, a leader in de-icing products for both consumer and commercial users, suggests these easy-to-follow tips to ensure best results:

- Before applying de-icing salt, clear as much loose snow and ice from the surface as possible. This allows the crystals to

penetrate remaining ice immediately.

- **Always check the label and follow manufacturer instructions. As a general rule of thumb, use from one-half to one cup of de-icing salt per square yard.**
- Leave a gap between the surface being de-iced and any nearby vegetation. Plow or shovel away from and do not pile up snow in grassy areas. This will help prevent damage to surrounding vegetation.
- Once the treated ice melts completely, remove the remaining slush to keep the sidewalk safe.

Here is some information about available products that can be used for melting ice and providing traction. Most of these are available at your Home Depot-type stores:

- **Sand** -- Not a de-icer. Can provide minimal traction, but does not have any ice-melting capabilities.

Sodium Chloride (salt) -- Effective ice melter that is readily

available, inexpensive and easy to handle.

- ❑ **Calcium Chloride** -- Fast-acting de-icer that is effective down to -25 F. Can be difficult to handle and may leave an oily residue. [MSDS available upon request]
- ❑ **Potassium Chloride** -- Perceived to be less damaging to vegetation, but has little ice melting capacity. [MSDS available upon request]
- ❑ **Magnesium Chloride** -- Fast-acting de-icer that is effective down to -25 F. However, it may leave an oily residue. [MSDS available upon request]
- ❑ **Urea** -- Perceived to be less damaging to vegetation, but only works down to 10 F. [MSDS available upon request]

As for whether or not de-icers can damage your sidewalk or driveway, de-icers do not technically deteriorate pavement. They do, however, speed up and increase the frequency of the freeze/thaw cycle. Under these conditions, pavement that was not properly treated during installation can deteriorate. The result is a chipping or flaking effect, otherwise known as "scaling".

(Source:http://www.mymotherlode.com/Home_Improvement/hi_article_slipping.html)



The City of Calgary offers free sand to the public. Most other municipalities do as well. Please contact your local city/town public services department.

Also, please always protect yourself if and when you are outside working away on that sidewalk. Make sure that you are warm and protected from frostbite. Make sure you are well visible to all nearby traffic. Of course, wear good boots, warm and with good traction. And, please remember that all employers and employees are required by law to take special precautions when workers are alone. Make sure that someone capable of getting help knows where you are and when you are expected back inside. Working alone outside is always much safer during daylight hours. Don't put yourself at risk.

Health Corner

GET THE FACTS ON HEAD LICE



Head lice are small bugs that live in human hair. They are mostly found behind the ears and at the back of the head. Head lice are found in both dirty and clean hair. Head lice can hatch many eggs (called nits) each day and each nit will become lice and each one of those can hatch many more eggs. Head lice will only live away from the human head for 2 days.

It is important to treat head lice immediately. Some of these treatments include medicated shampoo. Follow the directions on the shampoo bottle closely. You can get some medicated shampoo over the counter in a drug store or some can be prescribed by a doctor. The shampoo will only kill the lice. The nits will still need to be picked out, or else they will hatch. It is difficult

to pick out all the nits in one picking. It is suggested that attempts be made for seven days to pick out the nits. It is important to treat everyone in the household at the same time.

To check for head lice, carefully separate the hair with your fingers and look for lice or nits. The head lice may be moving really fast, but they will not fly away from the head. Nits look like dandruff, except you can't comb it off the hair, so you will have to pick it out with a nit comb or your fingers. The scalp may be red from head lice bites. After lice have been detected, and shampoo treatment has been applied, clean all personal items. These items include hats, scarves, combs, brushes, hair barrettes, and elastics. Bed sheets and pillow cases should also be washed in very hot water. Many daycares, schools, day programs require that anyone with head lice be treated before they can return to those areas

Health and Safety Committee
INDEPENDENT COUNSELLING ENTERPRISES
Health and Safety Committee
Dec 15, 2005
Calgary

Present:

Theresa Sanborn
 Cindy Wiebe
 Marina Dobirstein
 Deb Garrioch

Recorder: Marina Dobirstein

cc: Krista Fulford (ICE Page), post to H&S Bulletin Board, Residential Homes, ICE Resource Centre, Regional Health and Safety Committees

1.0 Approval of the AgendaWELCOME TO OUR NEWEST COMMITTEE MEMBER, THERESA SANBORN. Theresa's experience as a highly skilled and valued Vocational (Non-Residential) support worker will be a great asset to our committee.

2.0 Review the Previous Minutes / Business Arising from Minutes:

- Reviewed November Meeting Minutes reviewed from South Region.
- Reviewed Calgary November Meeting Minutes.

Agenda Topic	Discussion	Action	Person Responsible	Due Date
3.0 Standing Items				
3.1 Evaluation of current injuries and near misses	Marina updated that there were 2 investigation reports to review: Situation #1: While driving a vehicle, a support staff had been verbally threatened by a client. Situation #2: Investigation Report was not written properly by CSC and it was difficult to determine what actually happened or not.	Committee reviewed Investigation Report and it was agreed that the staff person did everything appropriately in this situation. Pulled over, removed self from vehicle and contacted an ICE supervisor. Committee member Cindy W will review Investigation report with CSC and request CSC to re-write the report.	Completed Cindy	Completed ASAP

<p>3.2 Review and updates of a section of the Hazard Assessment Document</p>	<p>Committee has started to re-review Hazard Assessment to ensure Hazard Identification Rating Table is accurate.</p> <ul style="list-style-type: none"> - Needles/sharps - Incontinence/poor hygiene - stairs and railings. 	<p>Committee discussed that there is no change to hazard rating and that if Calgary did have a situation where staff were required to support in this area that CSC would be responsible for ensuring their staff were properly trained with universal precautions.</p> <p>Committee discussed that there is no change to hazard rating. All programs that have a client with concerns in this area have latex gloves in place. CSC's responsible to ensure that any universal precautions are in place prior to staff supporting and CSC's to ensure their staff are trained.</p> <p>Committee discussed that there is no change to the hazard rating. Committee double-checked that railings and stairs are noted in Support home checklists/EQA. Theresa inquired what voc staff do when they go to a clients home and the client/family do not shovel walks, etc. Committee reviewed that CSC's have been directed by CR Marina D that their staff are to refuse walking on any areas that are not properly shoveled or deiced. CSC's responsible in ensuring their programs are aware that all sidewalks, stairs, and driveways must be cleared properly.</p>	<p>All CSC's</p> <p>All CSC's</p> <p>ALL ICE Employees to enforce their own safety decision.</p>	<p>As needed</p> <p>As needed</p> <p>As needed</p>
<p>3.3 Development of action plan for a section of the COR Audit recommendations.</p>	<p>Committee discussed COR questions and answers & evaluation write up on #1 Management Leadership and Organizational Commitment.</p>	<p>Visitor Sign In:</p> <ol style="list-style-type: none"> 1. Committee discussed how some visitors that come into our ICE office are familiar with reception and at times not all visitors sign in. 	<p>CR Cindy will ensure her staff sign in visitors at the ICE office.</p>	<p>As needed</p>

		2. Residential Homes: CR Marina relayed that she has noticed when she goes to the homes that not all visitors sign in (ie Residential CSC will forget to sign in, repair persons)	Residential CSC's responsible in ensuring their home staff all sign in the communication book and also ensure that all visitors sign in the communication book. Marina will follow up with Kelly and Kirstin.	Immediately
3.4 Review of completed Environmental Quality Audit Random Inspection Audits	Up to date CSC's are in the process completing their Random Inspections for this quarter.		All CSC's	Dec 31, 2005
4.0 New Business				
4.1 Marina updated that she has reviewed the Memo from Gord Filipchuk regarding Recording Times and Dates that Sidewalks and Driveways are Cleared at the Team Leader meeting and has placed memo in ICE Page for upcoming month.				
4.2 Marina passed along Hotel Fire Safety Information from CSC Candi Russell. Marina will ensure all CSC's have this information to pass along to their staff in the event they stay at a hotel.				
4.3 Congratulations to Cindy Wiebe. Cindy was presented with an ICE mug for attending 3 Health and Safety Committee meetings.				

5.0 Next Meeting: January 19, 2005 @ 1:30 pm ICE office

Your Employee Health and Safety Committee

WHAT: ICE employees from different areas working together to improve your health and safety on the job.

WHY: increased health and safety cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage.



WHO: current members of the committee are:

Theresa Sanborn
Cindy Wiebe
Marina Dobirstein
Deb Garrioch

If you have any issues or concerns about your own, or another staffs' safety, you are obligated to report it (ICE policy 3.5.1, and Alberta Occupational Health and Safety Legislation 2(2), 1995) to a member of the committee, in the health and safety box in the front office, or to your supervisor. Also document it in the Hazard Logbook if you are a Residential employee, so that your co-workers are aware immediately.

HOW: the health and safety committee works to improve your work environment by reviewing injury/illness/near miss investigations, reviewing policy and hazards, and taking action based on these findings, and by bringing forth your concerns to management.

WHEN: the committee meets the third Thursday of every month at 1:30pm in the ICE boardroom. If you are interested in joining the committee or just attending a meeting, please call Marina at 219-8336.