

THE ICE PAGE

Calgary March 2006

TIMESHEETS



Hand
In
Dates

SAINT PATRICK'S DAY



St. Patrick used the shamrock leaf to symbolize the Trinity, and today many people wear a shamrock to commemorate Saint Patrick's Day.

GENERAL INFORMATION:

The March Team Leader Meeting is scheduled for:
Wednesday March 8th
1:30pm at the ICE Office

The March Health & Safety Meeting is scheduled for:
Thursday March 21st
1:30pm at the ICE Office

All after-hours 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

If there is anyone interested in viewing new job postings and vacancies, please E-mail Melanie Gillespie at (mgillespie@icenterprises.com) with your E-mail address and she will E-mail you with an update on a regular basis.

Hand in dates will be Wednesday March 15th for shifts worked between March 1st – 15th and Friday March 31st for shifts worked between Mar. 16th – 31st

Attention Ice Staff

Do you have a current ICE ID Card? Please check the expiration date on your card. If it has expired please bring your current photo ID to the office and a new card will be issued.

Residential Petty Cash & Other Expenses

Please do not use highlighters, tape, and gel 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!

Attention All Staff: Policy Manual Review

ICE is about to undergo the three-year review of the Policy Manual. As part of this process we would appreciate ideas and suggestions from our

field staff. If you are interested in participating in a committee to complete this review, please submit a Letter of Intent to Deanna Rachkewich (Regional Manager) outlining your interest. Upon receipt of your Letter of Intent you will be contacted to set up an interview to further explain the process i.e. expectations, timelines etc. Thank you.

Employee Incentive Awards:

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

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

**Lynn MacDonald:
The winner of the GE Professional Style Deep Fryer**

Candi Russel, our Coordinator from Central Region will deliver the prize to the winner – Lynn is the Team Leader in our 51st Street home in Ponoka!

**Next ICE Thank You Draw
March 13th Noon
ICE Office**

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.



If you would like to receive the ICE Page via E-mail, please email your request to 'icenewsletter@hotmail.com'



**ICE WELCOMES
THE
FOLLOWING
NEW STAFF TO
THE
ADMINISTRATIVE TEAM:**

DANIELLE STEWART
COMMUNITY SUPPORT
COORDINATOR

DENISE FORTNEY
COMMUNITY SUPPORT
COORDINATOR

KULSOOM KULSOOM
PERSONNEL ASSISTANT

DEBRA WALT
COMMUNITY SUPPORT
COORDINATOR

We wish you much success in your new positions. Welcome to the ICE Team!



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.

March 13th

March 27th

9:30am – 3:30pm
MAIN OFFICE

APPLIED SUICIDE INTERVENTION

March 7th

1:30pm - 4:00pm
Main Office

Pervasive Developmental

Disorder

March 28th

9:00 – 12:00 PM
Main Office

Opositional Defiance Disorder

To provide support workers with a clear understanding of causes,

treatment techniques and strategies that are helpful and successful in providing support.

March 28th

1:30 – 4:00 PM
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.*



BRAIN TEASERS

1. A murderer is condemned to death. He has to choose between three rooms. The first is full of raging fires, the second is full of assassins with loaded guns, and the third is full of lions that haven't eaten in three years. Which room is safest?

The third. Lions that haven't eaten in three years would already be dead.

2. A carrot, two lumps of coal, and a pipe lie together in the middle of a field. What happened?

They're the remains of a melted snowman.

BE A VOLUNTEER!!!

LOOKING FOR SOMETHING TO DO? INTERESTED IN HELPING OTHERS? WHY NOT BECOME A VOLUNTEER?

There are many organizations in and around the city that are always looking for volunteers. Animal Services and the Calgary Humane Society have volunteer opportunities, as well as Calgary Police Services, Parks and Recreation, the list goes on! Visit www.calgary.ca and follow the volunteer opportunities links.

March - Activities Calendar

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
			1 ICE Bowling League at Pacific Place 10:30 am - 12:00pm	2	3	4
5	6 Exercise with Karen (Client Workshop) 9:30 - 11:00 & Activities until 1pm Resource Center	7 APPLIED SUICIDE INTERVENTION 1:30 - 4:00 PM MAIN OFFICE	8 ICE Bowling League at Pacific Place 10:30 am - 12:00pm	9	10	11
12	13 Cooking with Ricky (Client Workshop) Activities until 1pm Resource Center PBS 9:30 - 3:30 PM MAIN OFFICE	14	15 ICE Bowling League at Pacific Place 10:30 am - 12:00pm	16	17	18
19	20 Activity with Bill (Client Workshop) 9:30 - 11:00 & Activities until 1pm Resource Center	21	22 ICE Bowling League at Pacific Place 10:30 am - 12:00pm	23	24	25
26	27 Activity with Kathy (Client Workshop) Activities until 1pm Resource Center PBS 9:30 - 3:30 PM MAIN OFFICE	28 Pervasive Developmental Disorder 9:00 - 12:00 PM Oppositional Defiance Disorder 1:30 - 4:00 PM MAIN OFFICE	29 ICE Bowling League at Pacific Place 10:30 am - 12:00pm	30	31	

2006



3.1.2 DOCUMENTATION FOR EMPLOYEES

- The following information must be collected or completed on all candidates (including students, work experience) for employment prior to hiring:
 - Application form
 - Pre-employment screening questions if applicable
 - Personal resume
 - Verification of qualifications (i.e. diplomas, degrees)
 - Two satisfactory employment references (verbal not written documentation)
 - Application for Intervention Record Check (if required, no older than 6 months)
 - Clear Police criminal record

- check (no older than 6 months)
- Fidelity insurance bond application
- Revenue Canada TD-1 federal and provincial tax credit form
- Valid driver's license
- Documentation of third-party auto liability insurance (minimum \$1million)
- Immunization record (if required)
- TB skin test and chest x-ray if skin test is positive(if required)
- Employee benefit information(if required)
- Standards of Confidentiality

The company cannot retain information on an employee file that is not related to employment. This information will be shredded. **UNDER NO CIRCUMSTANCES WILL AN EMPLOYEE WORK UNLESS ALL DOCUMENTATION IS COMPLETE AND ON FILE.**

- Receipt of this information, together with evidence of attendance at the Pre-Employment Training Program, will be documented on the Confidential Employee History Form and kept in individual employee files. Note that should a person be hired for a position within the C.R. Unit their **terms of employment** must be completed prior to their first shift worked as a regular staff member for that program.
- All employees will be notified, prior to being hired, of all possible disclosures of their personal employment information to third parties during the course of their employment.
- If the employee is hired to work with **children/youth** they must renew, and provide to ICE, their Criminal Record Check and Intervention Record Check every 3 years for their employee file.
- The employee is obligated to disclose to the employer, **in writing**, if the status of their clear Criminal Record

check changes during their employment with Independent Counselling Enterprises. Failure to do so will result in disciplinary action up to and including dismissal.

CET Standards



Creating Excellence
Together

CET STANDARD 16

Individuals are treated with dignity and respect.

(This Quality of Service Standard # 16 compliments the Quality of Life Standard # 4)

About this standard...

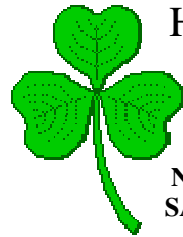
Interactions that individuals with disabilities have with others should reflect the way we all like to be treated (e.g., friendly, considerate, supportive). This standard focuses on the role of the

service provider in regard to upholding the dignity and respect of individuals. In addition to treating individuals with dignity and respect, it is staff's role to support them to ensure this occurs in every aspect of their lives.

Key indicators include...

- Staff understand and fully support the importance of treating the individual with dignity and respect.
- Staff respect the importance of the individual's personal and private space (e.g., requesting permission to enter the individual's room).
- Staff see the individual as having "gifts" or "skills" to contribute.
- Staff assist the individual (if needed) when others do not treat her with respect.
- Staff assist the individual with personal care (if

needed) in a private place and in a manner that respects her dignity.



**Health
Corner**

**HANDLING
NEEDLES
SAFELY**

Anyone who works with clients receiving insulin, or uses needles for other purposes should be aware of safety measures to prevent injuries to him/herself and others. Used needles can be very dangerous because they contain a small amount of blood which may carry such viruses as AIDS, Hepatitis B and C. If a person pokes themselves with a used needle, there is always a risk that they may become infected with one or more of these viruses. Keep in mind that not all blood contains these viruses. Because we may not always know who has these viruses, it is best to treat all used needles as if they contain blood with these viruses. To prevent injuries to yourself and others, it is important that needles are disposed of correctly. Used needles should be placed in a container that is made of strong plastic so that the needle cannot poke through.

You can use bleach containers or a sharps container that can be purchased from drug stores. These containers should have a lid. You or others should NEVER reach into a sharps container. Sharps containers should be emptied or discarded when they are 2/3 full. The needles should never be emptied into a garbage can. The container may be taken to a pharmacy to be emptied, but call first as some pharmacies may not offer this service. If the needles are kept in bleach bottles, then they may be discarded in the garbage. You must tape the lid shut and label the bottle "NOT FOR RECYCLING".

Another important factor in preventing needle stick injury is to NEVER RECAP. That means you must discard it in a sharps container immediately after each use.

If you or someone you know poke themselves with a used syringe, contact the Needle Stick Response Team immediately. You can page them at 480-6598. If you injure yourself at work, you must notify the office immediately.

TEAM WORK!

**TEN COMMANDMENTS
FOR AN ENTHUSIASTIC
TEAM**

1. Help each other be right – not wrong.
2. Look for ways to make ideas work – not reasons they won't.
3. If in doubt – check it out! Don't make negative assumptions about each other.
4. Help each other win and take pride in each other's victories.
5. Speak positively about each other and about your agency at every opportunity.
6. Maintain a positive mental attitude no matter what the circumstances.
7. Act with initiative and courage as if it all depends on you.
8. Do everything with enthusiasm – it's contagious!
9. What ever you want, give it away, example: respect, cooperation, appreciation.
10. Don't lose faith, never give up.



Special Acknowledgement to Denise Sielecki for completing her 10th Year at ICE. *Thank-you Denise for all your exceptional work that you have provided ICE throughout the years!*

February 15, 2006 Incentive Thank-you Card Draw Winner

Lynn MacDonald received a thank-you card from her supervisor acknowledging Lynn for her exceptional work and contributions to the home and clients she works with. Outstanding effort Lynn!

Other Thank-you Cards Received for February's Draw

Ashley Dame received a thank-you card from her supervisor for her outstanding commitment to supporting her client. Great work Ashley!

Janice Dick received a thank-you card from a co-worker for going above and beyond to repair a clients' comforter in the home she works in. Thank-you Janice for your care and support!

Lyda Greer received a thank-you card for providing relief coverage at short notice. Great teamwork Lyda!

Shane Gomez received a thank-you card from a client for assisting the client in achieving his goals. Well-done Shane!

Tanya Hirsche, Denise Sielecki, Amal Souroura & Jeff Schwarzer all received thank-you cards for providing a client with round the clock care while client was in hospital. Awesome job everyone!

Peggy Mouck received a thank-you card from her supervisor for providing coverage without any notice. Great work Peggy!

Jose Rosa received a thank-you card from his supervisor for consistently providing clients in the home he works at with great care. Excellent work Jose!

Ed Sande received a thank-you card from his supervisor for providing additional coverage in his home. Thank-you for all your great work Ed!

Steve Schaufele received a thank-you card from a supervisor for providing additional coverage in the home he works at and assisting the home support team. Thank-you Steve for consistently being a wonderful staff!

Darlene Vermey received a thank-you card from her supervisor for doing extra shifts within her home. Great effort and support Darlene

INDEPENDENT COUNSELLING ENTERPRISES

Health and Safety Committee

Feb 16, 2006

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 Agenda

2.0 Review the Previous Minutes / Business Arising from Minutes:

- Reviewed January Health and Safety Committee Meeting Minutes from South Region
- Reviewed February Health and Safety Committee Meeting Minutes from Edmonton Region.
- Reviewed Calgary 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 1 investigation reports to review: Situation 1: Staff person had an asthma attack at a client's workplace. Attack was attributed to animals.	Committee discussed that the staff person's cview file has been properly flagged so Booking Dept aware of staff's allergy's and staff to be more proactive by double-checking if the place they are going has an allergy concern for them.	Completed	
3.2 Review and updates of a section of the Hazard Assessment Document	Committee has started to re-review Hazard Assessment to ensure Hazard Identification Rating Table is accurate.			

	<ul style="list-style-type: none"> - using knives to prepare foods - mechanical lifts - client baths including equipment 	<p>Committee discussed that there is no change to rating. Marina updated that Residential Homes follow ICE Policy regarding locking up sharps.</p> <p>Committee discussed that there is no change to the hazard rating. Addition to Hazard Controls** Health and Wellness Plan are implemented and a ICE RN prepares guidelines for Assisted Technology</p> <p>As above</p>	<p>All Residential Home Staff/ CSC's</p> <p>All ICE Employee</p> <p>All ICE Employees</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 did not have enough time to review COR Audit. Next Month committee to review #3 Hazard Control.</p>			
<p>3.4 Environmental Quality Audit</p> <p>Random Inspection Audits</p>	<p>All Homes are up to date (Marina).</p> <p>CSC's completed all Random Inspections for this quarter reporting period. Great job CSC's!!</p>	<p>Marina advised that when she does an EQA she will have Theresa assist her so that Theresa can have an opportunity to review this process.</p>	<p>All CSC's</p>	<p>April 30, 2006</p>
4.0 New Business				
<p>4.1 Presentation to Theresa Sanborn for attending 3 Health and Safety Meetings. Theresa received an ICE Health and Safety Mug. Thank-you Theresa for all your input and work on the committee.</p>				

5.0 Next Meeting: March 16, 2006 @ 1:30 pm ICE office