

THE ICE PAGE

December 2005



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!

TIMESHEETS

Hand In Dates

Hand in dates will be
Thursday
December 15th shifts
worked between
December 1st - 15th
and
Friday December
30th for shifts worked
between Dec. 16th -
31st



Residential Hand-In Dates

These dates will be Tuesday
December 13th for shifts worked
between December 1st - 15th
and
Wednesday December 28th for
shifts worked between December.
16th - 31st

Employee



Incentive Awards:

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

**Congratulations to the
following staff members who
were winners for the
November 15th draw:**

Susan Sweetman: Won a
Toaster Oven Thank you
card for assisting with
driving staff to out of
town homes.

STAFF CONDUCT DURING THE CHRISTMAS SEASON

Effective immediately
employees should keep in
mind the following
guidelines in compliance
with FROLIC (the Federal
Revelry Office and
Leisure Industry
Council).

1. Running aluminum foil
through the paper
shredder to make tinsel is
discouraged.
2. Playing Jingle Bells on the
push-button phone is
forbidden (it runs up an
incredible long distance
phone bill).
3. Work requests are not to
be filed under "Bah
Humbug".
4. Company cars are not to
be used to go over the
river and through the
woods to Grandma's
house.
5. All fruitcake is to be eaten
BEFORE July 25.
6. Eggnog will NOT be
dispensed in the vending
machines. In spite of all
this, staff are encouraged
to have a Happy Holiday.

GENERAL INFORMATION:

The December Team Leader
Meetings are scheduled for:

1. December 15th at 10am
2. December 21st at 1pm

The ICE office will be CLOSED
December 26th and 27th, as well as
January 2nd. All calls should be
directed to the ECAT line at 461-7236

ATTENTION FIELD STAFF

FOR EXTRA HOURS CONTACT:

Jacky 453-9663
Cindy 453-9655

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.

QUOTE OF THE DAY:

"Success is not the result of
spontaneous combustion. You must
set yourself on fire."
-Fred Shero, NHL Coach

Maricel Jimenez: Won a *DVD Player* Thank you card for her extra hard work.

Nicole Dowling: Won a *Skillet* Thank you card for a job well done on a Slips, Trips and Falls questionnaire

**Next ICE Thank You Draw
December 15th Noon
ICE Office**

**Did Rudolph go to a regular school?
No, he was "elf"-taught"!**



TRAINING!

Be sure to see the Power Week event advertised on the next page!

1. Proactive Behavior Interventions (PBI) December 1st, 8th, 15th & 22nd 9am-5pm. Book with Darlene 732-2335.
2. CPI December 29th & 30th 9am-4pm (both days required). Book with Greg 453-9656.
3. Refresher for CPI December 30th 9-4pm. Book with Greg 453-9656.

HEALTH CORNER

Winter Car Safety Checklist Ideas - Good information to know if you use your car for work or if you plan to go on a winter road trip.

- | | |
|--|--|
| • Flares/Reflectors | Screwdriver |
| • Engine oil/Windshield washer fluid, funnel | Jumpercables |
| - Sleeping Bag/Blanket | Tire repair kit and can of pressured air |
| - Winter gloves and winter boots | Spare tire/tire jack/lug wrench |
| - Large Candle in a tin and matches (for heat) | Non perishable food |
| - Block (to put behind wheel if changing tire) | Water or fruit juice to drink |
| - Sand or non-clumping kitty litter | Sunglasses |
| - Small shovel | Map/Street guide |
| - Ice scraper/Snow Brush | Change for payphone |
| - Gas Line Anti-freeze | Extra car fuse |
| - Fire extinguisher Multi-use pocket knife | Flashlight/spare batteries |



would like to extend our warmest appreciation to all for another great year by cordially inviting you to the

Christmas Open House & Annual Awards

December 14th
11:00 am until 3:00 pm
NEW LOCATION:
St. Michael's Parish Hall
12918 – 121 Street.

Employee Awards Ceremonies at 1:00 pm

*So come join us for good food, fun, great company and fantastic door prizes
For further information, please contact
Nadine at (780) 732-2337*

See you there!



Exciting Opportunities Working With Children



"All kids need is a little help, a little hope and somebody who believes in them."

--Earvin "Magic" Johnson

ICE is seeking motivated individuals to work with youth in both residential and non-residential environments.

Successful candidates should possess a diploma/degree in the Human Services OR two years of applicable field related experience,

Clear Intervention Record Check and CPI.

Other assets include Suicide Intervention, Aboriginal Awareness and Standard First Aid/CPR.

**For more information regarding available opportunities please contact
Sam Obaloker: 453-9831 or Kathleen Curran: 732-4448.**



"Children are the living messages we send to a time we will not see." ~John W. Whitehead

"Power Week"!

Coming this December....

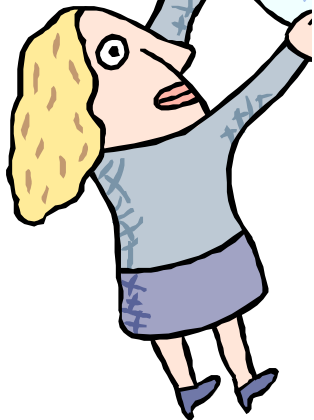
Personnel and Training is pleased to announce our first ever "Power Week" training session. "Power Week" offers a full week of training sessions providing staff with an opportunity to take 2 valuable workshops all in one day! Please take a moment to review the list below and then take advantage of this exciting opportunity FOR FREE PROFESSIONAL DEVELOPMENT!

Power Week Schedule:

1. **FASD** 9am-12pm and **Schizophrenia** 1pm-5pm - Monday, December 5th
2. **ODD/ADHD/CD** 9am-12pm and **Autism/Aspergers** 1pm-5pm - Tuesday, December 6th
3. **Promoting Independence** 9am-12pm and **Documentation** 1pm-5pm - Wednesday, December 7th
4. **Positive Behaviour Supports** 9am-5pm - Thursday, December 8th
5. **Connecting the Dots...** 9am-5pm - Friday, December 9th

Space is limited so be sure to book yourself in today!

Contact: Darlene 732-2335 or Diann 453-9657 to schedule your attendance.



15 ENERGY SAVING IDEAS FOR THE WINTER

1. Put on a sweater and lower your thermostat by 2 degrees Celsius and you could save as much as 4 percent on your heating bill.
2. If you throw down a rug, you'll not only help insulate your floors, but you'll cut down on the noise too.
3. Install a furnace filter alarm on your furnace. This will let you know when it is time to change your filters. These alarms will make a whistling sound when they sense that the filters are dirty.
4. Don't forget to check your furnace filter monthly during the winter months and replace it if it's dirty. Keeping your furnace properly maintained will reduce energy consumption and could save you up to 5 percent on your heating costs.
5. Keep supply and return air vents clear of furniture and appliances so your furnace can work more efficiently.
6. Avoid heating areas that are not insulated, such as a garage, crawlspace, attic or storage sheds.
7. Save up to 10 percent on your heating bill by programming your thermostat to a lower temperature at night and after you leave for work. It's recommended that you don't reduce the temperature more than 3 – 4 degrees Celsius.
8. When using your wood-burning fireplace, split wood into pieces 4 to 6 inches in diameter. The wood will burn more cleanly and with more surface area exposed to the flame.
9. Don't use your fireplace at all when the outside temperature is below – 7 Celsius. The infiltration of cold air into your house through the open flue wastes more heat than is gained.
10. To check if a door provides good insulation, place your hand against it from the inside. If it feels cooler than the inside walls, it might be time to install a door that's better insulated. Install fully insulated doors on all entrances to garages, cold storage rooms and uninsulated basements.
11. Clear plastic sheeting on your windows can add more insulation and reduce icy drafts with minimal effort and minimal cost.
12. Open the drapes or blinds on sunny days and bask in the 'free' heat. Keep those south facing windows squeaky clean to let the light through. Remember to close the drapes or blinds when the sun sets.
13. Halogen lighting uses up to 40 percent less energy than traditional bulbs. Halogen lighting is excellent for gardens and pathways as well.
14. Remember to switch off the lights when you leave a room and you'll save money.
15. During the winter months, don't forget to keep the garage door tightly closed as much as possible. In doing so, you'll retain warmer air against the garage-side wall of the house and it will act as a buffer against the colder outdoor air.



Twyla Henderson and Wayne LeBoeuf were married on October 1, 2005 at 4pm with family and friends sharing in the joy.

Twyla and Wayne recited traditional vows and also wrote their own vows. There were very few dry eyes during the ceremony.

After the ceremony Twyla Wayne and their attendants went to the Honeymoon suite for pictures.

They had a Receiving Line where everyone could congratulate the newly married couple.

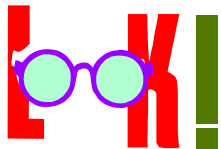
Everyone enjoyed the dinner. The bells were tinkling and songs were sung so that Mr. & Mrs. LeBoeuf would kiss. During the speeches everyone had a few laughs in-between tears of joy.

Twyla & Wayne danced the night away.

They had a gift opening on Sunday Oct 2, 2005 in the honeymoon suite. Wayne was in a hurry to open gifts and Twyla was taking her time. The family was laughing and joking with the happy couple. Congratulations Mr. & Mrs. W. LeBoeuf. May you have many years of happiness.

Submitted By:

Wayne and Twyla LeBouf and Roberta Jaggard



A Changed Policy

3.5.5 EMPLOYEE INJURIES, WORK RELATED ILLNESSES AND NEAR MISSES: REPORTING AND INVESTIGATION

See also **Policy 2.7.3 Critical Incidents**

All employees have W.C.B. coverage and the agency is responsible for securing this coverage. I.C.E. is not responsible for compensation beyond the day of the accident. The employee will be directly compensated from W.C.B. for any approved time loss claim.

1. The employee is responsible for reporting all workplace incidents to their supervisor or the on-call supervisor (if after hours) **immediately** regardless of the severity. The supervisor is to ensure that the employee **seeks medical attention if required**, is to **document the incident** and **instruct the employee to directly contact the appropriate administrative staff within a 24 hour period** (or the next business day if on the weekend) to further follow up on the incidents.

The supervisor's documentation is to include:

- Circumstances of the incidents
- Date and time of the incidents
- Names of witnesses
- Nature and exact location of the employee's injury
- Date, time and nature of first aid treatment

A copy of the documentation will then be forwarded to the Manager of Health and Safety for appropriate follow-up. The supervisor must inform the Manager immediately that an incident has occurred and a report is forth coming.

2. Should the employee require the emergency services of a physician or hospital, arrangements will be made by the company to assist the injured worker to obtain medical attention.

For information about Follow Up for employees that are injured refer to the remainder of Policy 3.5.5.



CET Standards:
Creating Excellence Together

This month, we continue our review of CET Standards with Standards **#9 and #21 – Leisure.**

Quality of Life Standard #9: Individuals enjoy their leisure time & The Quality of Service Standard that goes with the above Standard is #21.

Individuals are supported in their leisure time pursuits.

Unlike the previous standards, leisure does not require learning to be valuable, although it may include learning. However leisure does require enjoyment, and often could be described as relaxing. These standards are centered on the concept of “free time”. Free time may involve some activities that are planned in advance, but is not scheduled or blocked out with certain activities in each time slot. Individuals should feel that their leisure time is flexible, and that they can do what they want in it.

What individuals receiving service choose to do with their free time has the same constraints of time, money and talent as anyone else. Within those constraints, they should feel they have choices that fit their interests. They should enjoy their free time; they should not feel bored by what they are doing or that there is nothing to do.

At the same time, trying to fit too much into the available free time can create feelings of stress rather than relaxation. Individuals should ultimately feel that they have enough free time for what they want to do, but not so much that they are bored.

Service provider supports to leisure time should be based on staff knowing the individual's interests and then being able to suggest new or familiar activities that fit with those interests. Staff may also need to put supports in place to help make those activities work. This can include removing barriers to participation. Their knowledge of the individual should include recognition of the right balance of busyness for the individual's stamina level. It should be okay for an individual to want to watch TV or “do nothing” in the evening.

In employment settings, staff may provide support to individuals with respect to free time during breaks.

Staff should assist the individual, as needed, to assess their level of satisfaction with their free time, and help them take steps to make changes if they are not enjoying themselves.

INDEPENDENT COUNSELLING ENTERPRISES

Health and Safety Committee Meeting Minutes

November 3, 2005

Edmonton Region

Present:

Faisel Ahmed	Gordon Filipchuk	Noreen O'Donoghue	Anita Sharma
Albert Boulet	Roberta Jaggard	Debbie Reed	Kelly Wong

Recorder(s): Debra Reed

Chair: Debra Reed

Regrets: Kathleen Curran, Lorraine Doherty, Nicole Dowling, Greg Lane, Pam MacDonell, Alice Romanchuk, Carol Sydlík, Colette Tancsics

cc: Krista Fulford (ICE Page), post to H&S Bulletin Board, Program Mailboxes, other Regional H&S Committee Chairs and, main ICE office Health and Safety Reference Binder

1.0 Approval of the Agenda

The agenda was approved with the following additions:

New Business 4.0: No 'New Business' identified.

2.0 Review the Previous Minutes / Business Arising from Minutes

- Review of proposed timelines/time keeper identification (Debbie)
 - Section 2.0 - ½ hour maximum
 - Section 3.0 - 45 minutes maximum
 - Section 4.0 - 15 minutes
- Timekeeper: Albert offered to monitor the time for this meeting.
- Reviews of current committee member attendance list/New Committee member follow up/member ID cards/member duotangs&labels/membership incentives :
 - updates re: members missing more than three consecutive meetings
 - Marj Filion is unable to continue as committee member at this time
 - Gord and/or Debbie will check with Pam MacDonell to determine her membership status
 - The Committee members welcomed new member Elizabeth Tucker (Registered Nurse, ICE)
 - Gordon explained the Health and Safety Committee incentive program to Elizabeth
 - Gordon explained that the Health and Safety Committee member jackets, for members having attended a minimum of ----- meetings, will be available for presentation at the Annual Awards ceremony. The jacket recipients this year include Gordon, Kelly and Faisel.
 - Gordon presented Albert with his Health and Safety Committee member travel mug for having attended and participated in three Health and Safety meetings. Nicole has also 'earned' her Health and Safety Committee member travel mug however she was not in attendance at today's meeting therefore, Gordon will present her with her mug at the next scheduled Health and Safety meeting.

2.0 Review the Previous Minutes / Business Arising from Minutes (con'd)

- Update/review of status of presentation to Senior Management re: proposed course 'Debriefing processes needs' (Gordon)
 - Gord advised Committee members that Personnel and Training will be developing a 'Debriefing' workshop for ICE employees. As no timeline has been set as yet for completion of the development of this workshop Gordon will speak with Jackie Wells to determine if the workshop can be ready for implementation within the next three months.
 - Both Albert and Faisel have volunteered to assist with this endeavor as both have experience in the area of 'debriefing' and, access to research information that may be helpful. Gordon will also advise Jackie Wells of the offer made by these two Committee members.
- + update re: the possibility of having handyman workshops (on October minutes as opposed to - having the workshop a 'train the trainer'

workshop as was documented for that meeting???? (Albert, Gord)

- Debra advised that this idea should be presented in writing as a proposal to the CR Managers and, c.c.'d to Geneve Fausak.

➤ Updates re: progress towards '**stress workshop**' (Colleen)

- Colleen is no longer working for ICE however all of her research materials are available for use.
 - Anita and Albert have volunteered to continue Colleen's endeavor and, will speak with Bonnie Edwards (Personnel and Training) to determine her level of involvement in this workshop area.
 - An update will be offered at the January 2006 Health and Safety Meeting.
 - Anita and Albert will also submit a 'write up' regarding ways to effectively manage stress for the December ICE Page.

➤ Discussion/review re: details for the 'Prevention of Slips/Trips and Falls' **Health and Safety poster contest**—Sub Committee members (Gord, Noreen, Roberta)

- Sub-Committee members will make a presentation regarding the details for this contest at the January 2006 Health and Safety Meeting as a 'kick-off' to the contest.

➤ 'Insurance requirements for drivers' – confirmation of changes to requirements? (Gordon)

- Gordon explained that according to ICE's legal counsel support staff with vehicles who transport ICE clients require **ONLY** '3rd Party Million Dollar Liability' **NOT** '6A Insurance'.
- Gordon also reminded Committee members that **CFS clients ARE NOT to be transported** by ICE support staff in their personal vehicles.

➤ Delegate/volunteer to be assigned to promote the use of public transportation through the placement of advertisements in ICE Pages. (Gordon)

- Noreen explained that the Edmonton Transportation Service has a program to teach Individuals how to utilize public transportation systems. Noreen offered to contact ETS and bring all available information to the January 2006 Health and Safety meeting.

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Agenda Topic	Discussion	Action	Person Responsible	Due Date
3.0 Standing Items				
3.1 Review of 'Regional Health and Safety Meeting Minutes'	<ul style="list-style-type: none"> ➤ Calgary – The October 20, 2005 Health and Safety meeting minutes for this region were reviewed by the Committee members. 	<ul style="list-style-type: none"> ➤ Committee members were very impressed with the tenacity of Calgary Committee member Marina Doberstein and, wish her the best with recruitment for the committee there. 	N/A	N/A
	<ul style="list-style-type: none"> ➤ Grande Prairie – There were no meeting minutes available from this region for October 2005. ➤ Nanton – The October 20, 2005 Health and Safety meeting minutes for this region were reviewed by the Committee members 	<ul style="list-style-type: none"> ➤ Follow up required re: whether meetings are being held ➤ Committee members agree that 'cell phones' need to be added to the Hazard Control document however would advise that controls should not only include 'stopping' but should clarify when safe to pull off of the roadway and/or using 'hands free' options ➤ Question re: snow shoveling was clarified for this region – there are By-laws in effect no matter what region you may be living in and, the By-laws indicate that SOMEONE MUST be responsible for ensuring that pathways and public sidewalks are cleared; 	Gordon Gordon Gordon	By Nov.30/05 January 2006 N/A

		<p>as support staff for the individuals in service it is thereby our responsibility to find a means of accomplishing this task.</p> <p>➤ Other than reporting snow/ice conditions to the appropriate individuals the removal of snow and/or ice for HC clients is not the responsibility of ICE support staff.</p>	N/A	N/A
<p>3.2 Evaluation of current injuries and near misses</p>	<p>➤ There were twelve '<i>no loss time injuries</i>' reported in Edmonton in October 2005. Six of these injuries were reportable to WCB.</p> <ul style="list-style-type: none"> - 3 slip on steps - 1 needle stick - 1 auto accident - 1 back strain from lift - 4 client assaults - 2 scalding with hot water – one staff pre-occupied didn't allow for hot container and, one staff pulled kettle instead of lifting it <p>➤ There were three '<i>lost time injuries</i>' reported in Edmonton in October 2005.</p> <ul style="list-style-type: none"> - staff injured by client, reported incident to Occupational Health and Safety who completed their own investigation as well. - Back strain assisting client out of tub, client slipped - Back injury resulting from an auto accident, staff struck from rear 	<p>➤ Awaiting recommendations from OHS</p> <p>➤ All clients who require 'mobility assistance' MUST have written Safety Procedures – a list of these clients is currently being compiled by each of the CR Units and the Non-Residential Unit.</p> <p>➤ Gordon reported that all protocols and safety measures were followed.</p>	<p>N/A</p> <p>Community Support Coordinators and, Program Managers</p> <p>N/A</p>	<p>N/A</p> <p>By December 15/05</p> <p>N/A</p>
<p>3.3 Review and updates of a section of the Hazard Assessment Document</p>	<p>➤ The committee members continued their review the following section of the Hazard Assessment and Control document:</p> <p>Job Type: <u>working with clients without developmental disabilities</u></p> <p>i) sexual harassment/abuse</p>	<p>➤ a question came up that will need to be posed to the 'author' of the original Hazard Control Log - Pam MacDonell regarding the priority rating system as in the Hazard Control Document there are identified hazards with a total score of 9 having a priority rating of 3 and, there are identified hazards with a total of score of 10 which also have a priority rating of 3???</p> <p>➤ add 'of staff by clients' to identified hazard title</p> <ul style="list-style-type: none"> - add Emergency /Police 	<p>Gordon</p> <p>Gordon</p>	<p>By Dec. 1/05</p> <p>By January 2006</p>

	<p>ii) wheelchair use</p> <p>iii) mechanical lifts</p> <p>iv) client baths including equipment</p>	<p>Services to controls in place</p> <ul style="list-style-type: none"> ➤ add 'strain, injury/pinch points to identified hazard title <ul style="list-style-type: none"> - remove wheelchair inspections, house safety audits and add 'functional wheelchair' to controls in place ➤ add electrical, muscle strain/pinch points, electrocution/electric shock to identified hazards title <ul style="list-style-type: none"> - remove hoyer checklist and add functional lift to controls in place. ➤ Add 'and transfers' – strains, pinch points/slips to hazard title <ul style="list-style-type: none"> - add care plans, safe job procedures to controls in place 	<p>Gordon</p> <p>Gordon</p> <p>Gordon</p>	<p>By January 2006</p> <p>By January 2006</p> <p>By January 2006</p>
<p>3.4 Review of a section of the action plan for the COR Audit recommendations</p>	<ul style="list-style-type: none"> ➤ Gordon advised Committee members that the new report will be distributed at the December 2005 Health and Safety meeting. 	<ul style="list-style-type: none"> ➤ Commencing in January 2006 continue review of a section of the new internal COR audit package. 	<p>Committee members</p>	<p>January 2006</p>
<p>3.5 A) Review of completed Environmental Quality Audits and Random Inspection Audits</p> <p>B) Review of completed 'Follow Up Site visits' by Health and Safety Committee members.</p>	<ul style="list-style-type: none"> ➤ There were no follow up EQA visits to be scheduled for November. <p>There were 9 (nine) "Follow Up Site visits" assigned at October's Health and Safety Committee meeting.</p> <ul style="list-style-type: none"> ➤ Drayton Valley ➤ Londonderry (Albert) ➤ Yellowhead ➤ 48th Street ➤ 111th Street (Kelly) ➤ 137th Street (Kathleen) ➤ 144th Avenue ➤ 147th Avenue ➤ 163rd Street (Carol) 	<ul style="list-style-type: none"> ➤ N/A at this time ➤ Still to complete and submit ➤ F/u with CSC needed ➤ Still to complete and submit ➤ Still to complete and submit ➤ F/U with CSC needed ➤ F/U with CSC needed ➤ Still to complete and submit ➤ Still to complete and submit ➤ F/U with CSC needed 	<p>Gordon</p> <p>Debra</p> <p>Nicole</p> <p>Faisel</p> <p>Debra</p> <p>Debra</p> <p>Roberta</p> <p>Faisel</p> <p>Debra</p>	<p>By Dec. 1/05 ASAP</p> <p>By Dec. 1/05</p> <p>By Dec. 1/05 ASAP</p> <p>ASAP</p> <p>By Dec.1/05</p> <p>By Dec. 1/05 ASAP</p>

5.0 Next Meeting: December 1, 2004 @ 10:30a.m.