

20th ICE Christmas Open House & Employee Awards



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ECAT

Employee &
Client Assistance
Team

461-7236

after office
hours



MEETINGS

Health &
Safety Meeting

Thurs, Dec 7, 10:30 AM

Team Leader Meetings

No formal TL meetings
in
December, the next TL
meeting will be in January.

RPAC

Thurs, Dec. 14, 2PM - 5PM
Thurs, Dec 28 2PM - 5PM



TIME SHEET HAND-IN



Hand-in day will be:

Fri, Dec. 15, 2006

for all shifts worked
between
Dec. 1st and 15th
and

Tue, Jan. 2, 2007

for all shifts worked
between
Dec. 16th and 31st

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SUCCESS STORY: TYLER

Thank you, thank you very much!



Tyler is a friendly young man who likes to socialize with his roommates, staff, family members and friends outside of his home. He has been working at the Belmont Sobeys since September of 2005 as a courtesy clerk. Tyler willingly works extra shifts when asked to help out due to short staffing. As a social person and a team player, Tyler participated in their recent Halloween contest and won first prize (a \$40.00 Sobeys gift certificate) for his costume of "Elvis Presley".

Tyler has learned from his sup-

port staff and his mom, that by working hard you can buy the things you want. He does not want to be seen as a client, but as a human being. He continues to fulfill his goals

in connecting with the community and being a useful and contributing member of society.

When Tyler was awarded first prize in the Sobeys Halloween contest, he told the staff that he was proud of himself, and so he should be.

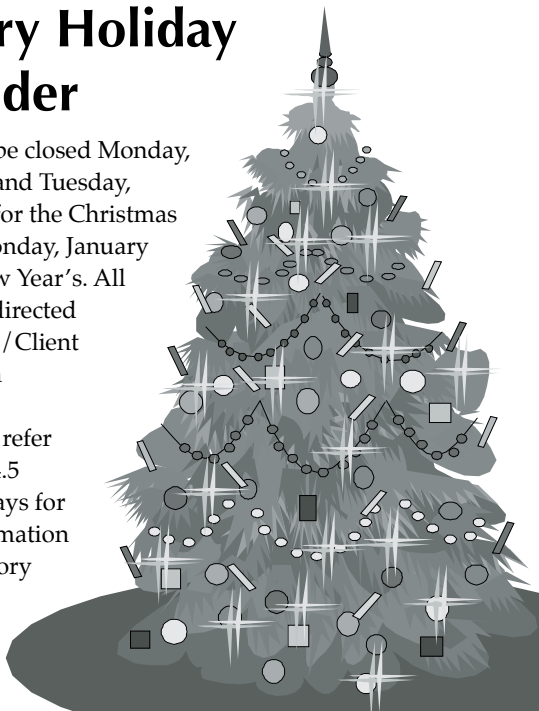
Congratulations Tyler!



Statutory Holiday Reminder

ICE offices will be closed Monday, December 25th and Tuesday, December 26th for the Christmas Holiday and Monday, January 1st, 2007 for New Year's. All calls should be directed to the Employee/Client Assistance Team @ 461-7236.

Employees may refer to ICE Policy 3.4.5 Statutory Holidays for additional information related to Statutory Holidays.



Announcement Relief Staff Monthly Meeting

Why: These Relief Staff Monthly Meetings are coming about as a way of giving you a forum to:

- Raise and discuss issues of concern
- Meet other relief staff
- Work as a team with fellow relief staff, Booking Coordinators, the Scheduling Manager, and the Field Training Specialist among others in resolving issues as they arise.

When: Friday, December 15th, 1:00 - 2:30 pm

Where: ICE Office, Lunch Room

Please note, you will be paid for the meeting time, and all these monthly meetings will be held on paydays, for your convenience. For more information/clarification contact Buk Arop, Field Training Specialist @ 732-2342.

P.S. Thanks to those who attended the first meeting in November, your contribution and participation is appreciated!!!

Find frequently used forms at
www.icenterprises.com

go to the "ICE Staff" section by entering
User name "iceuser" and password "100smiles"





October 17, 2006 Front Row Left to Right: Marcela Ascuncion, Carol Maser, Lucia Hakopdjanian, Donna Smith, Barb Shanari, Nelina Antonio.

Back Row Left to Right: Stefania Burnell, Jean Dulyea (front), Sheila LaFond, Darlene Domke, Gen Ash-well, Dexter Boyke, Betty Preteau (front) Lynn Elko, Sandee Luchyshin, Crystal Elko, Pam Mac-Donell.



Thursday October 19th, 2006. Front Row (Seated) Left to Right: Oksana Sochan, Lynda Buck, Magnayon (Bing) Owacan, Susan McClure, Maricel Jimenez.

Back Row - Left to Right: Maria Medeiros, Judi Duda, Ester Poudrier, Amelia Reyes, Betty Preteau, Wanda Mahan, Sandee Luchyshin, Jennifer Wongus, Jacky Miller, Schenette Valencia.

HOME SUPPORT WORKER APPRECIATION

On October 17th and October 19th, 2006, ICE Booking Coordinators and nursing staff hosted two Home Support worker appreciation luncheons. These events were focused on showing appreciation for the hard work and commitment that ICE Home Support workers offer to our clients. Home support services are designed to assist seniors and persons with physical disabilities to remain in their home or return to community living. These workers deliver a valued service to individuals to promote their maximum independence, self respect and self-determination.

When approached for their perspective on the work they do, here's what a few of our Homecare staff had to say:

"The work is very gratifying and personally rewarding. People can remain in their homes and independent longer. We provide care to people who have no one else. I love the work I do and enjoy seeing the smiles on the client's faces."

"The bond I have with the clients keeps me motivated. It is very rewarding helping people. I love my job and thanks to the office staff in Homecare, I feel very supported."

Thank You!

"Thank You!" Card Incentive Prize Winners

Dereje Esrael:

Helping out by taking short notice shifts.
From: Booking coordinator

Emmanuel Kaviziya:

Showing your dedication and professionalism.
From: Booking coordinator

Anna Biernacki

For your commitment and effort in helping out.
From: ECAT supervisor

**Next ICE Incentive
Thank-you Card Draw
December 15, 2006**

TRAINING



CPI Training (2 Days)

December 9 & 10, 9am-4pm both days
As described on the ICE website

CPI Training (1 Day Refresher), Dec. 10, 9am-4pm

As described on the ICE website

Proactive Behavior Intervention,

Dec. 7, 14, 21 9am-5pm
As described on the ICE website

Mission Possible,

Dec. 5, 9am-12pm
Dec. 20, 1pm-4pm
As described on the ICE website

Positive Behaviour Supports, Dec. 14, 9am-5pm

As described on the ICE website

Cultural Appreciation, Dec. 29, 9am-1pm

As described on the ICE website

Health Corner

NATURAL TREATMENT OF HIGH BLOOD PRESSURE

Blood is carried from the heart to all parts of your body in vessels called arteries. What is Hypertension? Blood pressure is the force of the blood pushing against the walls of the arteries. Each time the heart beats (about 60-70 times a minute at rest); it pumps out blood into the arteries. Your blood pressure is at its highest when the heart contracts. This is called systolic pressure. When the heart is at rest or relaxes, between beats, your blood pressure falls. This is the diastolic pressure. It's measured in millimetres of mercury (mm Hg). High blood pressure (or hypertension) is defined in an adult as a blood pressure greater than or equal to 140 mm Hg systolic pressure or greater than or equal to 90 mm Hg diastolic pressure.

High blood pressure can occur in children or adults, but it's more common among people over age 35. It's particularly prevalent in African Americans, middle-aged and elderly people, obese people, heavy drinkers and women who are taking birth control pills. People with diabetes mellitus, gout or kidney disease are more likely to have high blood pressure, too.

Stop smoking. Not only will this help keep your blood pressure in line, you'll also diminish your risk of cancer and cardiovascular diseases. So even though it does not cause high blood pressure, smoking is bad for anyone, especially those with high blood pressure. If you smoke, quit. Once you quit, your risk of having a heart attack is reduced after the first year.

Weight Reduction. Obese patients should lose weight. There's a direct link between being overweight and having high blood pressure. The more overweight you are, the greater the risk.

Decrease salt intake. High salt intake is linked to high blood pressure. You should consume no more than 2,000 milligrams of sodium per day (about one teaspoon of salt). Read food labels and select reduced-sodium products. Try to select food with low salt.

Add more fruits, vegetables and low-fat dairy products

to your plate. Eat one additional fruit or vegetable with every meal. Shrink the size of your daily meat intake to six ounces, and designate at least two dinners a week as meat-free. Foods high in fats also are high in calories, which must be reduced if you need to lose weight.

Limit alcohol consumption. Drink no more than one 12-ounce beer, one 5-ounce glass of wine or one swallow (1.5 ounces) of 80-proof whiskey if you're a woman. Men can double these amounts. Anything more elevates blood pressure. You can reduce your blood pressure by 5-10 mmHg by just restricting Alcohol intake.

Exercise. First, get the green light from your physician. Then, slowly introduce aerobic exercise into your life, increasing the time and intensity at a pace that feels right, aiming for at least a 30-minute workout most days of the week. Young people should jog for 30 minutes three times per week and elderly patients should walk longer distances than usual.

Decrease Stress and Anxiety: Yes stress and anxiety also play role in high blood pressure. If you want your blood pressure with in normal limits, try to increase your happiness. Try extra curricular activities to make your mind stress free. Stress can make blood pressure go up for a while, and it has been thought to contribute to high blood pressure.

Caffeine and Blood Pressure: Caffeine in coffee as well as in other drinks, such as tea and sodas, only raises blood pressure temporarily. So you should be able to continue to have drinks that contain caffeine.

Eat adequate amounts of potassium-rich foods. Potassium, another mineral essential to good health, works in concert with sodium to regulate blood pressure. Studies have shown that people who consume more potassium have lower blood pressures than those who consume less.

Important note: if taking medication for high Blood pressure, such as diuretics, consult a doctor before using salt substitutes that contain high amounts of potassium



FOOTWEAR POLICY

Our company has recorded too many serious accidents that could have been prevented by staff taking the simple measure of wearing safe and appropriate footwear.

"Footwear should be safe and functional for the job responsibilities" (ICE policy 3.8.6)

While working inside the home of a client, all shoes must:

- have a closed toe, to protect from objects dropping on the toes
- have a enclosed (with a solid strap or completely enclosed) heel
- have a flat (less than one inch high) heel
- fit tightly enough to not slip off by accident
- have soles that grip well to carpeting, linoleum, wood and tile

While working outside the home of a client, or while accompanying a client in the community, all shoes must:

- have a closed toe
- have a enclosed (with a solid strap or completely enclosed) heel
- have a flat (less than one inch high) heel
- fit tightly enough to not slip off by accident
- have soles that grip well on wet or icy surfaces
- keep feet warm and dry

While working in the main office, all shoes must:

- have a enclosed (with a solid strap or completely enclosed) heel
- have a flat (less than one inch high) heel
- fit tightly enough to not slip off by accident
- have soles that grip well to carpeting, linoleum, wood and tile

To assist in keeping homes clean, workers might be required to use two pairs of footwear, one pair to be worn while outdoors, and one pair to be worn while indoors.

ICE policy and Alberta law state that workers must accept the responsibility to work safely, and to cooperate with the employer for the purposes of protecting the health and safety of the worker. This includes following rules regarding appropriate footwear. Staff found to be working without taking measures for their own safety will be subject to disciplinary measure as per ICE policy. After one warning, employees not properly prepared to work can be sent home without pay to get appropriate footwear before returning to their shift.

LAUNDRY BAGS

All residential programs will be required to use Laundry Bags that can be carried easily by one hand, allowing the carrier to hold a handrail, and see more clearly his/her step.

Edmonton's Health and Safety Committee has recommended this corrective action in response to an injury caused by a fall, down stairs, while carrying a laundry basket. The basket was on the type which required two both hands to carry. The committee found that the use of such laundry baskets are hazardous in that they do not allow the carrier to watch their step, nor do they allow the carrier to hold the handrail while traversing stairs.

The recommendation was brought to the manager's teleconference meeting by the Manager of Health and Safety and was unanimously approved for implementation.

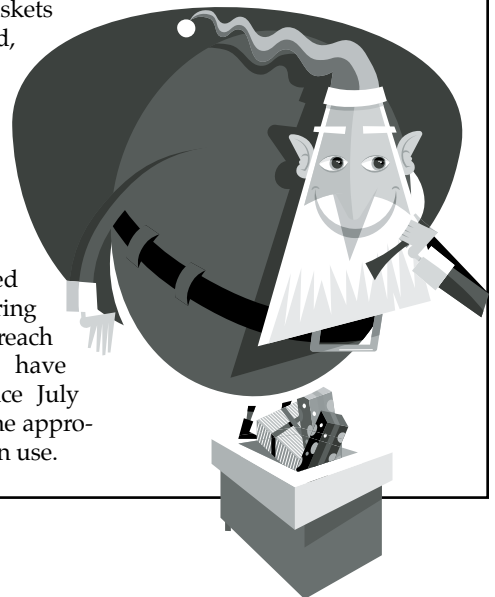
All falls are potentially very serious – people can easily break bones and become permanently disabled. Falls down stairs are especially dangerous. The distance and velocity of impact is much greater and the impact is against hard and sharp points. We have had numerous falls down stairs over the last couple of years and a substantial number of them have been due to carrying unsafe laundry baskets. We will take a very simple measure to eliminate this hazard.

The recommendation specifies that all homes requiring the use of stairs to reach laundry facilities immediately acquire a laundry bag or portable hamper that allows the carrier one hand free to hold a handrail. Baskets requiring the use of both hands are to be immediately removed from service. They may be retained for storage purposes, but under no circumstances are they to be used for carrying anything up or down stairs.

There are several choices available, the best being a fabric bag the is retained in a frame while being used as a hamper. When full, the bag is removed and can be carried with one hand. Another choice is a collapsible basket/hamper that is designed to be carried with one hand. These choices are readily available at Canadian Tire, for about \$10.00 and I am told that they can be found at Zellers or WalMart for even less money.

"Hip-hugger" baskets should not be used, because though they can be carried with one hand, we can be sure that someone will carry it in an unsafe manner.

All ICE supported residences requiring the use of stairs to reach laundry facilities have been required since July 31, 2005, to have the appropriate equipment in use.



CET STANDARDS: CET STANDARD 22

Individuals are supported take care of their health.

(This Quality of Service Standard # 22 on Health & Safety compliments the Quality of Life Standard # 10)

About this standard...

In order to assist individuals to access appropriate health interventions, the service provider should support them as required to understand their health needs. They should be provided with information and education about health-related services, and be supported to understand the process for making decisions about their health. They should be informed about their right to receive or decline treatment, and be supported in that decision. Individuals must also be supported as necessary to follow recommendations, and manage their personal health needs.

Key indicators include...

- The service provider has strategies to assess and monitor health concerns. Staff are aware of the individual's specific needs (e.g., allergies, special diet) and have the appropriate training to meet these needs.
- If the individual takes medications, staff are trained in the medication administration

process, and either assist the individual with medications if necessary, or ensure that the individual know the proper way to administer his own medications.

- The service provider ensures that the individual's wishes are considered in all aspects of his health care, and that consents are obtained where appropriate.
- If appropriate, staff facilitate appointments with doctors, dentists and other specialists.
- The service provider gives the individual information on the importance of a healthy lifestyle, and supports him in his efforts to achieve this to the extent that he chooses.
- The service provider shares relevant medical/health information with others as needed (e.g., volunteers, other service providers) in a manner that respects the dignity of the individual and takes into account the Freedom of Information and Protection of privacy Act (FOIP).

4.4.1 QUALITY MANAGEMENT

In order to encourage, support and facilitate performance improvements in serving its clients and achieving its mission, I.C.E. has implemented the following formal process of quality management and improvement:

1. Independent Counselling Enterprises strives to constantly improve the quality of services it delivers to its clients.
2. Independent Counselling Enterprises will take the following steps to maintain, monitor and improve the quality of its services:
 - Independent Counselling Enterprises will hire employees who are best qualified for the services it provides to clients;
 - Independent Counselling Enterprises will train employees to perform their duties with skill and diligence and will provide ongoing employee education and training as required;
 - Independent Counselling Enterprises will monitor the performance of its employees and will address any concerns that arise;
 - Independent Counselling Enterprises may have exit interviews with terminating employees with the intention of evaluating the quality of services from the employee's point of view;
 - Independent Counselling Enterprises will invite clients and their families to provide feedback on service delivery;

- Independent Counselling Enterprises invites suggestions for service improvement from any member of the staff or from clients and families;
 - Independent Counselling Enterprises will investigate unusual or critical incidents that occur to determine if changes should be made to improve the quality of service delivery.
3. Independent Counselling Enterprises will follow up on quality issues and work to resolve them in the shortest time possible.
 4. Employees will be informed of quality management issues and their resolution.

OH&S

The number of injuries reported in November is as follows

Year	Month	Total Injuries	Lost Time Injuries
2005	to Nov 15	6	2
2006	to Nov 15	5	4

Injuries in 2006 resulted from 4 client behavior, one slip and fall, and 1 client transference. Injuries in 2005 resulted from 3 motor vehicle accidents and 2 client behaviors.

Filling Vacant Positions

The Personnel and Training Department has received feedback from Team Coordinators in regards to filling vacant position. As a result we will be offering assistance and additional training to all Team Coordinators that are interested. Sara Rindero will be available by appointment to assist Team Coordinators on Wednesday afternoons between 2pm and 5pm each week. To book your appointment, call Sara @732-4446.

**EXTENDED
DEADLINE !**

NEW TRAINING OPPORTUNITY FOR FRONTLINE STAFF

FUNDAMENTALS OF DIRECT SUPPORT

**January 05, 2007
to
April 27, 2007**

HOW ?

TO APPLY:

1. Complete a letter of intent (you can get one at front reception)
2. For "Posting Number" write Fundamentals of Direct Support
3. You will be notified by Nadine or Diann if you have been accepted
4. For more information contact Nadine 732-2337 or Diann 453-9657

WHAT ?

Independent Counselling Enterprises is thrilled to offer a training program to all frontline staff.

- ◇ Completion of this program will enhance your knowledge and skill level so that you can perform your job with excellence
- ◇ Participants successfully completing this program will be eligible to apply for Team Coordinator Training
- ◇ Certificate awarded upon completion

WHEN ?

Fridays

January 05, 2007 until April 27, 2007

9:00 am—1:00 p.m.

WHY ?

**ENHANCE YOUR
SKILLS !**

**UNDERSTAND YOUR
ROLE AS A SUPPORT
WORKER!**

Independent Counselling Enterprises

Empowerment, Integrity, and Caring

HEALTH AND SAFETY COMMITTEE MINUTES

3.2 Evaluation of current injuries and near misses

8 Injuries in Edmonton: 1 Lost Time, 7 No Lost Time

No feedback at this time.

- Staff walking down the stairs and missed a step and fell down the stairs. Missed one day. Committee questions: Was he wearing shoes, was he holding the railing? Elaine to check.
- Motor Vehicle Accident: client and staff on the bus. The bus was hit. The staff has back injuries.
- Client Aggression in the community: staff sustained injured chin while performing restraint. Committee recommends that CPI techniques be reviewed (keeping chin down).
- Staff slipped on a wet floor while carrying garbage. The client had washed the floor and the staff was unaware. Committee recommends staff wearing appropriate footwear, not carrying too much, and teaching the client to inform staff when the floor is wet.
- Staff cut his hand on exposed metal on a fence (fence was being repaired and a section was missing).

3.5 Review of a section of the action plan for the COR Audit recommendations

- Health and Safety Committee members reviewed:

Section #7 "Accident Investigation and Analysis"

- All staff need to encourage reporting
- Discussed occupational illnesses and allergies to smells
- Reminders that ICE homes are perfume/scent free as some people are very sensitive to these smells

20th ICE Christmas Open House & Employee Awards

On Thursday November 23rd, 2006, ICE hosted its 20th Christmas Open House and Employee Awards.

Those who braved the snowy weather enjoyed a busy afternoon including great food, good company, door prizes, and entertainment. The highlight of the afternoon was the ICE Employee Awards presentations.



"Dedication and Flexibility Award"

The person that is most flexible in accommodating last minute shifts.

Charlotte Misenga



"Outstanding Employee Award"

For the person who has demonstrated overall exceptional dedication, professionalism and commitment to ICE and the people we support.

Ursula Prudhomme



Other Award Winners included:

"Complex Care Award"

The person who overcomes barriers and obstacles to provide exemplary care.

Craig Cline

"Health and Safety" Award

For outstanding commitment to promoting the health and safety of employees and clients.

Halida Hodzic

"Compassion Award"

The person that exhibits extraordinary compassion and thoughtfulness in providing care.

Nisha Khan

"Outstanding Employee Award"

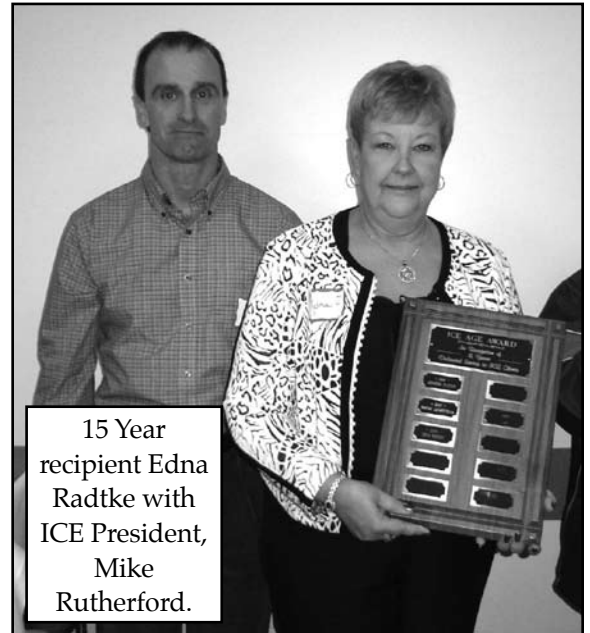
For an employee who has demonstrated overall exceptional dedication, professionalism and commitment to ICE and the people we support.

Rowena Manansala



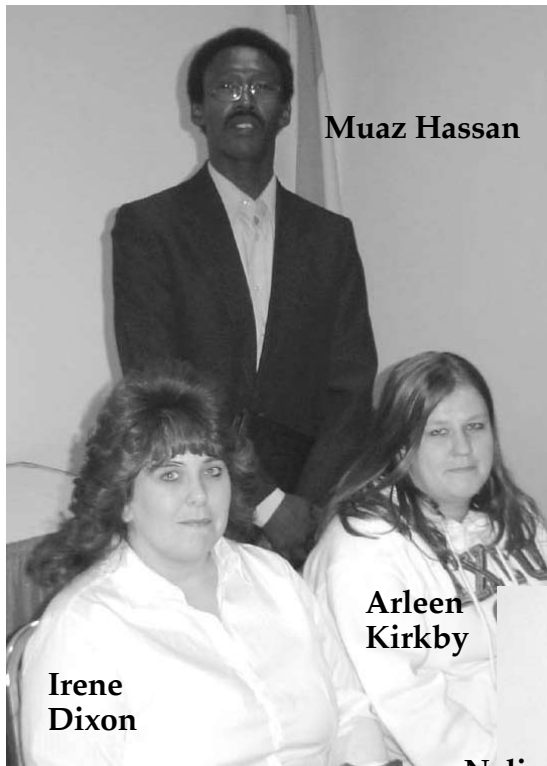


Awards for 10 and 15 years of service were presented by ICE President, Mike Rutherford (Left) to 10 year recipients Geneve Fausak and Paul Beddow. Missing from the photo is Mohammad Azizi



15 Year recipient Edna Radtke with ICE President, Mike Rutherford.

"Award of Appreciation"



Muaz Hassan

Irene Dixon

Arleen Kirkby



Melissa Beddow



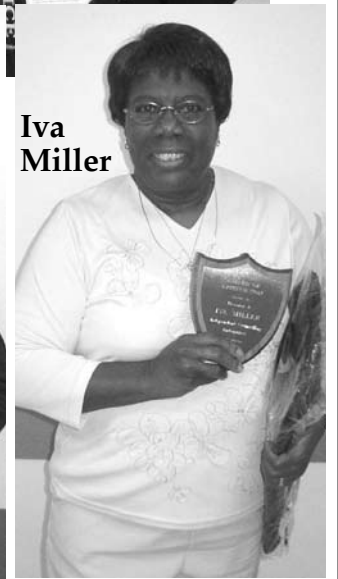
Lucia Hakopdjanian



Nelina Antonio



Joyce Carter



Iva Miller

For 10 employees who have demonstrated a strong focus on maximizing client quality of life, (H/C, CR/ FT/PT Casual), excellent reporting and documentation skills & a positive team approach.

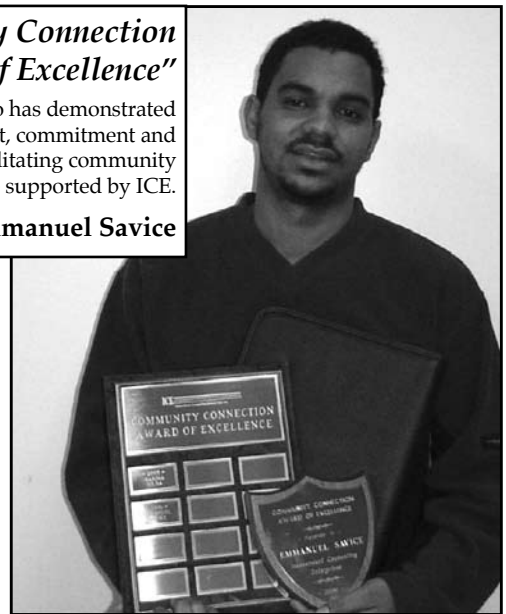
Absent from the photos are award winners: Schenette Valencia, and Wendy Gillies



"Community Connection Award of Excellence"

For the person who has demonstrated outstanding effort, commitment and dedication in facilitating community connections for the people supported by ICE.

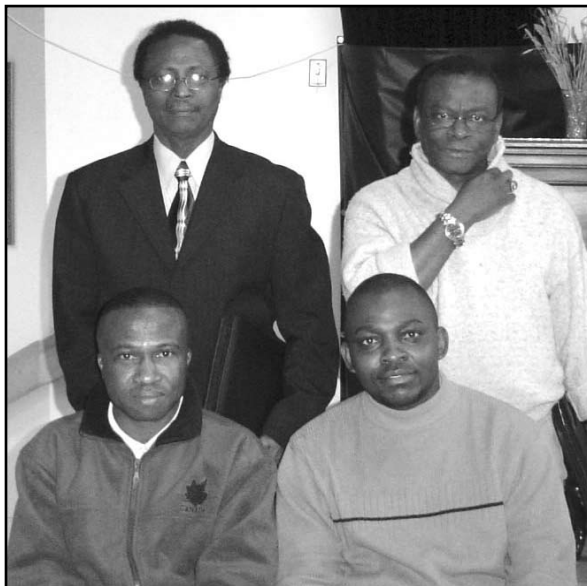
Emmanuel Savice



"Community Rehabilitation Team of the Year Award"

For showing the true spirit of energy and team cooperation and effectively demonstrating commitment to ICE standards.

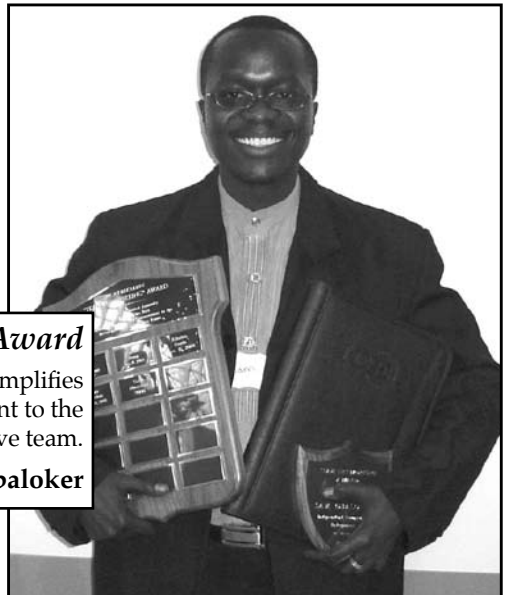
67th street Team including: Back Left to Right: Igor Kusaya,, Leroy Bruyere Front Left to Right: Saidu Conteh, Ignace Malindabigwi. Inset photo is Kabalo Kabalo. Missing from the above photos are: Alie Koroma, Serge Tuyikunde, Bangali Marah, Nuzar Abdelkhair



"Team Networking" Award

For the person who best exemplifies dedication and commitment to the development of a cohesive team.

Sam Obaloker



The Health and Safety committee presented certificates honoring employees who had attended 30 or more ICE Health and Safety Meetings.

Debbie Reed and Alice Romanchuk Absent from the photo is **Noreen O'Donahue**

"Health and Safety Community Rehabilitation Team Award"

For outstanding commitment to promoting the health and safety of employees and clients.

Griesbach Team including: Back Left to Right: Evarist Musoni, Yashima Tshite Front Left to Right: Joseph Kabba, Eric Nalwango. Missing from the photo: Jay Chellath, and Nicholas Sackey

