

## ICE Proudly Celebrates Twenty-five years of Service in Alberta

This year Independent Counselling Enterprises is very proud to be celebrating 25 years of service to individuals and families in Alberta. In addition the agency also provides services in Alberta to a number of individuals from the Northwest Territories and Nunavut. This is a wonderful opportunity to look back on our accomplishments. Following is a timeline of some of our achievements over the last 25 years.

### ~ 1986 ~

May 1986, Independent Counselling Enterprises started its operations providing support services in the community through what was then Child Welfare and Handicapped Children's Services. The initial focus of ICE was to provide crisis and support services for at risk youth and to assist with behavioral support programs and positive community access.

### ~ 1988 ~

ICE started federal job training in Edmonton and moved into an office on Stony Plain road. The agency had a number of separate job training programs which ran for several years: Automotive, Pipe trades, Electrical

trades, Drywall and Rehabilitation Practitioner. In the summers ICE also offered student programs in a number of locations across the city through a federal funding program. The Work Orientation Workshops (WOW) program was developed to provide students at risk of dropping out before senior high school, a connection to possible career options.

### ~ 1989 ~

When changes were made to adult services to allow for individualized planning and supports, ICE was approached by representatives within adult services to see if the company was interested in this area of service provision. ICE accepted the challenge to provide adult services and in May of 1989 opened its first three person home. ICE is proud to note that we still serve this program to this day. Based on the success of ICE's approach, further residential and other community access programs were established.

(The Edmonton office has since offered services to the surrounding communities of Drayton Valley, Fort Saskatchewan, St. Albert, Edson, Hinton, Vegreville, Stony Plain,

Spruce Grove, Devon, Alberta Beach and Leduc.)

November 1989, Michael Rutherford became the sole owner and president of ICE.



### ~ 1990 ~

ICE Edmonton moved into the agency's current location, occupying one section of upstairs office space on the west end of the building.

### ~ 1991 ~

August 1991, In Calgary ICE began providing job training programs funded by the Federal Government and established a regional office. The focus of the first few years was on pipe trades. ICE successfully conducted the first all-female pipe trade program in the province!

### ~ 1992 ~

**ECAT**  
**Employee &**  
**Client**  
**Assistance Team**  
**780-461-7236**  
**after office**  
**hours** 

**MEETINGS**



**Health & Safety Meeting**  
DECEMBER 7TH , 1:30 PM

**RPAC**  
DECEMBER 20TH , 2:00 PM

**TIME SHEET HAND-IN**



Hand-in day will be:  
**December 15th, 2011**  
for all shifts worked  
between  
December 1st and 15th  
and  
**January 3, 2012**  
for all shifts worked  
between  
December 16th and 31st

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July 1, 1992 ICE began homecare services to the Edmonton Board of Health, continuing on through various tenders with the Capital Health Authority (Now Alberta Health Services).

Marian Lacampuenga fulfilled the duties of ICE's first Homecare Coordinator including those of a Commissioner of Oaths!



ICE successfully completed a Peer Review program through what was then the Alberta Association of Rehabilitation Centres (the beginning of the Creating Excellence Together (CET) certification program).

#### ❖ 1993 ❖

In Calgary PDD funded services commenced and the first Calgary manager, Deanna Rackewich was hired.



As a result of the Persons with Developmental Disabilities (PDD) regional service priorities, ICE service growth in Calgary has been focused on respite, employment and community services. As well, Calgary has a larger focus on the support home concept rather than the residential aspect of service provision.

(Since opening the Calgary office has offered supports to the surrounding

communities of Ponoka, Olds, Blackie, Okotoks, Turner Valley, Buck Lake, Airdrie, Strathmore and Cochrane.)

#### ❖ 1995 ❖

PDD in the South region approached ICE Calgary to work with a residential home in the Vulcan area and this became ICE's introduction to the South region. Additional referrals followed and the Calgary office continued to oversee services in this region until 1998.

ICE implemented its first computer systems which included the original C-Views program. Prior to this all payroll and scheduling functions for the company (as well as many others) were painstakingly completed manually.

#### ❖ 1996 ❖

Geneve Fausak was hired as a Program Manager for ICE. She was promoted to the role of Chief Operating Officer in 1997.



#### ❖ 1997 ❖

Starting in 1997 and running through 1998, ICE partnered with three other agencies (SCTI, Sayler's Employment and Ability Research and Training) in the Integrated Training Centre sponsored with funding from Career Development. This program offered training and life skills to social allowance recipients in Homecare/ Rehab worker, Retail management, Data entry / computer skills and Entrepreneurial supports.

#### ❖ 1999 ❖

The ICE page newsletter was started as a one page, information bulletin.

ICE services across the province completed emergency planning for possible situations that could occur during YK2. Thankfully the new millennium entered quietly.

#### ❖ 2000 ❖

June 2000 the Nanton ICE office opened.

July 2000 ICE commenced services in the Northwestern Region with a program in the High Level area.

ICE launched its formal Health and Safety Program.

#### ❖ 2001 ❖

October 1st, 2001 ICE expanded services in the Northwest region to Grande Prairie.

In February of 2003, the Employee Client Assistance Team (ECAT) was created as an enhanced service. (After hour on-call supports have been offered by ICE since the start of residential services.)

#### ❖ 2002 ❖

January 1st ICE increased the number of statutory holidays that would be observed for field staff beyond legislated requirements. Holidays were expanded to include: Easter Monday, the August Civic Holiday and Boxing Day.

January 2002 ICE opened its Grande Prairie office.

ICE underwent the agency's first multi-regional CET survey in June of 2002 and achieved 100%. CET Surveys have since been successfully passed with 100% in June 2005, June 2008, and June 2011.

In June 2002, a farewell was bid to the first ICE employee to retire.

Sept 5th, 2002 – ICE completed a successful Health and Safety program evaluation by Kestrel Resources auditors through the Long Term Care Association (now known as the Continuing Care Safety Association). The first Certificate of Recognition (COR) external audit was completed providing 3 year certification in 2005

(91%). External certification audits were completed again in 2008 (97%) and most recently in September of 2011 (98%). Internal COR audits were completed by the agency in each intervening year.

#### **❖ 2003 ❖**

ICE opened its Lethbridge office. (Since opening the Nanton and Lethbridge offices have offered support to the surrounding communities of Claresholm, Stavely, Cowley, Fort McLeod, Blairmore, Pincher Creek and Taber.)

April 16th, 2003 ICE Edmonton opened an emergency placement home in Claireview to assist individuals without a current home to secure emergency placement until more permanent residential arrangements could be obtained. This program operated until 2007.

Calgary and Edmonton opened Resource Centres for clients and staff. These sites provided computer training and numerous recreational activities. These centers operated until 2005.

December 1st 2003, ICE implemented the company's "Thank You" card performance incentive program for employees. A province wide Employee Grand Prize Incentive Draw for \$1000 is now held each year. Since its start this program has

rewarded hundreds of employees across the province with cards and prizes for work well done.

#### **❖ 2004 ❖**

ICE began services in the Northeast region in September when the funding for two clients previously receiving support dollars through the Edmonton region was transferred to the Northeast region.

ICE hired graduates of Leadership Today into positions as Community Liaisons in Calgary and Edmonton. These positions were focused on advocacy for clients in service with the company. These positions were maintained until 2008.

The ICE website was developed.

May 2004 ICE began offering Employees the option to have the ICE page emailed to them.

#### **❖ 2005 ❖**

Fall 2005, the first Team Coordinator (TC) graduates completed their course and assumed their new supervisory roles. Four of the original TC graduates continue to provide Team Coordinator supports in Edmonton.

#### **❖ 2007 ❖**

Feb 2007 ICE implemented the Employee Referral Incentive Program. Through this program

ICE was able to show appreciation to employees who assisted to bring new and valuable staff to the agency. Originally the incentive was for \$50 but on May 1st 2011 it was raised to \$100.

#### **❖ 2009 ❖**

ICE developed a comprehensive emergency readiness plan in the event of a wide spread H1N1 influenza pandemic. Luckily there were no wide spread outbreaks amongst ICE staff and clients.

#### **❖ 2010 ❖**

In response to a 2009 Alberta Health and Wellness initiative, implemented by Alberta Health Services, all homecare aides were asked to complete a standardized educational program. In 2010, twenty ICE homecare aides were successfully certified in the Prior Learning Assessment and Recognition program (PLAR) offered through the Nightingale Academy.

#### **❖ 2011 ❖**

ICE continues to focus on continuous improvement and today provides a wide array of services across 5 regions of the province.

ICE is proud to say that the company has many long term clients and staff who are celebrating this 25th anniversary with us.

## Congratulations to all!

## 2011 COR Audit Results

ICE has now received the formal results of our 2011 Certificate of Recognition (COR) external audit as approved by the Continuing Care Safety Association.

### Our agency achieved a record 98%!

ICE employees should be very proud of this achievement as the scope of the external audit included 10 worksite observation tours, a documentation review, and 70 individual interviews with staff across a full range of positions in three regions of the province.

Copies of the 2011 COR audit report are now being

distributed internally. The report will be available for review by all ICE employees in the Health and Safety binders at ICE offices and residential programs.

**Thank you everyone for your excellent efforts and continuing commitment to Health and Safety at ICE!**

## Client Success Story: John

John is a 27 year old man living in Grande Prairie in an ICE shared residence. He is a hard working person who generally has several jobs on the go. John is currently working two positions, one in a hotel and the second in a bottle depot. John enjoys contributing as a member of a team and socializing with his co-workers.

John is interested in increasing his life skills for independence. With the support of ICE staff he is working towards his goals for successfully managing his finances and maintaining a healthy clean room/home.

Family is also important to John. He has two sisters, a mom and a very spe-

cial aunt with whom he likes spending time. The family shares interests in camping, watching movies and watching wrestling together.

For relaxation John loves working on cars as a hobby. He also enjoys sports and keeping active. Some of his interests in this area include: golf, bowling, floor hockey and soccer. Last year John attended floor hockey tournaments with Special Olympics (S.O) in Saskatchewan. This year he went to St. Albert as a defenseman on the S.O. team and came home with a first place ribbon in floor hockey!



### 3.5.8 Eliminating/Mitigating/Controlling Work Site Hazards

To promote and maintain the health and safety of Independent Counselling Enterprises' clients and employees the following applies:

1. To reduce the risk of fire there are to be no lit candles, or lit fires in fireplaces in the homes, and no lit fire pits in the yard.
2. There are to be no stick pins in common areas, these may be used in the staff office and only if this is a contained room and able to be locked.
3. Due to the fire hazards presented the following precautions will be taken:
  - Portable heaters-are not to be used in ICE programs. If there is a need for use of a heater a protocol will be developed outlining the need (i.e. furnace repair required), the length / period of time the heater will be required and clear instruction as to the safe use/ storage of the portable heater. To further facilitate client safety if the temperature of the home is not appropriate to permit a comfortable environment for the client(s) the I.C.E. employee will contact their Supervisor/Manager for alternative arrangements (i.e. hotel / motel, another residential program etc.).
  - Halogen lamps are not to be left running without employee supervision.
  - For clients who choose to have a Christmas tree they will be required to purchase an artificial one. Artificial trees will also be required in any office setting.

All ICE offices  
will be closed

**Monday December 26**  
**& Tuesday December 27**  
**& Monday January 2**

Please direct all calls to the  
Employee Client Assistance  
Team for this day.

### Reminder:

It is very important that employees update the ICE office of any changes in their personal information including:

- Phone contact numbers,
- Addresses,
- Emergency contact names and numbers.
- Information affecting payroll processing.



Barnaba Lado received two Thank You cards from his Manager for immediately reporting a health and safety concern at his program. Barnaba was also commended for his help with moving the residence. Your hard work and dedication is very much appreciated! Barnaba received a Bionaire Heater.



Lucia Hakopdjanian received a Thank You card from the Nursing Supervisor for her willingness to cover last minute shift requests. Thanks for your flexibility Lucia! Lucia received a Sunbeam Heated Blanket.



Lora Cruz was provided a Thank You card by her Manager for coming in after her shift finished when her client had to be transported to the hospital. Lora received a Black and Decker Personal Water Cooler. Thank you for your commitment, Lora!!

Thank You!

## Referral Incentive Recipients for December:

### Proactive Behavior Intervention

December 1, 2011, 9am-5pm  
December 8, 2011, 9am-5pm  
December 22, 2011, 9am-5pm  
As described on the ICE website

## TRAINING



Salem Tesfaye



Anyar Ngang

### ICE has a TD Group RSP plan!

If you are eligible,  
ICE will match your  
contributions!

Refer to  
Policy 3.4.18. ICE  
Savings/Pension Plan.

To sign up, please  
contact Linna Roem  
at (780) 453-9664.



## Attention!

Starting December 1, 2011 all ICE Support Home Operators will be eligible for the \$100 ICE Employee Referral Incentive!

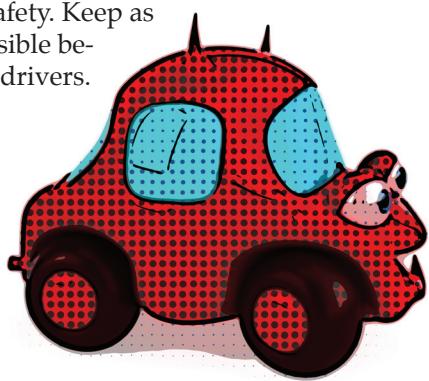
Here is how the Employee Referral Incentive works! If you refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, you will receive \$100.00. Take advantage of this great opportunity.

# DRIVING SAFETY

Throughout the last few months ICE has experienced an increase in motor vehicle collisions involving staff and clients. As many of these motor vehicle accidents (MVA) were directly related to errors made by other drivers on the road it might be tempting to consider that there is nothing we can do to reduce such incidents but that is far from the truth.

There are many proactive measures that ICE staff can take:

- Encourage ICE clients to travel by public transportation whenever possible rather than driving them.
- Mission Possible Driver Training is available through our ICE training departments for all ICE employees that drive as part of their job responsibilities.
- Make sure your vehicle is in peak operating condition by having fall and spring tune ups. This preventive maintenance will ensure your brakes, lights, anti-freeze/coolant, tires etc. are in top working order.
- Avoid rushing. Plan ahead and leave extra time to get to your destination. If you do find yourself in a circumstance where you are unavoidably late accept the fact and DO NOT RUSH. Driving too fast to get to your destination is futile and unsafe. When you're speeding, you have less control over the car and less power to drive observantly. Rushing also causes erratic driving, which can make other drivers nervous and increase the chances of a collision.
- Use your signals. Communicating your intentions to slow, stop and turn to other drivers allows them to adjust their own speed and distance.
- Check your blind spot when changing lanes.
- Be courteous. Courtesy promotes safety every time. Rudeness and selfishness is dangerous driving.
- Keep your cool. Anger at other drivers increases the risk of collisions. Keep your feelings in check, even if another driver is discourteous. Remember your primary goal is safety. Keep as great a distance as possible between you and unsafe drivers.



## Winter Driving Tips

- If weather conditions are poor and you don't really have to go out, don't. Even if you can drive well in snow, not everyone else can. Don't tempt fate.
- Slow down. Everything takes longer on snow-covered roads including accelerating, stopping, and turning. A good rule of thumb is to reduce speed by 50% in snowy conditions. Don't go too slow. Your car needs momentum to keep moving through snow on grades.
- Keep a light touch on the controls especially the brakes. Even with anti-lock braking systems, apply light pressure to avoid locking the brakes and causing a skid. If you start to skid, steer the vehicle gently in the direction you want the front of your vehicle to go.
- Keep your tires in good condition and properly inflated. Under-inflation can reduce the gripping action of tires because the tread will not meet the road surface. Cold weather reduces tire pressure, so check and adjust frequently.
- Keep your gas tank at least half-full.
- If you can, choose to travel in daylight hours.
- Before you leave, clear the ice and snow from every window and the exterior rear view mirrors, not just a small patch on the windshield. Don't forget to remove snow from headlights and brake lights.
- Anticipate cars entering traffic lanes from side streets.
- Put extra distance between your vehicle and the one in front of you.
- To make sure other drivers see you, always drive with your lights on.
- If travelling long distance trips let others know your route, destination and estimated time of arrival. Carry a cellular phone and keep your vehicle stocked with simple emergency equipment in case you get stalled or have an accident. Suggested items include: snacks, beverages/water, blankets or a sleeping bag, extra clothes (gloves, hats), a small shovel, a flashlight, a candle with matches, long jumper cables, a tow rope, and sand or cat litter for traction.

Sources: Transport Canada, Winter Driving - You, your vehicle and winter driving  
Canadian Centre for Occupational Health and Safety, Driving Tips - Winter

# Health and Safety Minutes

## 3.1 Review of Regional Health and Safety Minutes

Calgary Region

Meeting minutes date: September 21, 2011

**Employee Injuries**

August 30, 2011- Staff was showing a relief staff how to unfold hide-a-bed when they pinched their finger between the metal frame and leg post which resulted in soreness that faded quickly

Recommendations: Team to review proper instructions on folding and unfolding the hide-a-bed. Staff to be more attentive to the task at hand

Additional Recommendations:

Train all staff in the house on proper means to open and fold up the bed.

### Injury investigation completed

## 3.2 Evaluation of current Injury Investigations

September 16, 2011

Staff was driving with client, was stopped at a red light. When the light turned green an emergency vehicle was approaching so the staff did not move. Another vehicle hit the staff from behind.

### Injury Investigation completed.

September 28, 2011

An unsafe lane change by another vehicle caused damage to a staff's car.

### Injury Investigation completed.

September 29, 2011

Staff was dropping off a client and the guardian after having lunch. Staff stopped at a red light and was hit from behind.

### Injury Investigation completed.

## Recommendations for all MVA incidents:

Less driving with clients on board  
Arranged alternative means of transportation for the clients

Avoid driving on busy hours

Reduce number of trips

Remember to turn lights on when it's dark and gloomy

## 3.3 Evaluation of Near Miss Investigations

No Near Miss Investigation being completed

## 3.4 Review 2011 COR Internal Audit

Discussion held re preparations for the 2011 COR audit.

Informal feedback was provided by the head auditor, Joan B without "Scoring results" and she reported that ICE can expect a "HEALTHY PASS".

Strengths:

Documentation – consistent policies and procedures implemented across regions

Employee Orientations

Comprehensive Training

Inspection program is comprehensive and being consistently implemented.

Employees know their responsibilities re H&S

Employees are being consistently held accountable (Mgmt and co-workers)

ICE is effective in managing client behavioral incidents. And the buy in for reporting behavioral incidents was very good.

Recommendations or suggestions for Continuous Improvement:

Driver abstracts.

WHMIS refreshers to ensure ongoing competency

Injury and Near Miss Investigations have room for improvement. Near Miss investigation reports to be completed more seriously. (Not getting to the root cause.)

Train H&S committee members in Incident investigation.

Respiratory safety control measures and training to be updated.

## 3.5 Review of Hazard Assessment and Control Document - Master

Corinne distributed the 2011 updated HACD Master to committee members who were not present at the last meeting.

Group reviewed "Review of Master Hazard and Control Document" handout that Corinne distributed.

All regional H&S committees will now review section 3.5 of the other regions and respond to recommendations and

suggestions.

The committee reviewed section 3.5 of other regions' Health and Safety Meeting minutes.

Health and Safety members to ensure that they have the 2011 HACD in their Committee binders and to review 3.5 South Recommendations

Pages 13- 15

Edmonton is fine with the idea of Stoves/Ovens being recorded separately in the next HACD.

Further discussion to be held.

Suggested controls were good ideas.  
Edmonton Discussion

Re revision to the HACD to account for variations in Hazard Ratings for specific work tasks across different job roles. The hazard rating scores for activities or tasks may vary according to the unit/ or area staff work in, example the hazard rating for keyboarding would actually be higher for people like payroll staff entering data all day than for CSC's who move around and complete other tasks.

The committee suggested adding a notation saying that the hazard rating has been recorded for the staff with the highest exposure and that this rating may not apply for some positions. A discussion was also held suggesting that %'s of exposure to the hazard be added to qualify the ratings. Robin suggested adding "no opened canned goods" in the fridge to item #8

## 4.1 November ICE page articles and reminders

Suggestions: Influenza

Other reminders suggested for the ICE Page as well

Flu Immunization

Hygiene

Ice grips

Kelly will write an article about influenza

## 4.2 Policy Review

The group reviewed Policy 2.3.9 Infection Control and Cross Contamination