

Employee Spotlight GALE

Gale Lope

moved to Grande Prairie in August 2005 with her husband from Olongapo City, Zambales, Philippines. They obtained Landed Immigrant Status immediately, and stayed with his family until August 2006, when they bought their own home. Gale's parents had moved to San Francisco with her youngest of two younger brothers in 1996. Gale and her husband visited them there at Thanksgiving. The family moved to North America to pursue a life with more and better opportunities.

Olongapo City is a very laid back, not well educated community, particularly in the remote areas. Recently, the city has begun setting up a free school for people who do not have the opportunity to gain an education elsewhere. Gale completed her studies to become a dentist at the University in Manila, which takes seven years, and graduated in 1995. Gale practiced as an Associate, as the competition in this field is very tough. She could practice as a dental assistant in Canada, in the future. Gale's reunion with the University will be next year. The graduates will be contributing money to schools who cannot afford computers.

Gale started working for ICE in October 2005 as a Community Support Staff. She soon began working in the KAM group



home as a Residential Support Staff as well, while juggling a second job. Gale has always been a very positive, easy to get along with person, who is eager to learn. She has been extremely flexible in meeting the company's and individual's needs. Gale always participates in company gatherings as well. She has had to resign some of her hours so she can begin working through the Basic Skills Training program, which will be completed in January 2008. The individuals Gale provides support to have stated very clearly that no matter what happens, they never want to see her go! Gale enjoys working for ICE, as she finds

the work challenging, and because she is able to help people for whom life is often difficult. She wants to be able to share her abilities with others, and be a good role model. You are, Gale!

Gale would like to continue working in this field for a long time, and will likely start a family next year.

Did you know?

- 1) The Philippines has a population of 60 million!
- 2) Filipinos are famous for their "bayanihan" - spirit of kinship and camaraderie; hospitality
- 3) The Philippines is made up of 7,107 islands!

Websites:

www.onlinenewspapers.com/philippi.htm • www.gov.ph
www.tourism.gov.ph • www.wowphilippines.com

ECAT

Employee &
Client Assistance
Team

461-7236

after office
hours



MEETINGS

Health & Safety Meeting

Thurs, Feb 1, 10:30 AM

Team Leader Meetings

WED, Feb 21, 1 -3 PM

RPAC

Thurs, Feb 8, 2PM - 5PM

Thurs, Feb 15 2PM - 5PM

Relief Staff Meeting

WED, Feb 15, 1 -2:30 PM



TIME SHEET HAND-IN



Hand-in day will be:

Thurs, Feb. 15, 2007

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

Wed, Feb. 28, 2007

for all shifts worked
between
Feb. 16th and 28th

CONTENTS

Success Stories pg 2

Health and Safety
concerns pg 4

Underactive
Thyroid pg 5

CET pg 6

Savings Plan..... pg 7

SUCCESS STORY: SHARON

I like working at UFA on Tuesday where I clean. I also work at Cattleman's corner on Wednesday and Friday. I clean Cattleman's corner. I work at Playschool on Monday and on Wednesday with the kids. I love playing with the kids. Every second month I do Meals On Wheels. This is a job I like



to do. Some people cannot cook for themselves so I go down to the nursing home and get their lunch and go around and take the food to their homes. I do this from Monday to Friday. I keep really busy with all of my jobs.

SUCCESS STORY: JONATHAN

Since Jonathon has graduated from F.P. Walsh High school, Fort Macleod in 2003, he has been trying to figure out where his future is headed. Jonathon has tried many different opportunities and experiences since this time, including a summer volunteer position with P.E.A.K., a P/T volunteer job at Toys 'R US, which Jonathon remained at for 2 years, and expanding his artistic talents. Jonathon's interest in art has been a lifelong passion, and has turned this passion into a business of his own, "J.K. Creations". Since joining I.C.E, he has blossomed into a respectable young artist; he is a student at the Bowman Arts Centre, and also displays his artwork in the community and at local craft shows. He is very proud of this achievement, and continues to expand his talent and his customer base, while exploring new opportunities and future employment in this field.

Jonathon has recently bought a condo in Lethbridge, and is very happy to live independently. He now has a P/T position at Mosaic Moldings, where he apprentices to learn how to build and design moldings for home construction. He very much enjoys this job, and brings a smile to everyone that he works with. He is a greatly valued employee, and plans to maintain this position for the time being.

Other interests that Jonathon has are collecting books, research-

SUCCESS STORY: DERRICK

Derrick has been a resident supported by ICE for two years. He is a very personable, and outgoing individual. Derrick has been involved with many groups, such as Voices, the Self Advocacy Federation, and now the Action for Healthy Communities.

Action for Healthy Communities is a non-profit community development organization operating in central Edmonton since 1995 in order to strengthen community capacity and build healthier and stronger communities. Derrick heard about Action for Healthy Communities from the director, Chris Ford one year ago, and became involved immediately. Derrick received their Volunteer of the Year award and has received a promotion to Youth Coordinator, a role that involves planning different events.

Derrick enjoys debating, and speaking about politics. He wrote a letter to his MLA, about AISH. It was a proud moment when his MLA read his letter in the Legislature.

ing history and war facts, and movies; you can always count on Jonathon to impersonate any given character from any movie ever made! He is also a collector of Japanese animation and memorabilia, and to date, now owns close to 100 animated films and counting. Jonathon's artwork is based around history and movie characters, and uses these mediums as a tool for most



of his creations. Jonathon volunteers at the Lethbridge Regional Hospital, where he and his staff perform Book Cart duties; Jonathon also keeps himself busy by working out at the YMCA three times a week, volunteering at the Humane Society, attending cooking/baking classes, and enjoying various activities and shows in the community.

Within all these areas, Jonathon has greatly developed his interpersonal and communication skills, and has learned to treat others and himself with respect. He has learned the virtue of patience, and succeeds in always making sure others around him are happy, and enjoys making you laugh if you are having a rough day. He is a very ambitious and unique young man, with many attributes and talents that will take him far in life. Between his job, his passions, and continuously expanding

his mind, Jonathon feels his life is satisfying, and is optimistic and open minded to where life will lead him next.

Relief Staff Monthly Meeting

Relief Staff Meetings are held monthly to:

- Raise and discuss issues of concern
- Meet other Relief staff
- Work as a team with other Relief staff, the Employee Client Assistance Team, Scheduling Manager, Field Training Specialist amongst others

Meetings are scheduled for paydays on the 15th of each month from 1:00 to 2:30 pm and Relief staff is paid for the meeting time.

For more information/ clarification contact Buk Arop, Field Training Specialist @ 732-2342



Relief Meeting members share input at the January meeting including (Left to right) Pearl Ann Kim, Nono Tundula, Claudia Heber, Kibrom Negusse, Rhonda Leyte, Aline Nyamajana, and Claudette Nshimirimana.

Thank You!

"Thank You!" Card Incentive Prize Winners

Larry Oleksyn

For always helping with driving staff to Drayton Valley
From: Booking Prize: Coffeemaker

Lucky Gisa

For your amazing ability to handle difficult situations, problem solve, and your support
From: Angella Helliwell Prize: T-FAL Deep Fryer

Evelyn Pelletier

For your help with the success of 144 Ave Christmas Open House
From: Pat McNally Prize: Professional Juicer



Right - Lucky Gisa

Brand New Initiative! Incentive for Referring Employees

We have always appreciated our employees' referral of their family and friends to I.C.E. In an effort to recognize this we have initiated an incentive program for your continued loyalty and commitment.

Here's how it works!

If you refer a person to us who successfully meets our hiring requirements and completes a three-month probation with a minimum of 120 hours worked, you will receive \$50.00.

What could be easier!

ICE Employees receive \$50.00 Employee Referral Incentive

This is the first month of incentive payments for employees who have referred a newly hired employee to work for I.C.E. On January 31st, six Edmonton employees, including the three happy individuals pictured here, qualified for an additional \$50.00 on their paycheques for their referrals. Congratulations to all six!



Ayen Alith



Above: Tanya O'Quinn



Alberta Preteau

HEALTH & SAFETY CONCERNS

Recently there have been a few issues raised that need further clarification:

1

A staff member and a client went on an outing. While at a red light when the vehicle was at a stop, the client exited the vehicle. She had been sitting in the front seat. In the past, while sitting in the front, she has grabbed the steering wheel of the car.

This person has a wonderful sense of humor and is really great to work with, but can be demanding, compulsive and physically aggressive. Staff working with her daily feel that they have a good relationship with her, but want to avoid angering her so the tendency can exist to give in to her wishes to ride in the front seat.

By doing so, they are ignoring her history and her health concerns as well as I.C.E. policy. As this person is partially visually and hearing impaired, there is a high risk for her to be injured in traffic situations because of her diminished ability to perceive the presence of a car.

H&S Comment: ICE has put a definite policy (Policy # 2.4.8) into place for the protection of employees and clients which states that clients are to ride in the back seat, passenger side, unless it is formally reviewed and approved by the appropriate manager. This decision must be reviewed yearly.

An employee must not take a client in their vehicle if the employee deems it unsafe for the client or themselves and their objectivity is necessary to ensure safety. Other options can be used – a taxi, public transportation, walking, staying home are only some of them.

Policy 2.4.8 states the rules of transporting clients and under what circumstances staff should refuse:

- The client has a history of aggression while riding in a vehicle.
- The client is not familiar with riding in a vehicle and may become easily agitated.
- The client has been showing signs of aggression in three hours prior to the planned trip.
- The client is not agreeable to the trip. If the trip is to occur, extra precautions must take place to ensure everyone's safety.



This client's situation is currently under review to ensure that employees and clients are safe.

2

A second concern that needs clarification has to do with the presence of perfumes and scented products in the homes and offices even when workers report sensitivities to them. ICE does not presently have a policy regarding this concern. Instead, ICE has chosen to reflect on the individual circumstances

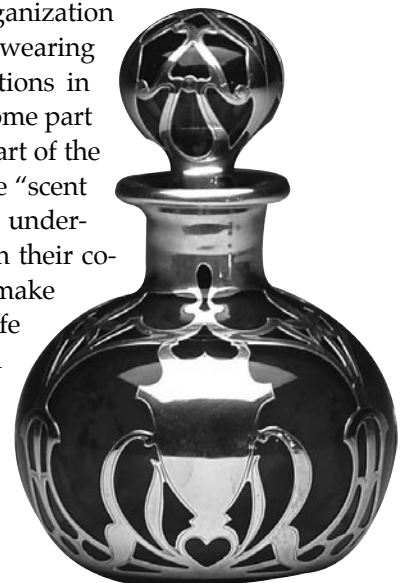
surrounding this topic and work with the people involved on an individual basis. ICE is built on respect and care for individuals who may experience various conditions, including allergies.

Clients may wish to smoke, and that is not refused. Workers signing on with a client who smokes will be advised that the client smokes and asked if that is a problem for them. They have a choice on where they work.

In the case of scents, it becomes a little trickier. We have all been to a movie or special night out only to be stuck behind someone who wears a perfume that is overwhelming, and know how irritating that is. What happens if the cologne that I love best is one that absolutely offends my sensitive working neighbour?

These circumstances are again different than for the person who cannot breathe because of a reaction to a particular perfume.

In many places of work, scented products are banned due to varied individual responses to products; however, ICE will not issue that directive for the organization due to the work we do. Instead, we suggest that employees demonstrate their respect for the organization and for each other by not wearing scents that can trigger reactions in other people. They then become part of the solution rather than part of the problem. We also suggest the "scent sensitive" people ask for understanding and assistance from their co-workers in helping them to make their work environmental safe and pleasant. Workers can ask their Coordinators or Managers for assistance in creating a workable solution if this situation arises in your work area.



Health Corner

HYPOTHYROIDISM AND HORMONE IMBALANCE

What exactly is an underactive thyroid?

Hypothyroidism is commonly described as an underactive or sluggish thyroid. Sometimes the problem is thyroid hormone imbalance. Women are far more likely than men to be afflicted with thyroid problems. Hypothyroidism leads to fatigue, weight gain, depression, high cholesterol and other symptoms.

The connection between thyroid hormone imbalance and menopause.

For women in their late 30's or 40's, hypothyroidism is often a good indication that they are in peri-menopause — the 5, 10, or even 15 years of hormonal change preceding menopause. The thyroid can't be viewed in isolation from the rest of your endocrine system. It sits at the very center of action. And it is just as vulnerable to stress and lack of support as every other part of your body. Understanding how those stressors create illness and thyroid disease will also illuminate why problems with your thyroid gland are so likely in menopause and peri-menopause.

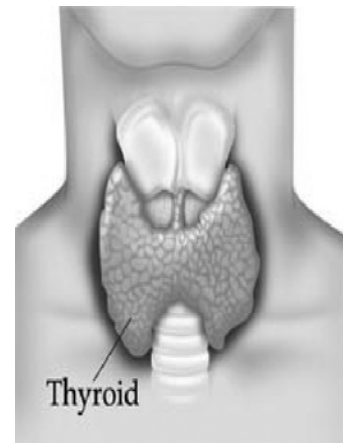
What causes hypothyroidism in women?

Hormonal imbalance acts as a trigger for thyroid problems. Women's

bodies have a delicate balance of hormones such as estrogen and progesterone, which can be upset when your body is under stress. Peri-menopause, menopause, and pregnancy are times in a woman's life when hormonal imbalance is particularly common.

Signs and symptoms of hormonal imbalance.

Go ahead. Count how many of these symptoms are bothering you right now. The more you have, the more important it is to get your body into balance. Fatigue, cravings sweets, PMS, feeling depressed or overwhelmed, mood swings, headaches, loss of desire, sleepless, anxiety, loss of hair, irregular periods, fibroids. Perimenopause (and later, menopause itself) is not an illness, but a natural process in a woman's body. The bottom line is that nutrition, supplementation, and exercise are the keys to your well-being, but beyond this foundation, thyroid hormone replacement may be necessary in some women.



INJURY STATISTICS

In 2006, we are down from 2005 claims approximately 20% in the number of lost time claims, and approximately 60-70% in the total costs. This is largely due to employees' early reporting of injuries, their effort in reducing both the number of injuries and the severity (days lost), their participation in modified duties, and the overall corporate goal of reducing the injuries in total.

May 2007 bring few injuries for clients and staff, better understanding between us as to how they happen, and prevention of loss for everyone involved. Absolutely no one benefits from an injury.

General Announcement

ICE offices will be closed
Monday February 19th, 2007
for Family Day.

All calls should be directed to
the Employee Client Assistance
Team at
461- 7236



Find frequently used forms at
www.icenterprises.com

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





I.C.E. Employees should note that the Policy Manual has recently been revised and updated. Please ensure that you locate a manual and review it for changes. Manuals are located at the ICE office or at each of the residential programs. It is every employee's responsibility to be aware of any and all changes to the Policy Manual as these practices affect you everyday in your role with I.C.E.

Below are select points as contained in Policy 3.4.1 Rates of Pay & Hours of Work. Please refer to your policy manual for the entire contents of 3.4.1 including: point 2 and points 8 through 13.

REMINDER

3.4.1 RATES OF PAY & HOURS OF WORK

1. At the onset of employment the employee's hourly rate of pay is confirmed.
- A) All on-call, home care and relief for C.R. Programs are casual positions. The hourly rate may vary depending on the time of day that the hours are worked and the type of work. An employee will be informed of a change in his or her standard hourly wage at the time of booking.
- B) Should the employee be accepting a position, either within the C.R. Unit or working in an office setting the hourly wage will be clarified and reviewed in the terms of employment. These positions may be either full time or casual employment. The terms of employment are reviewed with the employee by the appropriate supervisor.
3. An employee may work a full time position in addition to receiving an hourly wage for on-call hours or work strictly on an on-call basis and receive an hourly wage for the number of hours worked. Note that on-call hours refer to work in a variety of settings. In both cases the employee's number of hours worked per day and the total hours worked per month must be in accordance with Labour Standards.
4. Wages are set according to market conditions and government contracts.
5. An employee is not guaranteed a specific number of hours to work within a given pay period, unless the employee has signed terms of employment for a specified program position.
6. ECAT Coordinators will not guarantee that a specific employee will be scheduled to work with a specific client or that an employee will be booked for a specific number of hours.
7. All employees working in the C.R. Unit or in an office setting must sign terms of employment prior to the commencement of employment. There must be a separate terms of employment form signed for each position. This form must be resigned by the same employee if the number of hours is modified in his/her current position or he/she accepts an alternative position. This document is not required to be signed for annual wage increases. The employee's supervisor is to complete a clarification of wage increase form to validate annual wage increases. Any other wage allocation is dealt with through payroll adjustments or payroll information forms. Refer to Master forms binder for reference to these forms.

CET STANDARDS: CET STANDARD 24

Individuals are free from abuse

This Quality of Service Standard # 24 (freedom from abuse) compliments the Quality of Life Standard # 12)

About this standard...

Individuals who are dependent on paid personal supports are especially vulnerable to abuse. One of the most overlooked aspects of abuse prevention is the role of healthy and strong social networks. Research shows that the more individuals are included in their community, the less likely they are to be abused. This is yet another reason why paid supports need to focus on facilitating inclusion and relationships, as well as personal control, choice and full citizenship. With knowledge comes power; providing individuals with information and orientation regarding abuse prevention and reporting assists to keep them safe.

Service providers have a responsibility to uphold the rights of the individuals they support (see Appendix 1V). When an individual's rights are denied, limited or restricted, in the absence of a competently developed support plan, it may be considered to be abuse. Service providers must fully understand the standards related to the use of restrictive procedures (see Preamble for Standards 30-32, Standard 32 and Appendices II and III). If incidents

of abuse are reported, the service provider should follow the relevant policy or act. In Alberta, abuse should be reported according to the Abuse Prevention and Response Protocol or the Protection of Persons in Care Act (whichever applies).

Key indicators include...

- Staff have provided information to the individual about abuse and how to report it.
- Staff have received training on preventing, detecting and reporting abuse, and can practise what they've learned.
- If the individual, or others, have reported that the individual was abused, he was provided with support (e.g., active listening, counseling, support groups, follow-up, education, assertiveness training).
- If the individual, or others, have reported that the individual was abused, the incident was reviewed and followed up in accordance with provincial requirements (i.e., in Alberta, the Abuse Prevention and Response Protocol or the Protection of Persons in Care Act, whichever applies).
- If restrictive procedures are used with the individual, they have been developed, approved, and reviewed according to Standard 32.

I.C.E Savings/Pension Plan – One of your I.C.E. employee benefit options

Are you investing in your future? If not, now is the time to start, with help from I.C.E.

If you are an eligible I.C.E. employee (see below), and you open a FUTUREBUILDER Retirement Savings Plan (RSP) account I.C.E. will provide matching funds per month as per the requirements and table provided in **Policy 3.4.15**.

Employee Eligibility

- Employee must be past the probation period of three months in order to participate.
- Employee must be available for work and have gross monthly wages of \$500.00 excluding travel/mileage

amounts and must have earnings on the final pay period of each month.

- Employee must make a minimum matching contribution of \$20.00 per month, deducted on the 2nd monthly pay period.
- Employee must be an employee of I.C.E. on the final payday of the month to be eligible for the matching payment.

Don't miss this opportunity!

After you ensure you meet employee eligibility requirements, it's as easy as: **1 – 2 – 3 !**



1. Contact Linna Roem, I.C.E. Manager Accounts at (780) 453 – 9664 to get the I.C.E. group code.



2. Contact any branch of the TD Bank to set up an appointment with an Investment Consultant. Meet at your scheduled time with the consultant at the TD Bank.



3. Return your completed payroll deduction authorization from the TD Bank to the I.C.E. office Attn: Linna.

HEY!

...are you
motivated?
...curious?
...like to be
a part of a fun
team?

You would like to be an equal part of a group who help to protect those we support and our co-workers we work with. You would be part of an established committee that advises and monitors health and safety in the workplace.

ICE's Health and Safety Committee is in need of a few dedicated people who might share the same commitment when it comes to being safe and working in a healthy environment. You would assist in the investigation of employee injuries or near misses and make recommendations that may reduce the risk of similar incidents reoccurring in the future.

The Health and Safety Committee meets:

Edmonton	Calgary	Grande Prairie	Nanton
First Thursday of the month.	Third Thursday of the month	Third Wednesday of the month	Variable dates, contact the Lethbridge or Nanton office for more information
10:30 am – 12 pm	1:30 pm – 3 pm	9am-10:30am	

Please stop by to join the committee or just to check it out. Stay for 3 meetings and receive a stainless steel mug. Stay for 15 meetings and receive a jacket. It is a really great opportunity and advantage to represent your place of work as a member of the Health and Safety Committee. Join us!

HEALTH AND SAFETY COMMITTEE MINUTES

3.1 Review of 'Regional Health and Safety Meeting Minutes'

Committee members discussed topic in meeting minutes re: residences being perfume/scent free. As this is not a policy, it is just a request (made in PET) for staff not to wear perfumes/scents. If there is a specific allergy in a home/office to scents then exposure to scents must be avoided. This will then be handled on an individual basis- 'site specific ruling'.

discussion re: injuries

discussion re: stairs and, the proper procedures for assisting a client up/down the stairs. This needs to be decided on an individual basis dependent on client stability and should be recorded in the orientation manual and personal profile. If safety issues are involved it should be documented in c-views so booking can advise relief staff.

discussion re: fire drill recording, documentation and frequency.

Jennifer suggested homes could have a member of the local fire hall attend for drill/presentation

3.2 Evaluation of current injuries and near miss

122 Injuries for the year

– 11 across the province for December

- Elaine explained WCB stand re: workplace infections
- Discussion of types of injuries and follow up from December
- Question re: safety mat in the tub (back twist injury when staff tried to stop client from slipping in the tub)
- Reminder: All lifts must be checked prior to use and on a monthly basis. An injury resulted from a lifts mechanical failure
- Reminder re: stressing proper body mechanics- If two people are required for repositioning then arrangements must be made for this. Staff are not to attempt lifts which have not been approved for that client.
- Mission Possible successful – motor vehicle accidents down

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

- Elaine stated that she would like to have some members formally trained to complete investigations from Continuing Care (Alice, Noreen, Nicole interested)
- Elaine discussed the new near miss incident investigation form that must be completed by managers and coordinators. Information comes from the critical incident form following a near miss (need 2/week minimum).

4.1 Presentation

Medical Communication from Jennifer Watson

- Introduction to Capsule of Life
- proposal letter read to the committee members: description and purpose of capsule
- Capsule passed around for inspection by committee members
- Round table discussion of functions and feasibility of system such as this

Proposal letter and sample capsule to submitted to Geneve and Mike for review. Jennifer will contact Spruce Grove Fire Department to determine if system in Edmonton

4.2 Hand In Day Presentations/ Bulletin Board in Reception

2 Health and Safety members to attend monthly TL meetings/ TC meetings to review the H&S Minutes

Same members would attend the meetings, facilitate the hand in day presentations and complete the bulletin board in front reception for that month. This will rotate through all the members.

4.5 Preparing for COR 2007 Internal Audit

Not 100% perfect for this year, but 20% reduction in number of lost time claims, 60-70% estimated reduction in cost of claims, anticipated 20% incentive return from PIR program. GOAL: reduce injuries through identification of RISK and ACTION taken to prevent it.

TRAINING

CPI Training (2 Days)

Feb 5 & 6, 9am-4pm

CPI Training (one day refresher)

Feb 6, 9am-4pm

Proactive Behavior Intervention, Feb 1, 8 15, 9am-5pm

Mission Possible, Feb 22, 1pm – 4pm

Positive Behaviour Supports, Feb 22, 9am-5pm

Documentation & Reporting Practices

Feb 1, 9am-1pm

Autism/ Asperger's Syndrome. Feb 21, 9am-1pm

ADHD/ Oppositional Defiance Disorder/ Conduct Disorder, Feb 28, 9am- 1pm

Alzheimer's and Dementia

Feb 13 & 14 9am – 5 pm (both days required)

(See Website for details on all of the above)



PETTY CASH

To all the awesome Team Coordinators and Team Leaders:
Petty Cash Logs are due 4th business day of the month.

Don't forget to include:

- Detailed deposit photocopies
- Cheque stubs and/or duplicates
- All original receipts
- All utility bills
- All original invoices and/or receipts for household repairs, moving, garbage removal, carpet cleaning, etc.
- Please print initials and/or names of client's on top of receipt if not for whole house expense
- Do not use highlighters or write over amounts on receipts
- Please write or print clearly.
- If you have not had books training, please call for an appointment

Please call Sandee @ 453-9659 if you have questions.

Thank you all for another great year for doing books!

Have a great New Year!