

Employee Spotlight Mike

Mike was born and raised in Crapaud, Prince Edward Island (PEI), where he lived. Mike graduated high school in 2002 and immediately began his Bachelor of Science in Psychology, which he successfully completed, and graduated in 2006. There was no work in PEI, so Mike and his girlfriend Michelle, a dietician, moved to Grande Prairie in December 2006. He started working for ICE shortly after moving to Grande Prairie.

Mike started as a Team Leader at the KAM residence, and excelled in his position. He took the Team Coordinator training in May, June and July of 2007, and immediately stepped into a Team Coordinator position with one of his clients from the KAM residence and two brand new ICE clients. Mike has done an outstanding job of building the Patterson program and keeping it running smoothly.

In addition to his Team Coordinator position, Mike assumed the role of Alternate Training Coordinator in October 2006. He successfully ran his first round of Pre-Employment Training in December. Despite the time training takes away from his program, Mike has demonstrated that is able to manage his time efficiently. Therefore, for



all of these reasons, Mike was presented with the 2007 Employee of the Year Award at the 2007 ICE Christmas Open House. Mike thinks the connections he has made with his clients and the other staff is the best part of working for ICE.

Mike enjoys writing fiction, playing bass guitar, and many other instruments. He has traveled throughout Canada and the United States. Mike is beginning the three and a half (part time) Master of Counseling program through Athabasca University.

Prince Edward Island is the smallest of the Canadian provinces both in size and population. The Province is also called 'PEI', or simply 'The Island'. The capital city is Charlottetown. Islanders adopt all who come to stay and its 1.2 million annual visitors. They come to the Island to enjoy its pastoral scenery, relaxing white sandy beaches and relaxing pace. The way of Islanders and their lives are clearly expressed in its arts, culture and heritage. Everywhere you will find crafts, theatres, and festivals that celebrate life on the Island.

Alberta Family Day

Please Note

All ICE offices will be closed for the Alberta Family Day holiday on

**Monday
February 18th, 2008.**

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

Did you know?

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

MEETINGS

Health & Safety Meeting

Wed, Feb 6, 10:00 AM

Team Leader Meetings

Tues Feb 20, 1-3 PM

RPAC

Thurs Feb 7 & 21 4 PM



TIME SHEET HAND-IN



Hand-in day will be:

Friday Feb 15, 2008

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

Friday Feb 29, 2008

for all shifts worked
between
Feb 15th and 29th

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Client Success Story South Region: Sarah

Sarah has been a client of ICE since 2004. During this time Sarah has had great success with finding paid employment that she enjoys, volunteering, working on art that she is very talented at and becoming more independent.

Sarah works at Home Depot three days a week in the seasonal department. She takes care of the plants and garden accessories. She is an appreciated member of the team and her co-workers take pleasure in her working there.

Sarah enjoys animals, drawing, painting, playing sports, ice skating and has a great collection of lego.

It's Important To Lead By Example

When Independent Counselling Enterprises began participation in the Certificate of Recognition program (COR) through the Continuing Care Association (CCSA) the company was making a conscious choice to lead its employees to enhanced health and safety. ICE leadership was in effect announcing their commitment to the safety of all ICE employees and stating that they were willing to take the necessary steps to achieve this.

In the next several months our ICE page will feature ICE leadership perspectives on Health and Safety.

An Interview with Chief Operating Officer – Geneve Fausak



Q – What are some of your key responsibilities in relation to the ICE Health and Safety program?

A – There's really a wide range of aspects to my role but some of the key responsibilities include:

- Working safely. Just as every other employee, I am required to work safely, report workplace hazards, and to comply with the agency's health and safety regulations. It's important to lead by example.
- Ensuring that ICE follows health and safety legislation as mandated by Alberta Worksite Health and Safety, and the Worker's Compensation Board (WCB). Our company reflects these requirements in ICE policy and procedure.
- Ensuring all staff are provided the resources (equipment, training, information) to maintain a safe working environment for themselves and their colleagues.
- Encouraging all staff to identify and address worksite hazards through communication, meetings, site visits, and policy developments.
- Ensuring processes are developed, implemented, and reviewed to facilitate a safe work environment. Ensuring hazards are addressed and controls (administrative, engineering, personal protective equipment) developed.

Accountability proceeds ultimately to senior management.

Q - What aspect of Health and Safety do you find the most challenging?

A - Alberta has been through such rapid growth in the last few years that the company is always working hard to raise employee awareness of the need to work smarter and safer and the associated value in compliance to policy by all staff within the agency.

Q - What aspect(s) of ICE's Health and Safety program do you take the most pride in?

A – The commitment that the agency and the president have made to Health and Safety continuous improvement. ICE is devoting resources for positions (such as the Health and Safety Specialist, Quality Assurance and Risk Management Consultants), training and incentives in order to raise employee awareness of health and safety. We have really seen immense growth in our employee skills in this area over the last six years

Thank You!

Incentive Thank-you Card Draw Winners

Vesna Villa

Prize: 9 Pcs. Corningware Creations Cookware
From: Geneve Fausak
For: Putting great effort with your program to achieve excellence with accommodation licensing standards



Andrea Dugo

Prize: Versaware Pro Crock Pot
From: Geneve Fausak
For: Putting great effort with your program to achieve accommodation licensing standards



Marnie Wyllie

Prize: Pronto 2 in 1 Vacuum Cleaner
From: Qamar Khalaf
For: Client care and continuous support to staff at the house

EDMONTON REFERRAL INCENTIVE WINNER

This month we have 3 recipients receiving the ICE referral incentive including Lorena Mencia. These employees will receive an additional \$50.00 on their paycheque. Congratulations to all 3 for their wonderful referrals!



Here is how the Employee Referral Incentive works!
Ice appreciates our employees' referral of their family and friends to I.C.E.

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

WILL YOU BE ONE OF NEXT MONTH'S FEATURED EMPLOYEES RECEIVING A \$50.00 INCENTIVE PAYMENT?

TRAINING

Proactive Behavior Intervention
February 7th, 14th, 28th, 9am-5pm

Schizophrenia
February 1st, 9am-3pm

Documentation & Reporting Practices
February 7th, 9am-1pm

Positive Behaviour Supports
February 14th, 9am-5pm

Promoting Safety
February 21st, 1pm-4pm

Find frequently used forms at
www.icenterprises.com

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

Health & Safety

Safe Footwear - Your Employee Responsibility

As per the Occupational Health and Safety Act and Worker's Compensation Board Employees have the responsibility to:

- Work in compliance with the agency's health and safety regulations.
- Use or wear any equipment, protective devices or clothing required by the employer.

Supervisors have a responsibility to:

- Ensure that ICE employees comply with the agency's health and safety regulations.
- Ensure that the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency.

Refer to the complete list of employee responsibilities in the ICE Policy Manual – 3.5.1 Employee Health and Safety – Introduction & Responsibilities.

This means that every ICE employee is required to wear appropriate footwear as per Policy 3.8.6 Dress, Hygiene and Grooming. "Footwear should be safe and functional for the job responsibilities. Outdoor footwear should be exchanged

for indoor wear. Employees are not permitted to wear flip-flops/thong footwear (foam bottom, between the toe strap). Footwear must have ankle support, and heels must not exceed 2.5 inches."

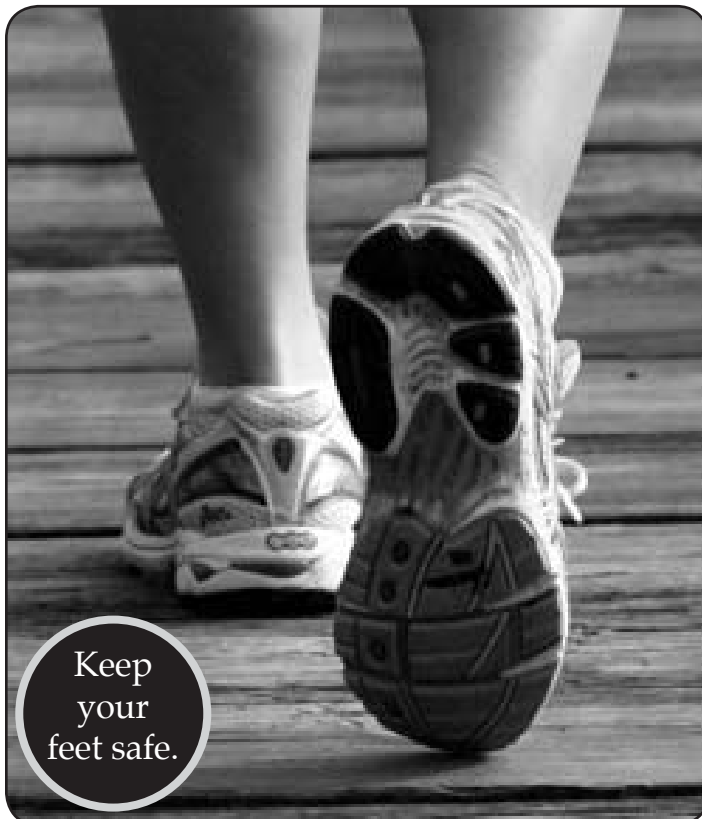
Often employees adopt footwear habits in client homes similar to what they would wear in their own homes. Employees must understand clearly that client homes are their workplace and that workplace regulations apply and must be adhered to.

Why does ICE require proper foot wear?

Here are just a few examples that demonstrate the risks of working without proper footwear:

- If there is a fire and you have to get the clients out of the home in a hurry (any time year round), you wouldn't have time to put on footwear.
- What if you work in a home where a resident is prone to running away? You would lose contact with the client as you struggled to get your shoes on.
- What if you were cooking and spilled hot water? What if you stepped on an object on the floor of a residence? What if you misjudged your step and stubbed your toe on furniture in a home? Your feet would likely suffer far greater injury if they were not covered with safe shoes.
- What about situations that require personal care (bathing assists or lifts and transfers for clients)? Without a good grip on floor surfaces you are increasing your risks of slips and falls. This also increases the risks for your clients.
- What if a client became aggressive towards you and you needed to use Proactive Behavior Intervention techniques to evade physical contact. Wouldn't you be safer with your footwear gripping the floor (for evasive action) and your feet covered for protection and egress as necessary?

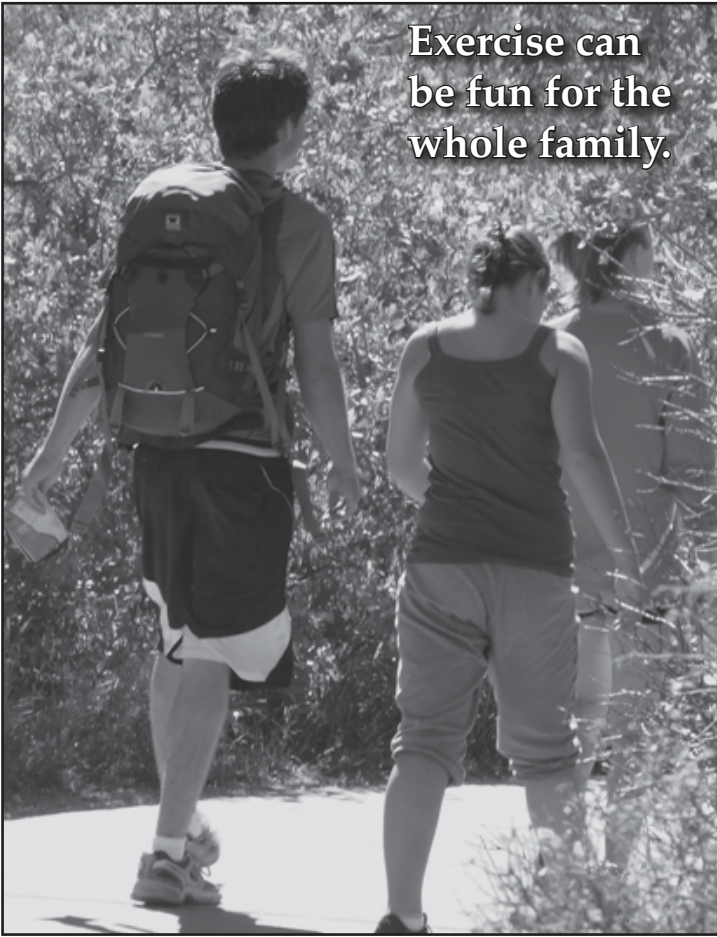
The ICE policy for sensible shoes is there to protect you, the employee. Wear proper shoes and be ready for anything. Employees should expect corrective action to be taken regarding failure to comply.



Health Corner

Safe Weight-loss Programs

**Exercise can
be fun for the
whole family.**



Many people resolve to lose weight in the New Year. While there are many safe weight-loss programs out there, there are just as many dangerous ones. There are many factors that contribute to the safety of a weight-loss program.

A safe weight-loss program should do two things: it should not promise fast, easy results that set your body up for failure, and it is designed to lose more fatty tissues, and less lean tissues- which means the loss of 1-2 pounds a week. Safe dieting and weight loss programs encourage moderate physical activity to burn calories and build lean tissue.

A safe diet should contain foods from all food groups:

grains, fruits and vegetables, milk products, and meat and alternatives. If the diet does not contain food from all food groups, you are at risk of missing some essential vitamins and minerals. Also, where there is lack of variety, people do not tend to stick with it as long.

A safe diet should not put a restriction on the number of calories you can consume. A healthy woman needs about 1900 calories and a man requires about 2500 calories a day. Thirdly, a diet should not restrict you from eating your favorite foods. If your favorite foods are being restricted, you may not stick with the diet for as long.

A safe weight loss program must also include exercise. Exercise is very important in losing and maintaining weight. Diet programs that promise quick weight loss without exercise are misleading. A weight loss program should also be affordable to you and fit your lifestyle. If you can't afford the program or if it does not fit your lifestyle, you might not stick with the program for long.

When choosing a weight loss program that is right for you, ask yourself, is this a realistic program. Can you accomplish it? If you answer "no", then the program might not be right for you.

Happy Dieting!



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 right), 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.**

Don't miss this opportunity!

After you ensure you meet employee eligibility requirements, it's easy!

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 \$25.00 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.



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.

3.4.7 Employee's Availability To Work And To Complete Shift Assignment

1. ECAT Coordinators will call employees to fill shifts based on the availability to work, that the employee has provided to the agency.
2. For effective time management of bookings it is advisable for an employee to call in their availability weekly to the office.
3. Should an employee continually decline shift assignment when called, this will be noted on the employee's personnel file and a review of job performance will be scheduled with the Personnel Coordinator and/or the employee's immediate supervisor.
4. Once an employee has accepted shift assignment it is the employee's responsibility to complete this work. The employer recognizes that certain circumstances may arise that require an employee to cancel a shift assignment. The circumstances are to be justifiable and the employee needs to provide a minimum of 4 hours notice if unable to work. The employer has the right to decline the cancellation if the employee does not provide a valid reason or appropriate notice. Repeated shift cancellations by the employee will result in a review of job performance.