

The Changing Role of the Support Worker

Discovering Interests

Helping people discover and pursue their dreams, desires and interests is an important part of the role of community support staff, team leaders, coordinators and managers. It is the responsibility of all ICE employees to promote and practice community participation. It is our job to discover a person's interests, gifts and dreams and determine how these choices can be used to connect him or her to the community. We need to actively learn about places, events, activities and resources where the person can acquire new connections and develop strong positive relationships.

How does that affect the job of a support worker?

Discovering a person's interests and motivating a person to pursue those interests can be challenging however it is an essential part of our job. The process can be broken into three steps.

1. One of the first things to do is to find out what is in the community of the person you are supporting. You can make a list of all the schools, churches, community halls or centers, businesses and restaurants that are in your community or on a bus route. Find out what things are happening in the church, school or community hall. They may need volunteers to help them or places where people can find employment. You may find

out that there are classes in something that interests the person you are supporting such as tae-kwon-do or computer classes.

2. Next engage in discussion with the person and gain an understanding of what the person likes (their interests and preferences), what the person is good at (their gifts or capacities) and what the person wants in their life (their dreams). You now have a list of things in the community and a list of interests, gifts and dreams.
3. The next step is to call or visit one of the places in the community where things are happening where the person can pursue their interests, gifts and dreams. This is the hardest step but it will give you the best reward.

It will require flexibility, creativity and resourcefulness to employ different strategies and to take advantage of opportunities that present themselves. Getting to know the person you support and providing information and choices is the first step in helping people get connected. ICE has many resources and strategies to help you with this essential part of your job. Come and talk to one of the members of the resources team or take the Connecting the Dots workshop. Take the challenge and help make connections!

ECAT

Employee &
Client Assistance
Team

461-7236
after office hours

MEETINGS



Health & Safety Meeting

Thurs. June 1, 10:30 AM

Team Leader Meetings

Thurs, June 15, 10:30 AM
Wed June 28, 1 PM

TIME SHEET HAND-IN



Hand-in day will be:
Thur, June 15, 2006
for all shifts worked
between
June 1st and 15th
and
Fri, June 30, 2006
for all shifts worked
between
June 16th and 30th

CONTENTS

Employee Incentive Award Winners.....	pg 5
Training Dates	pg 8
CET Standard 19.....	pg 8
Health and Safety	pg 6
Policy for Review	pg 3
Community Success Story	pg 2
Health and Safety Committee Meeting Minutes	pg 5

COMPASSION & UNDERSTANDING KEY TO SUCCESS

Success Story by Sarah N

Since I have been with I.C.E. I have set goals, made choices, and made new friends. I have accomplished so much. For instance, I have been working on art projects. I went to school for art and I will continue to take classes to increase my skills as well as selling my art. I also volunteer at the hospital and at a pet store. My job at both

places is to ensure the people I work with are happy and satisfied. I have learned so much about trusting people, asking questions about issues that I don't know a lot about. I feel like I.C.E. has guided me to make my own choices and to be responsible for them, and has listened to me in what I want my goals to be.

I feel that I am successful because I am comfortable around other people and being more confident in having my own voice. People have said that I have become more compassionate as I am understanding of other people.

DETERMINATION & WORK ETHIC LEAD TO SUCCESS

Danny's Story

Danny is an ambitious, young man who has invested in his success through hard work. This year he moved into the city of Edmonton from Spruce Grove with a focus on developing independent employment and living skills. In order to accomplish these goals Danny understood he needed to make some personal changes.

After his move into Edmonton, Danny completed a search for

employment. In a very short time he found a job, working four days a week. Now Danny works industriously, spending long days tarring roofs. His hard work has recently paid off with a promotion. Danny's responsibilities now include supervising and training new employees and keeping the ground site organized. Dan has stated he finds his job rewarding and he likes his very supportive supervisor.

Being a graduate of an anger management program has

helped him keep his job. Recently while working, a co-worker was giving him a hard time. The old Danny would have responded in an unprofessional manner and resolved the issue with verbal or physical aggression, not the new Danny. The new Danny gathered his thoughts and took some time to think things

Danny has another goal. Once he is out on his own he'd like to register at NAIT in the Automotive Mechanic Program as his dream is to become a mechanic

through. Using his "calm down cards" he defused his anger. Curious as to what Danny was doing, his boss came over to inquire about his actions. His supervisor was so impressed with Danny and his "cards" he asked for a set of his own. Now all his co-workers want "cards" for those frustrating moments in the day.

Aside from work Dan keeps himself busy by working out at the YMCA three times a week. He also enjoys socializing and

makes friends quickly due to his outgoing social nature. One of his friends has a set of drums which Danny enjoys playing every so often. Danny has taught himself how to play and is currently saving up for a drum kit of his own. Dan's musical talents don't stop there. This year he will sing "Ring of Fire" by Johnny Cash at the Independent Counselling Enterprises, Idol in the Hood competition on the evening of May 24th.

At home, Danny is learning daily living skills including cooking, budgeting and social skills. His goal is to live independently in the community. Danny has another goal. Once he is out on his own he'd like to register at NAIT in the Automotive Mechanic Program as his dream is to become a mechanic. Danny's strong work ethic and his determination will assist him to succeed.

I.C.E. ID Numbers and Cards

Security

Uses of the I.C.E. Identification Card

- o To show that you are an ICE employee when arriving to new residences (this helps both the staff and the clients feel safe)
- o To show a Booking Coordinator that you are an ICE employee when receiving shifts (when you do not recognize each other)
- o To show Personnel that you are an ICE employee when looking for information about positions (when you do not recognize each other)
- o To get on the bus for free when accompanying a client that has paid their fare

****Supervisors and Managers are also required to carry their ID. If you do not recognize someone, especially when they are visiting a residence, please ensure you ask them to show you their ID.****

Uses of the I.C.E Identification Numbers

- o To help Booking, Personnel, and Payroll coordinators verify your employee file – this ensures that shifts are booked under you, and your information is updated appropriately
- o To retrieve your pay stub/ pay cheque (to ensure that an unauthorized person does not get your pay cheque)
- o To distinguish yourself from others that have same or similar names

What does this mean for me?

- o When you phone in to the office and we cannot recognize your voice or caller ID we may ask you to provide us with your ID number.
- o When you visit the office or attend a

residence and are not recognized, we may ask to see your ID card.

Oh no ... I lost my ID card. What do I do?

- o Come to the I.C.E. main office with another piece of photo ID
- o Let the receptionist know that you need to receive a new employee ID card
- o The receptionist will verify that you are an employee, by bringing up your computer account
- o A new card will be made for you.

****To speed up the process, you could bring a small picture of yourself for the ID card****

Oh no ... I forgot my ID Number. How do I get it?

- o Check your ID Card. If you lost your card, see above. Or,
- o Call the office and provide us with your birth date or emergency contact info to verify your account.

Why is all of this necessary?

- o The information that we give out when booking shifts or filling positions is considered confidential. We need to ensure that you work for ICE to give you the information.
- o We want to make sure that everyone feels safe when admitting people into the client's houses.
- o We want to protect both your's and the client's information.

**** Ensuring that all information is kept secured and released to only those authorized is very important to us. Thank you for your assistance and understanding in this process.****

Find frequently used forms at
www.icepage.com

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

Your ICEPAGE

Is there something you would like to see in the ICEPAGES? Do you have an idea for a column?

Contact Pam MacDonell at
(780) 453-9651 or pmacdonell@icenterprises.com

AND THE WINNER IS...

The votes have been tallied up and Independent Counselling Enterprises's new vision statement is

"Empowerment, Integrity and Caring"

A sincere thanks to each of you who submitted suggestions for our vision statement contest in April. All the submissions were inspiring and encouraging. It was a positive reflection of your commitment to our agency and the people we support. We received many great suggestions and had a difficult time choosing just one!

"Integrity, Caring and Empowerment" will be the statement that guides us in our journey towards excellence. This challenges each and every employee to determine what they can do in their role that will give value to the vision, mission and objectives of our organization.



Embrace the challenge! How will you practice "Empowerment, Integrity and Caring"?

These are new Mission Statement and Objectives to inspire you!

Our Vision

Empowerment, Integrity and Caring

Our Mission

To provide a comprehensive range of community-based services and training to individuals and their support network, in a way that will empower them to discover, pursue, and maintain choices in their lives and involvement in their communities. To be a leading organization, employing skilled and dedicated people.

Philosophy

Excellence And Consistency In Service Delivery

To develop and maintain high standards of service delivery based on the values of honesty, respect for the individual, confidentiality, empowerment, and client focused services.

Choice

To support people in a way that acknowledges the person as the center of their own lives. Our employees will achieve this by assisting people to discover their preferences, honor their choices and find opportunities for connecting to valued roles.

Flexible Service

To be flexible and responsive to the individual needs of the client.

Communication

To enable our employees to provide high quality service through the use of effective information processes. To support our stakeholders to make informed decisions.

Employee Support

To support and supervise our employees to enable them to achieve the best from themselves, and contribute based on their individual skills and talents. Our goal is that employees will understand what is expected of them and understand the importance of their commitment to excellent service..

Employee Training

To provide training opportunities to enable our employees to be leaders in their provision of support to individuals.

Increasing the Capacity of the Community

To create and recognize opportunities to connect the people that we support within their communities.

HEALTH AND SAFETY COMMITTEE MINUTES

May, 2006 • Edmonton

3.1 Review of 'Regional Health and Safety Meeting Minutes'

The Committee members discussed the incident in which staff slipped on ice walking up to a client's home.

It was suggested that the staff could carry kitty litter/sand in a small container in the trunk of the vehicle and in this way ensure their own safety in situations such as this or, could request that they be able to leave a small container of 'ice melter' substance in a spot readily available to them outside the client's home.

Committee members discussed the injury that occurred to staff when "pulling a wheelchair up a ramp"

Committee members question the following: why was the staff 'pulling the wheelchair' rather than pushing it? how steep is the ramp? what type of footwear was the staff wearing?

3.2 Evaluation of current injuries and near miss

- 8 reported injuries were the result of client behavior as outlined: client grabbed staff by the shirt front at the neck area; client pushed staff; client was 'banging' staff on the shoulder while staff was driving; client 'head butted' staff; client punched staff in chest; area and scratched staff; client punched staff in head and ear area.
- Some homes are using 'cheat sheets' of information to have 'handy' for relief to read quickly to acquaint themselves in 'how to best interact with the clients'...these appear to be working well for 'knowledge at a glance' until the staff has time to sit and read the Orientation manual and/or posted protocols

4.1 Mice

A discussion ensued around mouse infestation in our rural homes.

- CSC's must be made aware of any 'mouse problems' encountered.

- Immediate clean up of any 'droppings' should be carried out.

- All pre-packaged foods should be removed from their original 'wrappings' and stored in plastic airtight containers.

4.2 Site Specific Orientations

Elaine updated Committee members re: the management involvement in implementation of mandatory training and orientation of all support staff.

- Team Leaders/Coordinators/ CSC's should be reminding staff that ALL relief/new staff require appropriate site specific orientation in order to facilitate the provision of quality supports to the individuals in our service

- 'late arrivals' to shift need to be reported to: Jon-Paul if relief or, appropriate CSC's if regular staff in order to ensure appropriate disciplinary follow up.

4.5 First Aid/CPR Tracking / Evaluations

Elaine explained to Committee members that the re-certification of First Aid/CPR is MANDATORY while in the employ of ICE.

- Re-certification tracking will now be linked directly to evaluations / increment review

4.7 Housekeeping

Elaine questioned whether any of the residences might be buying cleaners in bulk and re-packaging the liquids in smaller containers

- Any time this is done the 'secondary container' MUST be CLEARLY and APPROPRIATELY LABELLED.

Foundation Information Sessions

FOUNDATIONS -
Community Rehabilitation
and Disability Studies

"Foundations" is a course taught by ICE, a few hours per week for several weeks. This course can help you work more effectively as a CSW and provide opportunities for promotion within the company.

"Foundations" will give you a basic understanding of values, attitudes, and skills that promote choices, independence, and the quality of life experiences for the people they work with. Foundations can be a stepping-stone to a number of studies in the Rehabilitation Field, with recognition of six to nine post secondary credits.

June 8, 2006, 10:30 a.m. till noon

Thank  You!

Next ICE Incentive
Thank-you Card Draw
June 15, 2006

May 15, 2006 Incentive Thank-you Card Draw Winner
(Prize won: Electric Wok)

Tom Dubreuil received a thank-you card from his CSC in appreciation for collecting three quotes for work that needed to be completed in the home.

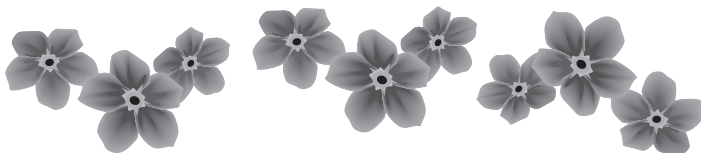
May 15, 2006 Incentive Thank-you Card Draw Winner
(Prize won: DVD/VHS player)

Lucia Hakopdjanian received a thank-you card from the Booking Coordinator for helping out with many extra home care shifts.

May 15, 2006 Incentive Thank-you Card Draw Winner
(Prize won: Stainless steel 4 slice toaster)

Samuel Mawutor received a thank-you card from a CSC for assisting and providing suggestions for a Health and Wellness plan for the client he supports.

Health Corner



OH&S

In April and May we have been continued to work on determining the root causes of any incident or near misses to prevent additional incidents from occurring.

Year	Month	Total Injuries	Lost Time Injuries
2005	May	12	4
2006	May	12	6

SHARE YOUR EXPERIENCE!

"Stories from the frontline" gives a chance for employees to share with others their real life field experiences regarding health and safety.

Help us create hazard awareness within our workplace by submitting your story from the field. It could be selected to appear in the next ICE page!

Guidelines for submission:

- Must be related to employee health and safety. Stories need to come from field experiences from ICE. The objective is to create awareness for Occupational Health and Safety issues within our workplace.
- Approximately 2 paragraphs in length.
- Grammar and spelling can be corrected with submission.

All stories are very appreciated.

In recognition for those stories selected for the ICE page, the writer will receive a Health and Safety key chain from the ICE Health and Safety Committee.

Please submit your stories to our Health and Safety Manager Elaine Dawson edawson@icenterprises.com or drop off at reception at the ICE office.

For further information please contact Elaine at 732-2343.

PANDEMIC FLU PROGRAM: FIGHTING THE FLU WITH WELLNESS

Last month, we discussed practicing the first steps in preventing illness. We talked about washing our hands with soap and water for as long as it takes to sing a short song like "Happy Birthday!" Hands need to be washed after coughing, blowing our noses, before and after food preparation and when they are visibly dirty. We need to stop touching our eyes when we have a cold or flu. Coughing into a single use tissue, or, if one is not available, into your shoulder or arm is another way of reducing the spread of germs. None of us likes to be sick and these tips are ways to STOP the spread of flu bugs.

Another really good way is to remain as healthy as possible. How do we do that? We choose to eat healthy, nutritious foods in a moderate amount in a balanced and varied diet. Lots of fruit and vegetables and water are good for us and there is lot of help out there to make healthy choices – from dieticians to grocery stores providing free clinics and recipes.

Our bodies need exercise almost as much and as frequently as it needs food. Both indoor and outdoor activities are good for us, and if we get some sun (vitamin D) and fresh air while we are exercising, it's a bonus! We feel energized and have fun while preventing disease and injury and, by taking charge of our fitness and health, we em-

power ourselves to prevent or manage health conditions (like flu). When we exercise, our attitude improves, and our problems don't seem to be so big.

While these are the basics, there is much more to being healthy. Being healthy also means taking an active role in our community and supporting issues that affect us. Commitment can be shown for causes that we believe in, and a shared commitment with others brings us together with the rest of the community.

Being healthy is also about taking responsibility for our safety and our environment. Making choices which do not hurt the environment, injure others or cause loss are all healthy choices that give us a sense of self-respect. When we feel really good about who we are, we are less likely to become ill, or if we do become ill, we are more likely to recover quickly!

Being healthy also means that we understand that we work and play hard and need to give ourselves time to rest and relax, enjoy some of our favorite activities, learn some new skills and just enjoy life. All this helps to prevent the flu.

Next month we will look at another aspect of the flu pandemic preparations.

STORIES FROM THE FRONTLINE

Shoes in the workplace

One day a new staff came to work in our home. She removed her shoes and walked into the home in her sock feet. I, as Team Coordinator, greeted the new staff and started to orientate her to the home. I asked her if she had other shoes to put on because of the policy on foot wear. She did not understand why this is such an important policy. We sat and talked about the policy.

I asked her questions like "what if there is a fire and you have to get the residents out of the house in a hurry? Do you have time to put on shoes? She said no. What if you are working in a home where the resident is prone to running? Do you have time to put on shoes? She

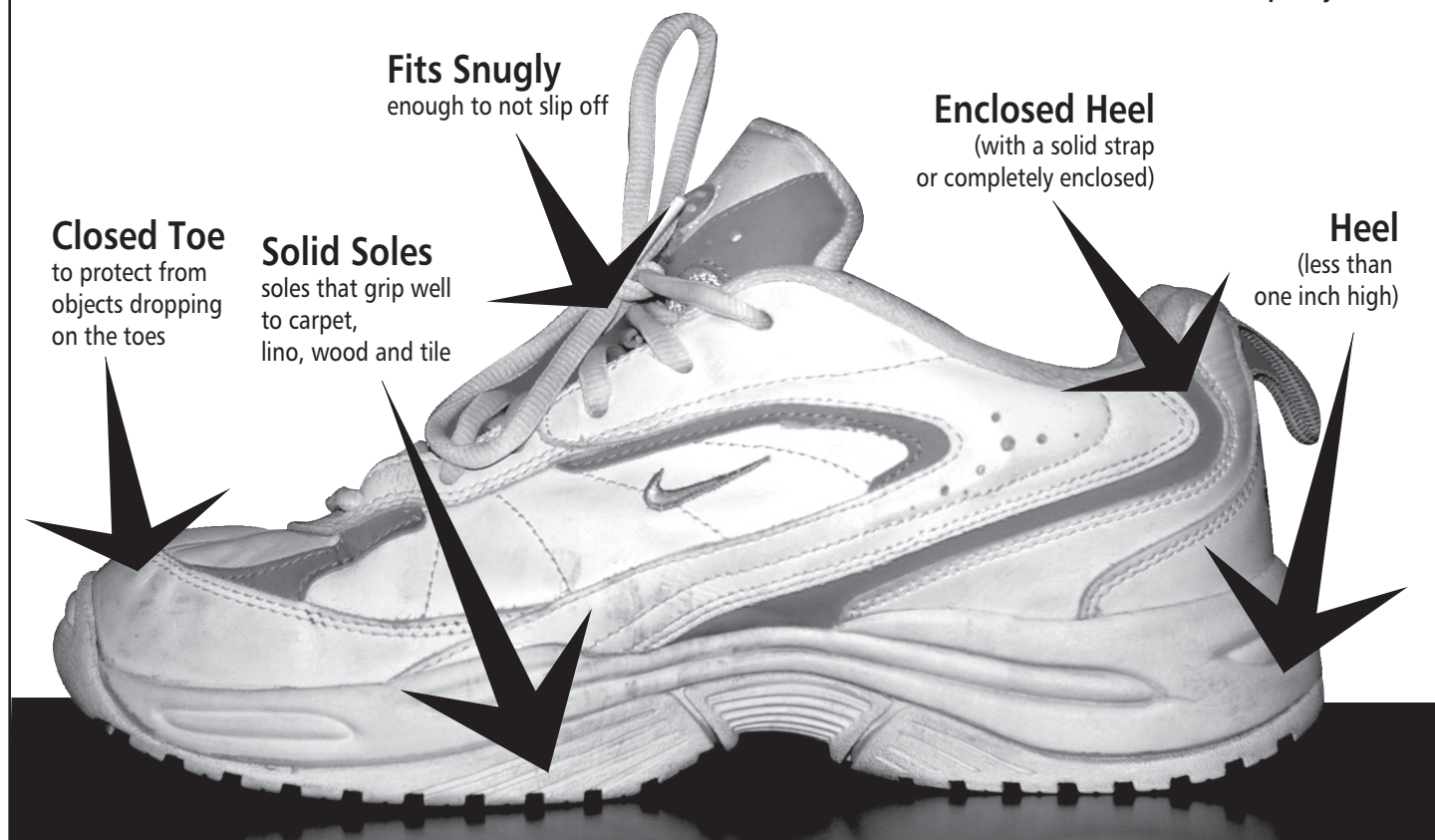
replied "no". What if you are cooking and a pot falls onto your foot, will it hurt more with or without shoes? She replied more without shoes. What if you need to help a client move, or fall gently during a seizure? Will you be able to do this as well with no solid grip under your feet? Or what if a client became aggressive towards you? Would you be able to evade a movement toward you as quickly without a solid foundation under your feet?

I then explained that the shoe policy is to protect staff. In case of an emergency, we as staff need to be ready for anything. By wearing the proper shoes, we are protecting our feet from most things.

SENSIBLE SHOES

"Footwear should be safe and functional for the job responsibilities"

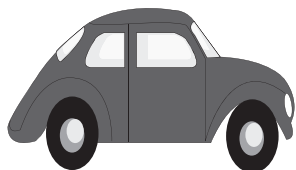
Ice policy 3.8.6



CET STANDARDS: CET STANDARD 19

Individuals are supported to participate in their communities

(This Quality of Service Standard # 19 compliments the Quality of Life Standard # 7)



New Course Available

Mission Possible: Driver Safety

Dates:

Thurs, June 8, 1pm – 4pm

Mon, June 12, 1pm – 4pm

Fri, June 16, 9am – 12pm

Fri, June 23, 1pm – 4pm

Purpose: To enhance employee awareness and knowledge of what is effective in improving road safety. Topics include: Aggressive Driving, Speed, Inattention and Distraction, Fatigue and Winter Driving.

Please contact Darlene (732-2335) or your supervisor to book your attendance.

Please contact your supervisor or booking to ensure your clients have staffing support in place.

About this standard...

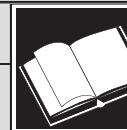
This standard is about how the service provider supports individuals to become involved and participate in their community. Individuals should have the choice to live in and contribute to the community in the same ways as their neighbours, friends and other community members. To achieve this outcome, services and supports should be provided to the maximum extent possible in natural home, community, work and recreational settings.

The role of the service provider is not only to support individuals to learn about and engage in activities in their community, but to find ways to support them to get to know and connect meaningfully with people in their community through involvement in everyday activities.

Key indicators include...

- The service provider has planned strategies to ensure that the individual knows about and can access his community.
- Supports are available to allow the individual to participate in the community in the way that he desires.
- Staff support the individual to get to know and connect meaningfully with people in his community.
- The service provider has strategies to enable the individual to contribute to his community in the way that he desires.
- The service provider encourages and supports the individual's participation in community activities that are not sponsored by the organization.

TRAINING



Alzheimer's & Dementia

June 5 & 6, 9am-5pm.

As described on the ICE website

Substance Abuse

June 13, 9am-1pm.

As described on the ICE website

Proactive Behavior Intervention

June 1, 8, 15, 22, 29, 9am-5pm

As described on the ICE website

CPI

June 1 & 2, 9am-4pm both days.

As described on the ICE website (Day 2 is required only if needing refresher)

June 26 & 27 9am-4pm (must attend both days)

Cultural Appreciation

June 28, 1pm-5pm.

The purpose of this workshop is to understand the importance of appreciating cultural similarities and differences in order to gain an awareness of how understanding cultural differences will contribute to a respectful and more rewarding work environment

Positive Behaviour Supports

June 29, 9am-5pm

As described on the ICE website

Connecting the Dots Workshop

June 19, 9am - 5 pm