

# THE ICE PAGE

## March 2005



### General Information

The March Team Leader Meetings are scheduled for:

1. Thursday March 17<sup>th</sup> at 10:00am 'Lunchroom'
2. Wednesday March 23<sup>rd</sup> at 1:00pm 'Lunchroom'

The ICE office will be closed Good Friday March 25<sup>th</sup> and Easter Monday the 28<sup>th</sup>. All calls should be directed to the ECAT line at 461 - 7236



### ICE WEBSITE

[www.icenterprises.com](http://www.icenterprises.com)

Check out our exciting new website. It tells all About Us - our Health & Safety - Careers and Training - different Regional Offices - and much much more.

### Hand-In Dates:



Hand in day will be Tuesday March 15<sup>th</sup> for all shifts worked between March 1<sup>st</sup> - 15<sup>th</sup> and Thursday March 31<sup>st</sup> for all shifts worked between March 16<sup>th</sup> - 31<sup>st</sup>



### Training dates are as follows:

#### Aboriginal Awareness

March 2<sup>nd</sup> 1pm - 3pm

#### Promoting Independence

March 10<sup>th</sup> 1pm - 5pm

#### Documentation Workshop

March 21<sup>st</sup> 1pm - 5pm

#### Aspergers/Autism

March 16<sup>th</sup> 1pm - 5pm

#### Positive Behaviour Supports

March 30<sup>th</sup> 9am - 5pm

#### ADHD/ODD/Conduct Disorder

March 24<sup>th</sup> 1pm - 5pm

#### FASD Workshop

March 14<sup>th</sup> 1pm - 4pm

#### PBI Workshops

March 3<sup>rd</sup>, 10<sup>th</sup> & 17<sup>th</sup>

All days from 9am - 5pm

Certificate upon completion

*Please register for the preceding eight workshops with*

Diann 453-9657

or Darlene 732-2335

#### Connecting the Dots

March 11<sup>th</sup> Part I - 1pm - 5pm

March 18<sup>th</sup> Part II - 1pm - 5pm

*Please register for Connecting the Dots with Nadine 732-2337*

#### CPI Training

Mar 30<sup>th</sup>, 31<sup>st</sup>, & April 1<sup>st</sup>

9am - 1pm (3 day Wrkshp)

Certificate upon completion

*Please register for CPI with*

Greg 453 - 9656



#### Books Training

Will be done on a one to one basis as needed

*Please register for Books*

*Training with Sandee 453-9659*

#### ICE Employee Incentive Awards:



**Thank you to everyone who submitted entries for the February Employee Incentive Draw.**

**Congratulations to the following staff who were the February winners:**

**Namwezi Hamuli - Helping out on short notice bookings.**

**Dawn Provencher - Great role model (effective client support). Great job Dawn - Keep up the good work.**

**Muaz Hassan - Appreciation from booking for helping out on short notice for an Overnight out of town.**

**Please see Colette at the Office to pick up your prizes!**

**Next ICE Thank You Draw  
March 15<sup>th</sup> at Noon / ICE Office**

## CET STANDARDS:



### **Creating Excellence Together**

#### RIGHTS:

Rights are addressed in Creating Excellence Together Standards in the Quality of Life, Quality of Service and the Organizational Framework sections. The standards ensure that we look at our role as a service provider, to ensure that individuals receiving service have their rights upheld.

I.C.E. policy also addresses “Rights” in the Policy Manual under section 2.2 Client Rights and Protection. This section contains the following policies: Client Rights and Responsibilities, Client Confidentiality, Informed Consent, Client Advocacy, Client Appeal Process and Release of Client Information.

Rights are also addressed in legislation such as: The Canadian Charter guarantees individuals full rights of citizenship, including the right to vote and speak out, and the right to equality under the law. The Alberta Human Rights, Citizenship and Multiculturalism

Act guarantee the right to freedom from discrimination.

Explore the following conversations with the person that you support:

- Knows legal rights (vote?)
- Knows rights in service.
- Feels staff support rights.
- Religious / cultural practices supported.
- Informed consent to any restrictions.

An excellent resource to use as a tool for discussion is the attached document:

#### **AS AN ADULT WITH A DEVELOPMENTAL DISABILITY AND**

#### **AS A CONSUMER OF SERVICES, I HAVE THE RIGHT TO:**

#### **Be treated as an adult human being**

- be treated in a fair way
- be treated with respect
- not be teased, called names or hurt in other ways
- have friends
- go out and have fun
- have someone to love
- get married
- have children
- take care of my own money
- have control in my own home

#### **Laws that protect me (like the Canadian Charter of Rights and Freedoms)**

- not be discriminated against for things like being female or male, the country my family comes from, my skin colour, my religious beliefs, who I choose to love or my disability
- get fair wages
- get the same things as everyone else who does the same job (for example, coffee and lunch breaks, medical benefits, vacation time and maternity leave)
- get the same medical services and care as other people

#### **Make informed choices and decisions in my life**

- make decisions and choices based on my feelings, beliefs and what is important to me
- be told enough things to help me decide (make an informed choice)
- take chances (risks) once I know what might happen
- decide what I do on my own time
- decide what I do with my own things
- decide how I plan for my future (what goals I set and what I want to talk about when I plan)
- choose to live on my own or with others

- decide who comes into my home
- choose the services I use
- have choices when I use services, including where I live, who I live with, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, what doctor I go to, what my doctor does to me, and many other things
- make mistakes
- change my mind
- decide to stop using a service
- choose when I need support

#### **Support**

- get help, if I need it, with things like finding a place to live, making a budget and learning what I need to learn
- have staff and other supporters (like family and friends) who treat me nice (kind, polite and with respect)
- have supporters who are helpful
- not be told off by supporters
- hear good things, not just bad things, about myself from supporters
- have enough money from the government to buy the services and support I need
- get help with making decisions (from my guardian and others), if I need it
- get help with taking care of money (from my trustee and others), if I need it

- have a say even if I need help making decisions

### Speak for myself and to be listened to

- speak my mind and give my opinions
- talk about my rights
- show my feelings
- make complaints if I am not happy
- say "no"
- disagree with people
- have people listen to me when I talk
- have people try to understand me

### Access

- get services in my community
- have good special (accessible) transportation, if I need it
- use seating for people with a disability on regular transportation, if I need it
- get around easier if I use a wheelchair (for example, ramps, curb cuts)
- be part of and have access to the community (things like jobs and recreation)
- go to school and to get the training I need to learn new things

### Privacy

- spend time alone, if I want
- have people get my O.K. to go into my locker at work

- have people knock or get my O.K. before they go into my room at home
- use the telephone without someone listening to what I am saying
- have the choice of going out without telling others where I am going
- have things my doctor knows about me be kept between us, unless I need help to understand

### Safety and protection

- feel safe when I use services
- feel safe when I am out in the community
- not be hurt, attacked or have my things taken from me
- learn how to take care of myself

### Good services

- have service providers I can count on
- be helped when it's my turn in line
- be given the same service as everyone else
- ask questions if I need to know more
- get a different doctor if I want
- ask another doctor to check what my doctor said (get a second opinion)
- have doctors and dentists explain to me (not just to my parents, staff and others) why I need to have something done, what it will

cost and what will happen if I get it done

- say "no" to medical care once I know what will happen if I say "no"
- be treated gently if I get medical care.

### ALSO KNOW THAT EVERYONE ELSE HAS RIGHTS, SO I WILL

- not do things that take away other people's rights
- treat other people the way I want to be treated
- be a responsible adult.



### Recipes Wanted

It is truly an art to cook low-cost nutritional tasty meals. People supported by ICE are on a limited fixed income and are in need of easily prepared economical recipes. Your Resource Center Staff is collecting recipes to compile into a Cook Book which can then be distributed to all the houses. This is a call for all cooks to submit your recipes – soups, salads, casseroles, meat dishes, vegetarian dishes and of course desserts and squares. Please drop your favorite easily prepared economical recipes off at the Resource Center or Reception Desk attention “Nadine”. With your contributions we can compile a Cook Book of nutritional tasty meals and give people a change from macaroni and cheese.

### ALL I NEED TO KNOW ABOUT LIFE... I LEARNED FROM THE EASTER BUNNY

Don't put all of your eggs in one basket

Walk softly and carry a big carrot

Everyone needs a friend who is all ears

There's no such thing as too much candy

All work and no play can make you a basket case

A cute little face attracts a lot of attention

Everyone is entitled to a bad hare day

Let happy thoughts multiply like rabbits

Some body parts should be floppy

Keep your paws off other people's jellybeans

The grass is always greener in someone else's basket

An Easter bonnet can tame even the wildest hare

To show true colors you to come of your



your have out shell

## **Traditional Aboriginal Sweat**

ICE has partnered with the Edmonton Native Healing Center to organize a Sweat for both the people we support and their staff.

A Sweat is a native spiritual ceremony led by an elder. It takes place at a ceremonial ground. Transportation to the ceremonial grounds will be provided by the Edmonton Native Healing Center. Further information will be provided and staff will be responsible for arranging transportation to the Native Healing Center.

A date for the Sweat has not yet been determined. We are now making a list of people who are interested. Once we have enough names we will set a date and let everyone know.

Please talk to the people you support about attending the Sweat. If you are interested in attending the Sweat contact Nadine at 732-2337.

## **COMMUNITY CAPACITY**



**Taken from  
FRONT PORCH TALES.**

**Warm-hearted stories of family,  
faith, laughter, and love.**

**Written by Phillip Gulley.**

When I was in the fourth grade I was offered a job as a paperboy. It didn't pay much money, but I knew having a job would build my character so I took it, good character being important to fourth-graders. My lessons started the first day on the job. A customer paying his bill asked me if I wanted a tip, and I said, "sure." He said, "Stay away from wild women".

One of my customers was a lady named Mrs. Stanley. She was a widow and not prone to wild living, so I took to lingering on her front porch during my rounds. She'd watch for me to come down her street, and by the time I'd pedaled up to her house, there'd be a slushy bottle of Coke waiting for me. I'd sit and drink while she talked. That was our understanding – I drank, she talked.

The widow Stanley talked mostly about her dead husband, Roger. "Roger and I went grocery shopping this morning over to the IGA," she'd say. The first time she said that, the Coke went up my nose. That was back in the days when Coke going up your nose wasn't a crime, just a mite uncomfortable.

Went home and told my father about Mrs. Stanley and how she talked as if Mr. Stanley were still alive. Dad said she was probably lonely, and that maybe I just ought to sit and listen and nod my head and smile, and maybe she'd work it out of her system. So that's what I did. I figured this was where the character building came into play. Turned out Dad was right. After a few summers, she seemed content to leave her husband over at the South Cemetery.

Nowadays, we'd send Mrs. Stanley to a psychiatrist. But all she had back then was a front porch rocker and her paperboy's ear, which turned out to be enough.

I quit my paper route after her healing. Moved on to the lucrative business of lawn mowing. Didn't see the widow Stanley for several years. Then we crossed paths up at the Christian Church's annual fund-raiser dinner. She was standing behind the steam table spooning out mashed potatoes and looking radiant. Four years before she'd had to bribe her paper boy with a Coke to have someone to talk with; and now she had friends brimming over. Her husband was gone, but life went on. She had her community and was luminous with love.

Community is a beautiful thing; sometimes it even heals us and makes us better that we would otherwise be.

I live in a city now. My front porch is a concrete slab. And my paper boy is a lady named Edna with three kids and a twelve-year-old Honda. Every day she asks me how I'm doing. And when I don't say "fine," she sticks around long enough to find out why. She's such a nice lady that sometimes I act as if I have a problem just so she'll tarry. She's lived in the city all her life, but she knows about community, too.

Community isn't so much a location as it is a state of mind. You find it whenever folks ask how you're doing because they care, and not because they're getting paid to inquire.

Two thousand years ago, a church elder names Peter wrote the recipe for community. "Above all else," he wrote, "hold unfailing your love for one another, since love covers a multitude of sins" (1 Peter 4:8). That means when you love a person, you occasionally have to turn a blind eye toward their shortcomings.

Kind of like what my dad told me about widow Stanley. Sometimes it's better to nod your head and smile.

Psychiatrists call that "enabling denial" but back when I delivered papers, we called it "compassion".





## Health Corner

### 8 Simple Steps to Great Sleep

**Get the rest your mind and body crave**  
by Lori Davis

Experts say it's possible to get a good night's sleep by making only minor adjustments. No magic is involved, just consistency. Try these tips for about 6 weeks, and you'll get better, deeper, sounder sleep.

**Stay on schedule.** Your body loves a regular sleep routine, so try to go to bed and get up at the same time every day. That means no napping or sleeping in on weekends. If you can't fall asleep, get out of bed (go into another room if you have to), and do something quiet. Don't let yourself fall asleep outside the bedroom. Go back to bed when you're sleepy, and repeat this process as often as you need to during the night.

**Dress for sleep.** Put on whatever's comfortable, but don't layer it on in bed. Body temperature drops prior to falling asleep, rises during the night, and then falls before you wake up. Think lighter PJs rather than heavy ones.

**Upgrade your mattress.** Give your body the support it needs to relax by sleeping on a good, firm bed.

**Watch those pre-bed workouts.** Exercising several hours before turning in will relax you; strenuous physical activity done too close to bedtime may make you feel wired.

**Move the boob tube.** Research shows that people who had the most sleep disturbances were those who had a television in their bedroom and used TV to fall asleep.

**Don't get buzzed.** Avoid caffeine and alcoholic beverages within 4 to 6 hours of bedtime. Caffeine stimulates the brain, so steer clear of that after-dinner cup of coffee. And alcohol might make you conk out quicker, but it can shorten the time you spend in deeper stages of sleep and cause you to wake up during the night. The same goes for cigarettes.

**Detox the bedroom.** Eliminate disturbing sounds and light. If your alarm clock has illuminated numbers, throw a cloth over it. Turn down the thermostat; lower body temperature promotes sleep. Use the bed only for sleep. Decorate your bedroom in soothing shades of green and blue; reds, oranges, and yellows can be over stimulating.

**Eat a "sleepy snack" or have some warm sweetened milk.** It is believed that a low-fat, low-calorie carbohydrate snack or sweetened warm milk helps put you out.

**Pleasant Dreams.**



## Policy Review:

### 2.6.6 PROCESS OF INVESTIGATION OF CLIENT ABUSE

**All reported incidents of abuse or injury as per Abuse Reporting and Investigation Protocol and the Protection for Persons in Care Act will be investigated by an employee with formal training in Incident Investigation.**

**The agency's investigation representatives will review all allegations/incidents of client abuse/injury and make recommendations. Documentation of the investigation is mandatory.**

**The Quality Assurance Manager is responsible for overseeing this process.**

1. The employee is responsible for reporting all allegations of abuse to their supervisor or the on call supervisor (if after hours) immediately regardless of the severity as per **Policy 2.6.3**
2. The supervisor is to ensure that the alleged victim is safe and the alleged abuser is removed from shift.
3. The employee reporting the allegation must complete a critical incident form and submit it to the office within 24 hours of the allegation as per **Policy 2.7.3**.
4. The supervisor must notify a Manager/Regional Manager to report the alleged abuse. The Manager/Regional Manager will determine if the allegation will be investigated internally or will be referred to the Protection for Persons in Care or the Police for follow-up.
5. The President and the Chief Operating Officer will be informed of the allegation by the Manager within 24 hours of receiving the allegation.
6. The appropriate funding body will be informed of the allegation by a Manager/Regional Manager. All allegations that are not deemed criminal in nature will be investigated internally.
7. If the allegation is criminal in nature, the Supervisor must alert the Police Department and notify a manager of the report.
8. Should the alleged victim require the immediate services of a physician or hospital, arrangements will be made to support the alleged victim to obtain medical attention.
9. Designated members of the management team will assign two qualified investigators to commence an investigation within 24 hours after the allegation is received. One person will assume the lead investigator responsibilities and one will assume the assistant investigator responsibilities. All trained investigators will be involved in investigations on a rotation basis.

10. The alleged abuser will be suspended from their shifts with/without pay pending the results of the investigation.
11. Results of the investigation will be reported to the Chief Operating Officer and the President within 24 hours after the investigation is concluded.
12. The Manager/Regional Manager will ensure the guardian and funding body is notified of the investigation conclusion and recommendations.
13. The Manager/Regional Manager will ensure the recommendations are followed through.
14. All documentation on the investigation and follow-up will be retained in the appropriate client and/or personnel file.
15. Independent Counselling Enterprises will ensure client and employee confidentiality is maintained throughout the investigation process as per **Policies 2.2.2 and 3.6.2**

## The Importance of Stories



Stories are a way of helping us discover the ways that people are participating in their community. Collecting stories about people being included and participating in groups, classes and clubs is an excellent way for us to know that we are successfully helping people discover and pursue their dreams, desires and interests. We need your help (our very important staff) to collect stories. When someone is contributing and participating in their community in a positive

way we want you to write a few lines about how they started and what they are doing. This could be meeting new friends, getting a volunteer position or getting a job.

All staff who submit stories will receive a thank you card and their name will be entered into a draw for a prize. A name is drawn every month. So have your pencils sharpened.

Please submit your stories to Nadine at the Resource Center (Edmonton), Gonny (Calgary), Susan (Grande Prairie) and Sandra (Lethbridge/Nanton)



## A Life Together

Twyla and Wayne are busy planning their wedding. Twyla and Wayne met in March 03, 2002. Twyla was a long time member of a bowling league and Wayne was a new comer. Twyla went over to talk to Wayne to make him feel more comfortable and the rest is history. Twyla says that when she first met Wayne she knew he was "the one". Wayne and Twyla's first date was, of course, bowling. The two continued dating going to movies and going out to "romantic dinners and staring into each others eyes". One year after they started dating Wayne proposed to Twyla.

Wayne and Twyla previously lived in separate group living situations supported by different agencies. When the agency that supported Twyla closed its doors she and Wayne began discussing moving in together. After much thought and discussion with their families Wayne and Twyla, along with their cat Rusty, moved into their apartment in January 2004.

Wayne and Twyla have many things in common. They both are artistic and share an interest in creating things. Both enjoy painting. Twyla enjoys floral decorating. In addition to his part-time job at Superstore Wayne (a graduate of Leadership Today) also sits on the board of a self-advocacy group "Voices". Although Wayne and Twyla are supported by staff they are able to lead self-directed lives. Their staff support them to do the things they want and need to do to a lead meaningful, satisfying life together.



## **FEBRUARY DRIVER QUIZ**

At the time of writing, it has been about two weeks since the February driver quiz hit our ICE pages. We have had a very good response. If you haven't yet submitted your answers, it is not too late. We will continue to accept your completed quizzes until March 11<sup>th</sup>. You do not have to get 100% on the quiz, just hand in the completed quiz with your name on it. All respondents will receive an ICE thank-you card and will be eligible to win a prize. Thank you and safe driving!!!



### **SAFETY POLICY REVIEW:**

This summer, our safety program will be examined by an external auditor. Our success in passing this audit will enable us to maintain our Certificate of Recognition (COR). Companies with a valid COR have a strong safety program, and this benefits company employees in many ways, including the following:

- ❑ Less likelihood that employees will experience the pain and inconvenience of injury.
- ❑ Stable program staffing. This means that working conditions will consistently improve.
- ❑ Well-trained, competent and confident employees providing excellent service.
- ❑ Well-established relationships with government safety agencies, who provide services and resources to our company
- ❑ Savings to the company of money otherwise spent in claims costs, property loss, increased premiums. This frees money that can be put back into our programs and employees.

One of the components of the safety program that requires review is our emergency preparedness. Please review the policy reproduced below. Make sure your work-site is indeed implementing this policy. All work sites will be inspected for compliance with this policy, and results of the inspection will be documented and filed. Please work together with all your site staff and supervisor to stay prepared for fire emergencies.

### **3.5.10 FIRE EMERGENCY PROCEDURES**

For sites operated by the company:

1. All sites will have a specific fire evacuation procedure in place, including a designated Safe House and a floor plan.
2. Each employee is responsible to familiarize themselves with the fire evacuation procedure upon arrival for their first shift worked at each site.
3. The following equipment will be present at each site.
  - The overall layout of the site
  - All possible exits from the site
  - The location of all fire extinguishers (one 5lb extinguisher required per level or every 80 feet)
  - Smoke detectors (one per level – tested monthly)
  - A No. 1 first aid kit with inventory list completed monthly
  - One flashlight per level
  - Fire blankets if indicated by the extent of a client's immobility
4. This information and equipment is to be kept in place and current by the Team Leader, or Residential Coordinator if the house does not have a team leader. The location of this information and equipment will be marked on the floor plan.
5. Site specific floor plan will clearly indicate the following information: specifics for exiting areas on site, identification of PRIMARY and SECONDARY exit options, the designated 'Meeting Place' for individuals who may be on site and, the location of the 'Safe House' identified for the site (where applicable).



**Next ICE Health and Safety Meeting March 3<sup>rd</sup>, 2005 @ 10:30am**



## COMMUNITY NEWS

### RESOURCE CENTER AND COMMUNITY CONNECTION UPDATE

## How to get connected

Getting involved in things you like to do is not an easy thing. It is hard to know where to start – who to talk to or where to go.

There are three steps that you can follow to help you get involved your community. Below are the three steps.

Your staff can help you.

1. One of the first things to do is to find out what is in your community. You can make a list of all the schools, churches, community halls or centers, businesses and restaurants that are in your community or on your bus route. Find out what things are happening in the church, school or community hall. They may need volunteers to help them. You may find out that there are classes in something that interests you such as tae-kwon-do or computers.
2. Next make a list of things that you like doing or what you are good at or what you want to do.
3. You now have list of things in your community and a list of things you are like doing. The next step is to call or visit one of the places in your community where things are happening that interest you and ask if they need volunteers or employees or ask if you can join a group or a class. This is the hardest step but it will give you the best reward.

Now you can get started and get connected to people and places in your community.



### Aboriginal Cultural Circles

Edmonton Native Healing Center

For People supported by ICE and their staff

**#101 , 11813 – 123 Street**

ICE in partnership with A.SK. Consulting (Vince) will be hosting Aboriginal Cultural Circles every Monday and Tuesday evenings from 7:00 p.m. – 9:00 p.m. Evening will include traditional dancing, crafts and drumming with the integration of medicine wheel teachings.

For more  
info  
732-2337

### CONNECTING THE DOTS...

#### The How To's For Building Community

Friday Afternoons

**March 11 (part 1) And March 18, (part 2)**

**Time:** 1:00 p.m. – 5:00 p.m.

**Location:** Downstairs Training Room

**Purpose:** To learn what Community Capacity Building is all about and learn how to help the people we support get connected. You will acquire the tools and knowledge about how to provide person centered supports.

**This training is for everyone.**

Managers, coordinators, team leaders  
**and our very important field staff.**

**Contact Nadine 732-2337  
to confirm your attendance. Please  
remember to contact your coordinator to  
ensure your shift is booked**

### Correction

Last month we told you about the **SUIT YOURSELF STORE** that has clothing suitable for work or an interview for people who have low income but we gave you the wrong phone number.

The correct information follows:

#### **SUIT YOURSELF**

St. Basil's School  
10210-115 Avenue Room 229  
**488-9930 Ext. 3**

Please call Karmen before you go to  
make sure that the store will be open.



## C.R. UPDATE

The **Residential Hand-In** dates will be  
Monday March 14<sup>th</sup> for all shifts worked between  
March 1<sup>st</sup> – 15<sup>th</sup>  
and  
Tuesday March 29<sup>th</sup> for all shifts worked between  
March 16<sup>th</sup> – 31<sup>st</sup>

**ICE** would like to extend a warm

**WELCOME**

to the following  
New

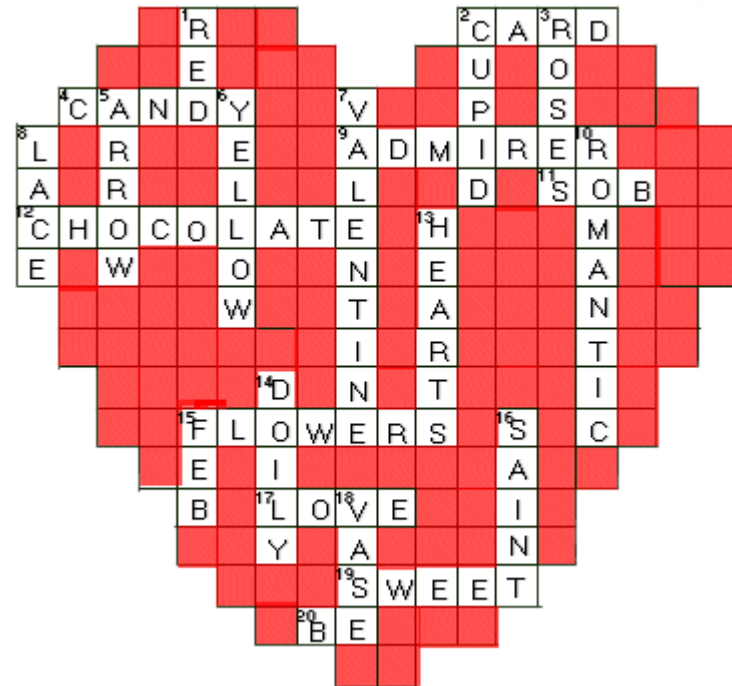
**Office Team Member**

**Michelle McKenzie**

**Community Support Coordinator**

Welcome

**ABOARD**



Answers to Last Month's Crossword

### ST. PATRICK'S DAY FUNNIES

Q: Why do people wear shamrocks on St. Patrick's Day?

A: Regular rocks are too heavy.

Q: Why can't you borrow money from a leprechaun?

A: Because they're always a little short.

Q: How can you tell if an Irishman is having a good time?

A: He's Dublin over with laughter!

Q: Why did St. Patrick drive the snakes out of Ireland?

A: He couldn't afford plane fare.

Q: What's Irish and stays out all night?

A: Patty O'furniture!

Q: How did the Irish Jig get started?

A: Too much to drink and not enough restrooms!



