

# THE ICE PAGE

## March 2006

### ATTENTION FIELD STAFF

FOR EXTRA HOURS  
CONTACT:

Jacky 453-9663  
Rhonda 453-9667

Our current job opportunities  
are posted in reception at the  
ICE office, on our JOB  
HOTLINE at 453-9834, or  
visit our website at  
[www.icenterprises.com](http://www.icenterprises.com).

Thanks to all our staff for your  
interest, recommendations and  
support.

### SAINT PATRICK'S DAY



St. Patrick used the  
shamrock leaf to  
symbolize the  
Trinity, and  
today many  
people wear a  
shamrock to commemorate  
Saint Patrick's Day

#### GENERAL INFORMATION:

The March Team Leader  
Meeting is scheduled for:  
Wednesday March 22<sup>nd</sup>  
1pm at the ICE Office &  
Thursday March 16<sup>th</sup>  
10am at the ICE Office

The March Health & Safety  
Meeting is scheduled for:  
Thursday March 2<sup>nd</sup>  
10:30am-12pm at the ICE Office

All after-hours calls should be directed  
to the ECAT line at 461-7236

### ICE WEBSITE

[www.icenterprises.com](http://www.icenterprises.com)  
CHECK IT OUT!!!

The ICE website has a  
special  
"ICE Staff Only" section.

The Link is at the bottom of the  
Home Page. It will ask you for a  
user name and password:

Username: iceuser  
Password: 100smiles

This section has a copy of the  
current ICE Page newsletter, and  
copies of the most common forms  
needed by ICE employees

This could save you a trip to the  
office if you have a printer!

### TIMESHEETS



Hand  
In  
Dates

Hand in dates will be Wednesday  
March 15<sup>th</sup> for shifts worked  
between March 1<sup>st</sup> – 15<sup>th</sup>  
and  
Friday March 31<sup>st</sup> for shifts  
worked between Mar. 16<sup>th</sup> – 31<sup>st</sup>

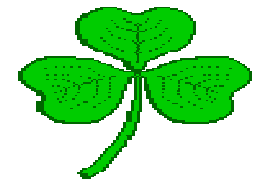
### Attention:

Do you have a current ICE ID Card?  
Please check the expiration date on  
your card. If it has expired please  
bring your photo ID to the office and  
a current ID card will be issued.

We have many new  
fantastic opportunities for  
both existing staff and  
new recruits. If you know  
someone who has an  
interest in helping people  
and has the valued qualities  
needed to be a support  
worker, please have them  
submit a resume and  
completed application to  
the ICE office.

#### Applications are accepted:

- During regular  
business hours at the  
ICE office
- By email - please send  
to  
[dlhirondelle@icenterprises.com](mailto:dlhirondelle@icenterprises.com)
- By Fax at 452-4889



### Attention All Staff: Policy Manual Review

ICE is about to undergo the  
three-year review of the Policy  
Manual. As part of this process  
we would appreciate ideas and  
suggestions from our field staff.  
If you are interested in  
participating in a committee to  
complete this review, please  
submit a Letter of Intent to Jackie  
Wells (Manager of Personnel and  
Training) outlining your interest.  
Upon receipt of your Letter of  
Intent you will be contacted to set  
up an interview to further explain  
the process i.e. expectations,  
timelines etc.

## Employee Incentive Awards:

A Thank You to everyone who submitted entries for the February Employee Incentive Draw.

Congratulations to the following staff members who were the winners for the February 15<sup>th</sup> draw:

- Pat McNally, Won a Skillet for assisting client while in hospital.
- Teresa Osolinska, Won a Slow cooker for assisting a client during Christmas on her days off.
- Albert Boulet, Won a DVD/VCR combo player for providing such great support to a home.

Next ICE Thank You Draw  
March 13<sup>th</sup> Noon  
ICE Office

**THANK YOU**  
*for your contributions,  
your commitment, and  
dedication.  
You Make All the  
Difference.*

## **SPECIAL EVENT**

Myros Pharmacy  
Osteoporosis Clinic  
and Bone Scan

### **Information session on Osteoporosis:**

March 14 (4pm - 5pm) Open to all clients, employees and guardians!

### **Bone Ultrasound**

to measure the strength of your bones.

**By Appointment: March 15 (9am - 5pm)**

**To book an appointment, please contact Rob @ Myros Pharmacy at 426 - 3839.**

The ultrasound machine is placed on bare skin at the base of the foot and around the shin. After a 3 minute scan (done by a nurse) the results are then interpreted. *Clients of ICE will have priority bookings, but it is open to all staff and guardians interested.*

## **ATTENTION!**

Please ensure your Timesheets, Contact Notes, and Monthly Reviews for this and any other month be on time and correctly completed. Errors and late reports often result in delayed payment of employee wages.



## **Training dates:**

### **POSITIVE BEHAVIOR SUPPORTS**

A workshop to increase awareness of restrictive procedures and to promote positive practice to further enhance service delivery.

**March 3<sup>rd</sup>  
9 am – 5 pm**

### **PROACTIVE BEHAVIOUR INTERVENTION**

A one-day course designed to increase awareness about escalations and learn proactive strategies and responses to crisis situations.

**March 2, 9, 16, 23 & 30  
9 am – 5 pm**

## **CPI - NON-VIOLENT CRISIS**

### **INTERVENTION**

**March 30<sup>th</sup> & 31<sup>st</sup>**

**9am-4pm (Both days Required)**

This two-day workshop focuses on intervention techniques for individuals with challenging behaviors. The goal of the course is to teach staff to intervene in a way that provides for the best care, welfare, safety and security to all who are involved in a crisis situation.

**CPI Refresher Course:  
March 31<sup>st</sup> 9am-4pm**

## **DOCUMENTATION AND REPORTING PRACTICES**

To assist support workers in the area of documentation including: Critical Incident reporting/documentation, Log Books, Contact Notes, and Time Sheets.

**March 2<sup>nd</sup>  
1 pm – 5 pm**

## **CULTURAL APPRECIATION**

To help you effectively accommodate the cultural components of our diversity into your daily interactions with others.

**March 27<sup>th</sup>  
9 am – 1 pm**

## **DRIVING SAFELY Mission Possible**

The information presented in this course was developed by the Alberta Motor Association to enhance employee awareness and knowledge of what is effective in improving road safety. Topics discussed include: Aggressive Driving, Speed, Inattention and Distraction, Fatigue and Winter Driving.

**March 21  
12pm – 5pm**

## **FOUNDATIONS - Community Rehabilitation and Disability Studies**

**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.

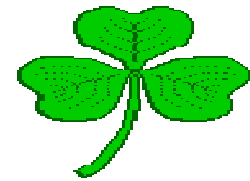
**Foundations** can be a stepping-stone to a number of faculties in the Rehabilitation Field, with recognition of six to nine credits. ICE will be scheduling information sessions for potential participants.

***Please register with your  
Coordinator for the  
preceding workshops and  
ensure that clients have  
staff support in place.***

## ***Hazard of the Month***

The first lasting snow of the season is always a hazard and it happened this month! Even though we delight (mostly) in the fresh fall of snow, or appreciate the benefits of the moisture laden ice crystals, exposure to snow can be a hazard in many ways. The crunch of snow underfoot can quickly become another sound as snow covered hidden items cause a trip. A little warmth or friction can turn it to ice, with even the most stable of us doing the slip and slide step. Too much of it causes us to shovel, a challenge to those who don't exercise regularly. Salting slows the slips down. Indoors, snow turns into yet another form, as it melts into little puddles waiting for us to discover them as we walk by. We seem to forget how to drive from one season to another. Lulled by a late season, some of us don't have our vehicles ready for snow or be fully prepared for wintry weather. How many of us

carry sand or kitty litter to help us dig our way out when we get stuck in it? Too much snow all at once combined with wind can cause roads to close and bad accidents. Nor do all of us dress appropriately- with boots and gloves, scarf and winter jackets. Hypothermia can occur pretty quickly! (Smokers beware!) Snow is like any other hazard: it is the conditions surrounding it that can magically change it from a safe event to a high-risk hazard, which can cause even death. We can have fun and be safe if we identify the hazard, assess the risk and put proper controls in place.



What should next month's safety hazard be? Send your entry to Elaine Dawson, Health & Safety Manager @ ICE, 15031 – 118 -Ave, Edmonton, AB, T5V 1H9.

# March - Activities Calendar

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
			1	2 Documentation & Reporting Workshop 1 pm – 5 pm Proactive Behavior Intervention 9 am – 5 pm	3 Positive Behavior Supports 9 am – 5 pm	4
5	6	7	8	9 Proactive Behavior Intervention 9 am – 5 pm	10	11
12	13	14	15	16 Proactive Behavior Intervention 9 am – 5 pm	17	18
19	20	21 Mission Possible 12 pm – 5 pm	22	23 Proactive Behavior Intervention 9 am – 5 pm	24	25
26	27 Cultural Appreciation 9 am – 1 pm	28	29	30 Proactive Behavior Intervention 9 am – 5 pm Crisis Prevention & Intervention (CPI) Day One 9 am – 4 pm	31 Crisis Prevention & Intervention (CPI) Day Two 9 am – 4 pm (CPI Refresher)	

2006



### 3.1.2 DOCUMENTATION FOR EMPLOYEES

1. The following information must be collected or completed on all candidates (including students, work experience) for employment prior to hiring:
  - Application form
  - Pre-employment screening questions if applicable
  - Personal resume
  - Verification of qualifications (i.e. diplomas, degrees)
  - Two satisfactory employment references (verbal not written documentation)
  - Application for Intervention Record Check (if required, no older than 6 months)
  - Clear Police criminal record

- check (no older than 6 months)
  - Fidelity insurance bond application
  - Revenue Canada TD-1 federal and provincial tax credit form
  - Valid driver's license
  - Documentation of third-party auto liability insurance (minimum \$1million)
  - Immunization record (if required)
  - TB skin test and chest x-ray if skin test is positive(if required)
  - Employee benefit information(if required)
  - Standards of Confidentiality
- The company cannot retain information on an employee file that is not related to employment. This information will be shredded. **UNDER NO CIRCUMSTANCES WILL AN EMPLOYEE WORK UNLESS ALL DOCUMENTATION IS COMPLETE AND ON FILE.**

2. Receipt of this information, together with evidence of attendance at the Pre-Employment Training Program, will be documented on the Confidential Employee History Form and kept in individual employee files. Note that should a person be hired for a position within the C.R. Unit their **terms of employment** must be completed prior to their first shift worked as a regular staff member for that program.
3. All employees will be notified, prior to being hired, of all possible disclosures of their personal employment information to third parties during the course of their employment.
4. If the employee is hired to work with **children/youth** they must renew, and provide to ICE, their Criminal Record Check and Intervention Record Check every 3 years for their employee file.
5. The employee is obligated to disclose to the employer, **in writing**, if the status of their clear Criminal Record

check changes during their employment with Independent Counselling Enterprises. Failure to do so will result in disciplinary action up to and including dismissal.

### CET Standards



**Creating Excellence  
Together**

### CET STANDARD 16

**Individuals are treated with dignity and respect.**

(This Quality of Service Standard # 16 compliments the Quality of Life Standard # 4)

**About this standard...**

**Interactions that individuals with disabilities have with others should reflect the way we all like to be treated (e.g., friendly, considerate, supportive). This standard focuses on the role of the service provider in regard to**

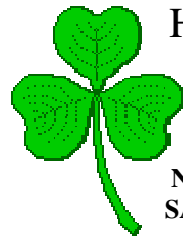


upholding the dignity and respect of individuals. In addition to treating individuals with dignity and respect, it is staff's role to support them to ensure this occurs in every aspect of their lives.

Key indicators include...

- Staff understand and fully support the importance of treating the individual with dignity and respect.
- Staff respect the importance of the individual's personal and private space (e.g., requesting permission to enter the individual's room).
- Staff see the individual as having "gifts" or "skills" to contribute.
- Staff assist the individual (if needed) when others do not treat her with respect.
- Staff assist the individual with personal care (if needed) in a private place and in a

manner that respects her dignity.



## Health Corner

### HANDLING NEEDLES SAFELY

Anyone who works with clients receiving insulin, or uses needles for other purposes should be aware of safety measures to prevent injuries to him/herself and others. Used needles can be very dangerous because they contain a small amount of blood which may carry such viruses as AIDS, Hepatitis B and C. If a person pokes themselves with a used needle, there is always a risk that they may become infected with one or more of these viruses. Keep in mind that not all blood contains these viruses. Because we may not always know who has these viruses, it is best to treat all used needles as if they contain blood with these viruses. To prevent injuries to yourself and others, it is important that needles are disposed of correctly. Used needles should be placed in a container that is made of strong plastic so that the needle cannot poke through.

You can use bleach containers or a sharps container that can be purchased from drug stores. These containers should have a lid. You or others should NEVER reach into a sharps container. Sharps containers should be emptied or discarded when they are 2/3 full. The needles should never be emptied into a garbage can. The container may be taken to a pharmacy to be emptied, but call first as some pharmacies may not offer this service. If the needles are kept in bleach bottles, then they may be discarded in the garbage. You must tape the lid shut and label the bottle "NOT FOR RECYCLING".

Another important factor in preventing needle stick injury is to NEVER RECAP. That means you must discard it in a sharps container immediately after each use.

If you or someone you know poke themselves with a used syringe, contact the Needle Stick Response Team immediately. You can page them at 480-6598. If you injure yourself at work, you must notify the office immediately.

## TEAM WORK! TEN COMMANDMENTS FOR AN ENTHUSIASTIC TEAM

1. Help each other be right – not wrong.
2. Look for ways to make ideas work – not reasons they won't.
3. If in doubt – check it out! Don't make negative assumptions about each other.
4. Help each other win and take pride in each other's victories.
5. Speak positively about each other and about your agency at every opportunity.
6. Maintain a positive mental attitude no matter what the circumstances.
7. Act with initiative and courage as if it all depends on you.
8. Do everything with enthusiasm – it's contagious!
9. What ever you want, give it away, example: respect, cooperation, appreciation.
10. Don't lose faith, never give up.

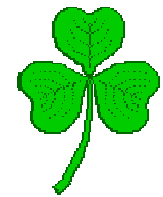
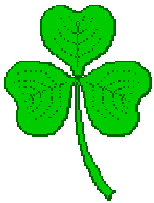
## GERRY WENKOWSKI

Gerry Wenkowski is amazing, and the very definition of a successful person.

Gerry has maintained employment for the last five years with Graham Construction working three days per week as a yardman. Gerry is a hard worker and enjoys the physical nature of his position.

Physical activity is not only part of Gerry's employment, but also an important part of his social life and spare time. Gerry is involved with a Special Olympics floor hockey team during the winter months and plays softball during the spring and summer months here in Edmonton. So far this year, his hockey team is undefeated. When he's not playing hockey or softball, Gerry can be found bowling in a mixed league on Friday nights at Gateway Lanes. Gerry is also a huge wrestling fan and enjoys attending wrestling events at Rexall Place with his roommates whenever he has the chance.

Gerry's independent and friendly nature has been instrumental in his involvement in many community activities and has assisted him to maintain steady employment over the past five years. He accesses Edmonton transportation on a daily basis and enjoys riding his bicycle throughout the city in the warmer months. This past summer Gerry went to Jasper with his roommates to enjoy the Rocky Mountains.



INDEPENDENT COUNSELLING ENTERPRISES

**Health and Safety Committee Meeting Minutes**  
**February 2, 2006**

**Edmonton Region**

**Present:**

Boulet, Albert	Jaggard, Roberta	Ould, Robin	Wong, Kelly
Dawson, Elaine	MacDonnell, Pam	Pazder, Darlene	Bruyere, Leroy
Doherty, Lorraine	Marcoux, Pamela	Reed, Debra	
Dowling, Nicole	O'Donoghue, Noreen	Romanchuk, Alice	

**Recorder(s): Debra Reed**

Chair: Debra Reed

**Regrets:** Anita Gautam, Greg Lane, Colette Tancsics

**cc:** Krista Fulford (ICE Page), post to H&S Bulletin Board, Program Mailboxes, other Regional H&S Committee Chairs and, main ICE office Health and Safety Reference Binder

**1.0      *Approval of the Agenda***

The agenda was approved with the following additions:      **New Business 4.0**      **4.1**      Training re: Hepatitis

***Review the Previous Minutes / Business Arising from Minutes***

- Review of proposed timelines/time keeper identification (Debbie)
  - Section 2.0 - ½ hour maximum
  - Section 3.0 - 45 minutes maximum
  - Section 4.0 - 15 minutes
- Timekeeper: Pamela Marcoux offered to monitor the time for this meeting.

**2.0      *Review the Previous Minutes / Business Arising from Minutes***

- Review of current committee member attendance list / New Committee member follow up / member ID cards / member duo tangs & labels / membership incentives:
  - Introduction of/welcome to, new Manager of Health and Safety – Elaine Dawson
  - Introduction of/welcome to, new Manager of Quality Assurance/Risk Management – Pamela Marcoux
  - Introduction of/ welcome to, new Committee Member – Leroy Bruyere
  - Round table introductions of all Committee members present.
  - Review of incentive program for Committee members.
- Review of the assigned follow up from the January 2006 Health and Safety Meeting:
  - Discussion/review re: details for the 'Prevention of Slips/Trips and Falls' **Health and Safety poster contest.**  
(Noreen, Roberta, Robin and Darlene)

**2.0      *Review the Previous Minutes / Business Arising from Minutes (con'd)***

- the sub-committee members were unable to meet prior to this meeting. The members will meet between now and March 1, 2006 and, will present their material at the Health and Safety meeting scheduled for March 2, 2006.
- ETS training program information. (Noreen)
- Noreen spoke with 'Margaret' who is the Coordinator of Programs at the Edmonton Transit System. Margaret informed Noreen that the ETS does offer 'transit readiness training programs' to groups of individuals and, possibly in one to one settings as well. Noreen will prepare an advertisement for bus training for March's ICE Page and, Leroy has also offered to investigate the website for further information.



- Update re: article pertaining to hazard identification and assessment for the ICE Page. (Pam)  
Due to time constraints this was not available for February's ICE Page. Elaine will prepare an article for March's ICE Page.

Agenda Topic	Discussion	Action	Person Responsible	Due Date
<b>3.0 Standing Items</b>				
<b>3.1</b> Review of 'Regional Health and Safety Meeting Minutes'	<p>➤ <b>Calgary</b> The January 19, 2006 Health and Safety meeting minutes for this region were reviewed by the Committee members.</p> <p>➤ <b>Grande Prairie</b> The January 2006 Health and Safety meeting minutes for this region were reviewed by the Committee members.</p> <p>➤ <b>South Region</b> The December 2005 Health and Safety meeting minutes for this region were reviewed by the Committee members.</p>	<p>➤ No further action recommended.</p> <p>➤ Discussion around the issue of slipperiness in parking lots. Committee members offered the following suggestions:</p> <ul style="list-style-type: none"> <li>- ensure proper footwear</li> <li>- use arm in arm support</li> <li>- carry a small amount of sand /salt in a container in the vehicle</li> <li>- reinforce safety at all meetings</li> </ul> <p>Clarification still required re: example of 'mobility assistance safety procedure'</p>	<p>N/A</p> <p>All ICE support staff</p> <p>Pam</p>	<p>N/A</p> <p>Ongoing</p> <p>ASAP</p>
Agenda Topic	Discussion	Action	Person Responsible	Due Date
<b>3.0 Standing Items</b>				
<b>3.2</b> Evaluation of current injuries and near miss	<p>➤ There were 2 '<i>no loss time injuries</i>' reported in Edmonton in November 2005.</p> <p>- two of these incidents involved slipping on ice (in another region there was a slip on ice which resulted in a broken finger)</p> <p>➤ There were 3 '<i>lost time injuries</i>' reported in Edmonton in November 2005.</p> <p>- 1 incident involved a fire extinguisher being knocked off of the wall and landing on the staff's foot</p> <p>- 1 incident the client 'grabbed' the support staff's neck causing bruising</p>	<p>➤ See notes in 'Section 3.1 – Grande Prairie review 'action' column' ( investigation completion pending)</p> <p>➤ All homes should be checking the hanging brackets of each fire extinguisher to ensure secure.</p> <p>➤ Each fire extinguisher should be checked to ensure that the location is safe for all individuals in the home (investigation completion pending)</p> <p>➤ Support staff must remain aware of the potential for injury at ALL times (investigation completion pending)</p>	<p>Pam / Elaine</p> <p>All support staff/all regions</p> <p>All support staff/all regions</p> <p>Pam / Elaine</p> <p>All support staff/all regions</p> <p>Pam / Elaine</p>	<p>ASAP</p> <p>Ongoing</p> <p>Ongoing</p> <p>ASAP</p> <p>Ongoing</p> <p>ASAP</p>
<b>3.3</b> Review and updates of a section of the Hazard Assessment document	<p>➤ Updates were provided to the Committee members regarding the status of the revisions/amendments to the Hazard Control Document.</p>	<p>➤ The updates are 'in progress' and should be available at the next scheduled meeting.</p>	Pam / Elaine	March 2, 2006

	➤ The Committee members continued their review of the Hazard Assessment document with the following area:	➤ Tabled to the next scheduled meeting.	N/A	N/A
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Agenda Topic	Discussion	Action	Person Responsible	Due Date
<b>3.0 Standing Items</b>				
<b>3.4</b> Review of a section of the action plan for the COR Audit recommendations	<p>➤ Health and Safety Committee members reviewed #2 "Hazard Identification and Assessment"</p> <p>the Committee members were advised that there is a proposal to add a new page to the staff communication book that would replace the current Hazard Control log in the homes.</p> <p>the use of this new page will be addressed once there is further information re: development and revision / ok from Wendy</p>	<p>➤ Wendy to review and approve</p>	Wendy	ASAP
<b>3.5</b> <b>A)</b> Review of completed Environmental Quality Audits and Random Inspection audits.  <b>B)</b> review of completed 'Follow Up Site visits' by Health and Safety Committee members.	<p>➤ Committee members were informed that Debbie has completed/will be finalizing the follow up visits for 4 of the programs as these are CAC participant programs. Following timelines identified after Debbie's visits either Colette or Greg return to the program for an 'on site inspection'.</p> <p>➤ There were two other programs requiring follow up visits at this time.</p>	<p>➤ N/A</p> <p>42<sup>nd</sup> Street program follow up visit</p> <p>150<sup>th</sup> Street program follow up visit.</p>	<p>N/A</p> <p>Robin</p> <p>Pamela</p>	<p>By March 2, 2006</p> <p>By March 2, 2006</p>

Agenda Topic	Discussion	Action	Person Responsible	Due Date
<b>4.0 New Business</b>				
<b>4.1</b> Training re: Hepatitis	<p>➤ one of the Committee members raised the question about whether there is training available to support staff re: Hepatitis</p>	<p>Kelly assured the Committee member that there is training available regarding Hepatitis.</p> <p>➤ Kelly further informed the Committee members that as soon as support staff/admin staff become aware that a client has Hepatitis the program Coordinator is then to inform the Nursing Unit so that a care plan can be developed that encompasses the necessary training for staff.</p> <p>➤ Follow up with the Coordinator of the program in question to be completed for clarification / verification of issues.</p>	Kelly	By Feb. 8/06

**5.0 Next meeting: March 2, 2006 @ 10:30a.m.**