

THE ICE PAGE

October 2005

It's Halloween! It's
Halloween
The moon is full
and bright,
And we shall see
what can't be
seen on any other night.



Skeletons and ghosts and
ghouls,
Grinning goblins fighting duels,
Werewolves rising from their
tombs,
Witches on their magic
brooms.

In masks and gowns,
We haunt the streets,
And knock on doors,
For trick or treats

Tonight we are
The king and queen,
For oh tonight,
It's Halloween!



GENERAL INFORMATION

The ICE office will be
CLOSED Monday October 10th

for Thanksgiving. All calls
should be directed to the on call
cell @ Nanton 601-6903 or
Lethbridge 634-8805

Next Health & Safety Meeting:
Thursday, October 20th @
10:30 a.m. in Nanton (Please
RSVP)

Non-Residential Staff Meeting:

Nanton: October 18th
3:00-4:00 p.m.
Lethbridge: October 19th
4:00-5:00 p.m.

There will be discussion on
upcoming training, changes to
policies and procedures and to
meet new members of the
Management Team. This will
also give you an opportunity
to answer any questions that
you may have regarding your
position or regarding ICE.
This meeting is optional and
not mandatory. If you would
like to attend **please confirm**

to Julie or Sarah @
877-646-1199 for the
Nanton area and
Sandra @ 394-7911
for the Lethbridge
Area by
Oct 12th.



ICE WEBSITE

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 Monday
October 17th
for shifts worked between
October 1st – 15th
and
Monday October 31st for shifts
worked between October 16th – 31st

Residential Hand-In Dates

These dates will be Thursday
October 13th for shifts worked
between October 1st
– 15th
and

Friday
October
28th for



shifts worked
between Oct.
16th – 31st



SET YOUR CLOCKS BACK ONE HOUR

On Sunday
October 30th

because
Daylight Savings Time
Ends



What do ghosts serve
for dessert?
I Scream.



Employee Incentive Awards:

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

Congratulations to the following staff who were the September winners:

Nanton: Kristin Roberts for taking on a lot of last minute shifts.

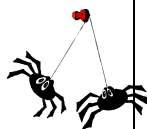
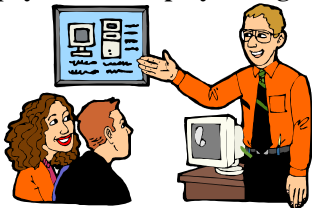
Lethbridge: Patty Plowman for doing all month end paperwork without being asked

**Next ICE Thank You Draw
October 17th at Noon / ICE Office**

What do you call a monster with
no neck?
The Lost Neck Monster.

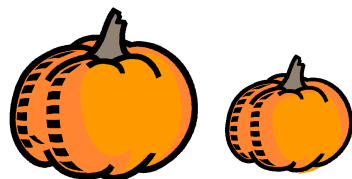
ATTENTION!

It is critical that all Timesheets, Contact Notes, and Monthly Reviews for this and any other month be on time and correctly completed. Errors and late reports may result in delayed payment of employee wages.



Training dates are as follows:

PET (Pre-Employment Training)
Nanton: October 13th & 14th
Lethbridge: October 27th & 28th



CET STANDARDS: STANDARD 13

Individuals are supported to have homes (Quality of Service)
(this standard complements last month's Quality of Life standard)

About this standard...

As well as providing a sense of comfort and belonging, individuals' homes provide a sense of their personalities. Supports should be provided to allow individuals to take responsibility for the daily routines and activities within their homes. The supports should be flexible and adaptable to allow for the individuals' changing needs and preferences, and be provided in a manner that avoids

compromising the integrity of the individuals' homes.

Initiates and programs need to be established that enable individuals to create a home environment, ensuring that each real home has its own unique experiences associated with it.

Key indicators include...

- The service provider honours and supports the choices and preferences of the individual regarding where he is living and with whom.
- Staff can describe the concept of "home."
- Supports in the home are flexible enough to be adjusted based on the individual's changing needs and preferences.
- Staff support the individual to make decisions/guidelines about his home environment.
- The individual is supported to make decisions about his daily activities around the home.
- Staff respect and support the day-to-day routines and traditions of the individual.
- The visibility of the service provider's support (e.g., materials, offices) is not overly intrusive or conspicuous.



Community Capacity

This wisdom was passed on to us from Kathy Roth in Coaldale, Alberta. It will remind us about the spirit of Community Building. Encouraging us to be open to new opportunities...Enjoy!

I Have Learned that:

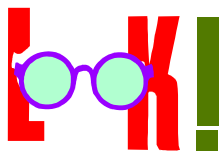
- The best classroom in the world is at the feet of an elderly person.
- When you're in love, it shows.
- Just one person saying to me, "You've made my day!" makes my day.
- Being kind is more important than being right.
- You should never say no to a gift from a child.
- I can always pray or send kind thoughts for someone when I don't have the strength to help him in some other way.
- No matter how serious your life requires you to be, everyone needs a friend to act goofy with.
- Sometimes all a person needs is a hand to hold and a heart to understand.
- Simple walks with my father around the block on summer

nights when I was a child did wonders for me as an adult.

- Life is like a roll of toilet paper. The closer it gets to the end, the faster it goes.
- We should be glad Life doesn't give us everything we ask for.
- Money doesn't buy class.
- It's those small daily happenings that make life so spectacular.
- Under everyone's hard shell is someone who wants to be appreciated and loved.
- God didn't do it all in one day. What makes me think I can?
- To ignore the facts does not change the facts.
- When you plan to get even with someone, you are only letting that person continue to hurt you.
- Love, not time, heals all wounds.
- The easiest way for me to grow as a person is to surround myself with people smarter than I am.
- Everyone you meet deserves to be greeted with a smile.
- There's nothing sweeter than sleeping with your babies and feeling their breath on your cheeks.
- No one is perfect until you fall in love with them.
- Life is tough, but I'm tougher.
- Opportunities are never lost; someone will take the ones you miss.
- When you harbour bitterness, happiness will dock elsewhere.

- I wish I could have told my Mom that I love her one more time before she passed away.
- One should keep his words both soft and tender, because tomorrow he may have to eat them.
- A smile is an inexpensive way to improve your looks.
- I can't choose how I feel, but I can choose what I do about it.
- When your newly born grandchild holds your little finger in their little fist, that you're hooked for life.
- Everyone wants to live on top of the mountain, but all the happiness and growth occurs while you're climbing it.
- It is best to give advice in only two circumstances; when it is requested and when it is a life threatening situation.
- The less time I have to work with, the more things I get done!





A Changed Policy

3.5.5 EMPLOYEE INJURIES, WORK-RELATED ILLNESS AND NEAR MISSES: REPORTING, RECORDING, INVESTIGATION AND WCB CLAIMS MANAGEMENT *Continued...*

The employee is responsible for:

- Reporting and recording all workplace incidents to their supervisor or the on-call supervisor (if after hours) **immediately** regardless of the severity. The initial documentation will be in the form of an agency critical incident report (**refer to policy 2.7.3**) and **must be completed within 24 hrs of the incident**.
- Providing standardized documentation from the agency to the physician (this documentation is presented at PET, a copy is in the PET manual and is available at the main office) if medical attention is required which stipulates the agency's support of and availability of modified duties. Note a physician's report is required in order to substantiate a WCB injury claim i.e. you must attend a physician's appointment.
- Informing the employer that the sustained injury required the employee to seek medical attention or to have time off their regular work schedule that is validated by a physician's report within **24hrs** of the incident or when the employee becomes aware that there is an injury sustained that will affect work performance. (See next month for clarification of reportable versus non reportable incident)
- Reporting to the employer if medical attention is required later in the future and is related to a previous work place injury/incident.
- Completing the WCB worker's report of injury, as appropriate and ensuring it is submitted to WCB, should the employee be seeking compensation from WCB for wages or benefits. Should the employee be completing this documentation at the main office I.C.E. management will assist in submitting the claim for the employee. Otherwise the employee must submit directly to WCB. This report will be available at the main office or will be mailed to the employee. It is imperative the employee use the 24hr time frame to inform the employer directly of the injury for debriefing, to assist the employer document on the WCB employer's

report and if the employee is unable to return to work to reassign his shifts.

- Cooperating in order to achieve an early and safe return to work. This does involve effective communication with WCB, the employee's physician and the employer to determine the employee's physical ability to work.
- Accepting and abiding by the return to work plan, which may include modified duties that are suitable to the physical abilities of the employee.
- Maintaining weekly communication with the employee's direct supervisor to effectively manage the return to work plan.
- Ensuring supporting documentation of the claim i.e. WCB worker and employer reports, critical incident and any WCB correspondence sent to the employee is kept in accordance with the agency's policies and procedures (**Refer to policy 2.2.2**)

Note that WCB will only process a claim if WCB is in receipt of the proper documentation from the employee, the employer and the employee's physician, the latter if required.

The documentation that is presented to the physician is in the employee's manual from PET. Each residential program will have for employee reference a WCB employer's report and worker's report plus the documentation to the physician re modified duties. The worker's report is available at the main office or can be mailed to the employee.



<p>1</p> <p><u>KNOW YOUR GOALS IN LIFE</u></p> <p>Identify the activities you value most and your main goals at work and at home. These goals are the map you need to direct your life and schedule your time. Break down your main goals into smaller, more manageable tasks.</p>	<p>2</p> <p><u>RANK PRIORITIES</u></p> <p>Ask yourself how important a particular task is to you. Activities can be ranked according to their importance. Try identifying the activities that produce the greatest reward. Give these activities priority over others.</p>	<p>3</p> <p><u>WRITE DOWN YOUR PLANS</u></p> <p>A written plan enables you to take a more detached view of your commitments. Keep a diary of important dates and tasks to be done. A daily "to do" list can give direction and a sense of achievement once tasks have been accomplished.</p>	<p>4</p> <p><u>DELEGATE TASKS</u></p> <p>Trying to do everything yourself is often a major cause of stress. Take a look at your schedule and work out what you can hand to somebody else to do. You can still monitor other people's progress and maintain a level of control.</p>
<p>5</p> <p><u>WORK OUT A SYSTEM</u></p> <p>Disorganization makes work and wastes time. Organize your environment so that everything has its place. Keep a note pad and calendar by the phone, and set up a filing system for bills. Establish a daily routine.</p>	<p>6</p> <p><u>DO IT NOW NOT LATER</u></p> <p>By putting off today's tasks until tomorrow you are simply storing up work for yourself. Ask yourself, "Why am I putting it off?" Set realistic deadlines for each day and then do your best to keep to them.</p>	<p>7</p> <p><u>ALLOW SLACK IN TIMETABLE</u></p> <p>Never overfill your timetable. Always allow some slack. Then, if there is an emergency, you can accommodate it. If you know that your time is not stretched to the limit you will feel less stressed. Plan time for rest and relaxation.</p>	<p>8</p> <p><u>LEARN TO SAY NO</u></p> <p>If you cannot say no to the demands of others, you will end up being a servant to their priorities, never able to say or do what you want. Stay in control of your own time, and say no to time-wasting and unnecessary activities.</p>
<p>9</p> <p><u>ONE THING AT A TIME</u></p> <p>You may have many things to do, but you cannot do them all at once, especially since important tasks usually require energy and concentration. You will find it less stressful if you can finish one task before starting another.</p>	<p>10</p> <p><u>KNOW YOUR PRIME TIME</u></p> <p>Identify when you work best and plan that time for your most important or demanding tasks. For most people this is early in the morning. Allocate undemanding tasks to times when your energy may be low.</p>	<p>11</p> <p><u>YOU'RE NOT PERFECT</u></p> <p>If you are a perfectionist, you may become bogged down in detail and find it difficult to vary your speed according to priorities. Learn to assess the situation in advance, so you can work within set time limits.</p>	<p>12</p> <p><u>KEEP A BALANCE</u></p> <p>Planning time for work, rest, and play will help maintain your health and enthusiasm and allow you to keep a balanced perspective. Break your routine and plan time to relax during the day. Take regular vacations.</p>



Meet Kathy

Kathy has contributed many great things to her community in the City of Calgary. She works at Wendy's Thursdays and Fridays doing prep and other various jobs. She has also volunteered at Valleyview School in Dover helping a pre-school teacher with extra assistance as needed. Kathy recently started volunteer work at the Ronald McDonald house doing laundry so every family has clean sheets to sleep on in their time of need. Kathy enjoys hosting various activities at the ICE Resource Center such as cooking or crafts. She is an excellent team player who is always looking to help out wherever she can. In her free time Kathy enjoys watching movies, bowling, baking, playing cards, going to dances and just hanging out with her friends. She has won numerous bowling awards and travels with her team to other provinces for competitions. Kathy also has two cats named Patches and Boots who she loves very much.



THANKSGIVING

I've never made a fortune
And it's probably too late now,
But I don't worry about that much,
I'm happy anyhow.
And as I go along life's way,
I'm reaping better than I sow,
I'm drinking from my saucer
'Cause my cup has overflowed

Haven't got a lot of riches
And sometimes the going's tough,
But I've loved ones around me
And that makes me rich enough.
I'm thankful for the blessings
And the mercies I've been bestowed,
I'm drinking from my saucer
'Cause my cup has overflowed.

O, Remember times when things went wrong;
My faith wore somewhat thin.
But all at once the dark clouds broke
And sun peeped through again.
So help me not to gripe
About the tough rows that I've hoed,
I'm drinking from my saucer
'Cause my cup has overflowed.

If I have the strength and courage
When the way grows steep and rough,
I'll not ask for other blessings,
I'm already blessed enough.
And may I never be too busy
To help others bear their loads,
Then I'll keep drinking from my saucer
'Cause my cup has overflowed.

-Author Unknown



Prevention of Slips, Trips, and fall

Incidents of slips, trips and falls at ICE are at unacceptably high numbers. This includes falls on the same level as well as falls to a lower level. The injuries resulting from slips trips and falls are generally quite severe. They can cause much pain to the injured and a major disruption in their personal and professional lives. The absence of injured staff causes much disruption in stable program staffing. The cost of these injuries hinders the company's ability to fund services and equipment that would help to improve working conditions.

WE ARE ABLE TO REDUCE THESE INCIDENTS, BECAUSE THEY ARE ALL PREVENTABLE.

Here is a challenge to all ICE employees. Let us eliminate incidents of slipping and tripping. In order to do that, we must first be aware of the causes and controls. Then, we must use that awareness to actively protect ourselves.

To help achieve this awareness, please consider and discuss the following 12 questions regarding our work at ICE.

What types of tasks might put you at increased risk of slipping?

What types of tasks might put you at increased risk of tripping?

What types of conditions at your worksite contribute to slipping hazards?

What types of conditions at your worksite contribute to tripping hazards?

What types of unsafe behaviours of workers or clients increase the risk of slipping?

What types of unsafe behaviours of workers or clients increase the risk of tripping?

What features of footwear helps to prevent slips?

What features of footwear helps to prevent trips?

What devices at your worksite are designed to control slipping hazards? Are there any others that you can think of that might help?

Are there procedures at your worksite designed to control slipping hazards? Are there any others that you can think of that might help?

What devices at your worksite are designed to control tripping hazards? Are there any others that you can think of that might help?

What procedures at your worksite are designed to control tripping hazards? Are there any others that you can think of that might help?

PLEASE SUBMIT YOUR RESPONSES TO YOUR SUPERVISOR OR DIRECTLY TO THE ICE MANAGER OF HEALTH AND SAFETY TO RECEIVE AN ICE THANK YOU CARD AND BE ELIGIBLE TO WIN A PRIZE.



Memo

To: ALL ICE Employees
From: Gordon Filipchuk, Manager, Health and Safety
Date: 10/16/2005
Re: Footwear Policy

Our company has recorded **35 serious injuries since January 2004** where the cause of injury was a worker walking in or outside a home, or on stairs and the worker simply **slipped and fell**. Wearing safer footwear could have prevented most of these injuries.

“Footwear should be safe and functional for the job responsibilities” (ICE policy 3.8.6)

- 1) All ICE Employees must **always** wear safe footwear (see below) while on shift, except when sleeping during an overnight sleep shift.
- 2) While working **inside the home of a client**, all shoes must:
 - Support your heel (either with a strap, or by enclosing the heel)
 - Fit tightly enough to not slip off by accident
 - Have soles with rubber or other tread that grip well to carpeting, linoleum, wood and tile
 - Not have a heel higher than one inch from ground to bottom of foot
- 3) While working **outside the home of a client**, or while **running errands for a program, or accompanying a client in the community**, all shoes must:
 - Support your heel (either with a strap, or by enclosing the heel)
 - Fit tightly enough to not slip off by accident
 - Have soles with rubber or other tread that grip well on wet or icy surfaces, appropriate to the season
 - Not have a heel higher than one inch from ground to bottom of foot
 - Keep feet warm and dry
- 4) For specific tasks such as cooking, cleaning, lawn mowing, snow shoveling and others, **refer to the Hazard Assessment and Control Document** for more specific footwear requirements.
- 5) To assist in keeping homes clean, workers should always have a **second pair** of footwear, one pair to be worn while outdoors and one pair to be worn while indoors.

ICE policy and Alberta law state that workers must accept the responsibility to work safely, and to cooperate with the employer for the purposes of protecting the health and safety of the worker. Staff found to be working without taking measures for their own safety will be subject to disciplinary measures as per ICE policy.

Preventing injuries benefits everyone: in less lost time from work, less need for relief staff, less WCB premiums paid on your behalf, and higher morale! Don't forget that ICE has a modified return to work program. If you are injured, we will support you to be back at work the next day, and modify your work as necessary for your injury. All employees should be aware that reporting a false injury to WCB is a criminal act.

October Lethbridge Community Events

Sept30-Oct2 Chinook Rodeo Finals
Exhibition Park
Fri 7-10p, Sat 1-4 & 7-10, Sun 1-4

October 1,8,15,22,29
Farmers Market
Exhibition Grounds
8-12:30

October 1 Library Bingo
Lethbridge Public Library
2:30p

October 4 Music at noon
U of L- University Recital Hall 1:15p
Free admission

October 11,18,25
November 1
Music at noon
U of L- Recital Hall 12:15p
Free admission

October 20-22 Spirit of Lethbridge Trade Show
Exhibition park
\$4 admission
Thur&Fri 12-9, Sat 9-5

Oct 27-31 Galt Annual Halloween Bus Tour
7p- ticket available at Galt Gift Shop

Oct 28/29 Halloween Haunted Fort
Fort Whoop Up
7-9p
\$3 admission
Freaky Family Fun at the Fort on the 29th 10-3 \$2 admission

October 29 Adult Book Sale
Lethbridge Public Library
9:30a