

Employee Spotlight George

George Sukkau has been a relief staff for ICE Grande Prairie for one year. He was recruited by a resident's mother, whom he had worked with previously. George immediately began assisting in this program, including taking many open shifts and agreeing to go in to work at the last minute. He soon began working at other programs as well, and has demonstrated his flexibility with this time and time again.

George was born and raised in Yarrow, a Mennonite settlement just outside of Chilliwack, BC. George grew up with four sisters and one brother, with whom he would spend time at the Vedder River and swimming in Cudus Lake. They once built a boat out of five pieces of 1X12 boards. George spent every other weekend fishing at Moon Lake, as his family had a cabin there. He would hunt in the fall, and made trips to Vedder Mountain to hike. George and his siblings were not allowed to go to the Cudus Lake dances, as they played popular music, so they would travel to Bellingham, Washington, where they could attend dances that played classical music.

George attended bible school in Clearbrook BC and Coledale AB, then farmed for twenty years, one quarter of which was taken up as a homestead by his



dad in 1926. He also worked at Proctor & Gamble and at a canola crushing plant for approximately twenty years. George was married in 1970 and had two children, a son and a daughter. His wife passed away in 1995. When the plant shut down in 1996, George moved to Grande Prairie. George worked a plumbing job and also for a property management company. He married his Rita in 2005, when he retired.

Although he had retired, George has always been an active member of the community. He has been volunteering at the hospital in palliative care as a companion,

and attends appointments with patients. He sets up tables, chairs and sound equipment for Joy Chapel, and also provides transportation so some people can attend. George is part of the 55+ group that is starting 'People Helping People', where they assist the elderly with minor home renovations. George assists Rita with her food demonstrations at Superstore. He will also be a Table Leader for the Alpha Program at the Catholic Church, which he will be going to Edmonton to receive training for. Despite his busy schedule, George occasionally finds time to go fishing at Swan and Sturgeon Lakes, canoeing and camping.

ICE would like to extend a big thank you to George for your compassionate, caring attitude, flexibility, understanding and patience. You are an interesting, dynamic person and we are lucky to have you as an ICE team member!

ANNOUNCEMENT

*Note: This announcement applies to all PDD regions with the exception of the Northeast.

Effective October 1, 2007, the following positions will receive a general 3% increase.

Residential Programs

Team Coordinators, Team Leaders, Main Staff, Day Programs, Weekend Days, Awake Overnights, and the Awake portions of Sleep Overnight and Live-In Weekend Positions.

Non-Residential Programs
Community Support Workers
Casual employees
Nursing Staff
Non field Staff



Thank you for the continued support you provide to the clients in our service.

Did you know?

Did you Know...The Township of Chilliwack was incorporated in 1873, the third oldest municipality in British Columbia. In 1881 a large subdivision called Centreville was developed. In 1887 the name Centreville was replaced by a more popular name, Chilliwack, and the area was incorporated in 1908 as a separate municipality, the City of Chilliwack. The City and the Township co-existed for 72 years, and finally in 1980 they merged to form the City of Chilliwack.

ECAT

**Employee &
Client Assistance
Team**

461-7236

after office
hours



MEETINGS

**Health &
Safety Meeting**

Wed, Oct 3, 10:00 AM

Team Leader Meetings

Wed, Oct 17, 1 PM

RPAC

Thurs, Oct 18, 2PM - 5PM



TIME SHEET HAND-IN



Hand-in day will be:

Mon, Oct 15, 2007
for all shifts worked
between
Oct 1st and 15th

and

Wed, Oct 31, 2007
for all shifts worked
between
October 16th and 31st

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INCENTIVE FOR REFERRING EMPLOYEES

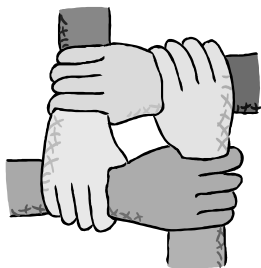
We have always appreciated our employees' referral of their family and friends to I.C.E. In an effort to recognize this we have an incentive program for your continued loyalty and commitment.

Here's how it works!

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

What could be easier!

Empowerment, Integrity, and Caring



*Where what
you do really matters*

Independent Counselling Enterprises Inc

SUCCESS STORY: PAUL

Paul lives in Lethbridge with his contractor and roommate. He has been employed at Ricky's All Day Grill as a dishwasher for over a year. Presently he is working full-time Monday to Friday and sometimes on the weekends. He has a great supervisor at Ricky's named Sarah who makes sure that everything is going well.

In his free time, Paul participates in curling, 10 pin bowling and golf through Lethbridge Special Olympics. This is Paul's first year golfing (last year he was in weight-lifting). Last year, Paul won a gold medal for curling and went to provincials in Calgary where he did well.

Paul recently helped restore a red 12 speed racing road bike. He has also started a model train collection and is now putting together his own tracks with hills, bridges and towns.



Find frequently used forms at
www.icenterprises.com

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



EDMONTON REFERRAL INCENTIVE WINNER



Melissa
Robertson

Melissa was one of the lucky individuals this month who will take home an additional \$50 on her next pay-cheque. Congratulations go out to Melissa with thanks for the referral!

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

Thank  You!

Steven MacPhail won a Sansa 2GB MP3 Player. For participation in a COR audit interview. Your input will be important for the further development of the ICE Health and Safety Program. Thank you!

Kim Sung Hee won a Pronto 2-in-1 Cordless Vacuum Cleaner Assisted the team and clients while the Team Coordinator was on holiday. Mowed the lawn, kept the house clean and the clients busy and happy with outings. Great work!

Sharon MacKay won a 14 Piece Kitchen Bowl set. Took a client camping and to the fair. You are very creative in promoting community access and integration. Thank you for your continuing efforts in supporting quality of life for your client.



Health & Safety Minutes

• **Membership Updates:** Brent Busch will be replacing Debra Reed as Quality Assurance/Risk Management Consultant and will assume Debra's position as 'recorder' at the Health and Safety Committee meetings – welcome Brent!

Debra will be replacing Brent as CR Manager and will continue to attend the Health and Safety Committee meetings on an 'ad hoc' basis.

Larry Oleksyn has resigned as a Health and Safety Committee member – your presence will be missed Larry! Claudia Heber, Nicole Dowling and, Darlene Pazder have resigned – their presence on the committee will also be missed. Kelly Wong will be returning as a Health and Safety Committee member – welcome back Kelly!

3.2 Evaluation of current injuries and near miss

There were a total of 7 injuries reported during July and August 2007.

- 3 of these injuries were 'lost time injuries'.
- 4 of these injuries were 'no lost time injuries'.
- 2 of these injuries were MVA's

3.3 Review and discussion of Injury/ Near Miss Investigations

1. Client behavior results in staff injury.
 - Staff to be reminded that when a client begins escalating they MUST ensure that they are not in a vulnerable position e.g. sitting
2. While driving to grocery store staff was rear-ended this resulted in staff's vehicle being pushed into a third vehicle.
 - Staff should be reminded to avoid driving during peak hours whenever possible.
 - Staff to be reminded of defensive driving techniques e.g. use of rear-view mirror and flashing of brake lights as warning for vehicles coming up on them quickly – to slow down
 - Staff to be reminded to 'walk around' their vehicle prior to operating their vehicle in order to ensure that all lights etc... are operational. Pamela is looking into some options for defensive driving workshops that ICE might be able to make available to staff.
3. Staff stung by bees.
 - Garbage containers should have lids.
 - Garbage containers should not be placed in direct vicinity of the back/side doorways of the home.
4. Staff to staff assault.
 - Basically matter for the Police to resolve however, both staff involved need to attend a professionalism

workshop.

3.4 Review of COR Audit

- Pamela reviewed the processes completed during the 2007 Internal COR Audit.
- Pamela reviewed the scoring of the elements of the audit.
- Pamela reviewed some of the recommendations that will be forthcoming as a result of the audit and, the Health and Safety Committee members discussed some ideas for facilitating 'greater knowledge of the purpose and responsibilities associated with the health and safety program'.
- Some of the ideas generated included adding a 'Health and Safety Quiz' section to the monthly ICE Page. Further discussion ensued around this idea.
- There will be an introduction to the new 'Health and Safety Monthly Quiz' in either the October or the November ICE Page.

4.2 Health and Safety Committee representation at Team Leader meetings

- Pamela advised the Committee members that the COR audit report will be completed and available for the October 3, 2007 Health and Safety Committee meeting.
- Items will then need to be picked to be 'agenda items' for the Team Leader meetings.
- Committee members will chose items to address at each of the monthly Team Leader meetings.
- Health and Safety Committee representatives / month will also be chosen at the October 2007 meeting.

4.3 Carbon Monoxide Detectors

- A discussion around the appropriate placement of carbon monoxide detectors in the residential programs.
- A reminder to all programs that carbon monoxide detectors must be installed on the lower quarter of a wall in order for it to be effective enough for EARLY warning.

4.4 Site Specific Hazard Assessment Document

- Pamela handed out the example copy of a 'Site Specific Hazard Assessment Document'.
- All programs must complete a site specific Hazard ID document.

4.5 Emergency Preparedness Medications

- A review of discussions around programs having extra medications available as part of the 'Emergency Preparedness plan'.
- Need to determine what the final outcome of these discussions was as per the Manager meetings and Teleconferences.

Health Corner

Each year, many businesses lose millions of dollars in productivity and staff-hours, due to employees suffering from influenza, or flu for short.

Influenza attacks the respiratory tract. It is contagious; it can easily be spread from person to person when an infected person sneezes or coughs. There are many things that everyone can do to prevent "catching the flu":

- Getting plenty of exercise. Exercise helps strengthen your immune systems, which help fight off those nasty bugs.
- Getting plenty of rest. Sleeping increases the body's ability to fend off infection.
- Having a balanced diet. Having enough vitamins and minerals also helps to strengthen your immune system.
- Maintaining good personal hygiene, which includes good hand washing. Think about everything you've touched since the last time you washed your hands. Now, picture how many people have touched those same things, and what have those people touched since they last washed their hands. Frequent hand washing will decrease your chance of infection. Hands should be washed after doing any kind of personal care, before, and after you eat, and after you cough or sneeze.
- Getting vaccinated with the flu vaccine, or "flu shots"

The Flu Shot (Influenza Vaccine)

Immunity is security against a particular disease. That is exactly what the influenza vaccine does for persons who get immunized. The influenza vaccine (flu shot) can protect you from influenza for at least 4-6 months or even longer. It is known in the elderly, antibodies levels may fall below protective level within 4 months and a healthy individual can be protected for up to one year.

The flu shot does many things. It reduces the incidence of the flu, its severity, its duration and your level of infectiousness. The vaccine can also protect an outbreak at work, and health facilities where an outbreak can result in severe complications and even death to vulnerable patients. Close to 6,700 Canadians die from the flu and pneumonia each year.

Reasons why people chose not to get immunized, The MYTHS (Not true):

- The flu vaccine can give me the flu
- The flu vaccine doesn't work
- Side effects from the flu shot are worse than getting the flu

The Flu

- The flu shot will give me Alzheimer's disease
- If I get the flu shot every year my immune system will become weaker and I'll get sick
- I don't get the flu

The FACTS (True):

- The flu vaccine is safe. The vaccine cannot give you the flu because it does not contain live virus.
- A new flu vaccine is made each year to fight the expected viruses for the coming season. It provides very good protection for 70% of people who get the flu shot. For others who receive the vaccine, it can reduce the severity of illness and help you get back to work faster. A flu shot is needed every year to protect you from getting the flu.
- Most people have little or no side effects from the flu vaccine. Some people may experience some swelling or pain where the shot was given, a low fever or feel tired for one to two days. Side effects from the flu vaccine are mild compared to getting the flu.
- There is no evidence that the flu vaccine causes Alzheimer's disease. The flu vaccine does not contain aluminum, but does contain 25 micrograms of Mercury, which is well within the safe daily intake level. In fact, there is much more mercury in one can of tuna fish.
- The flu shot protects you for the coming season. It does not weaken your ability to fight the flu or other infections. Getting a flu shot every year is your best protection against the flu and its complications

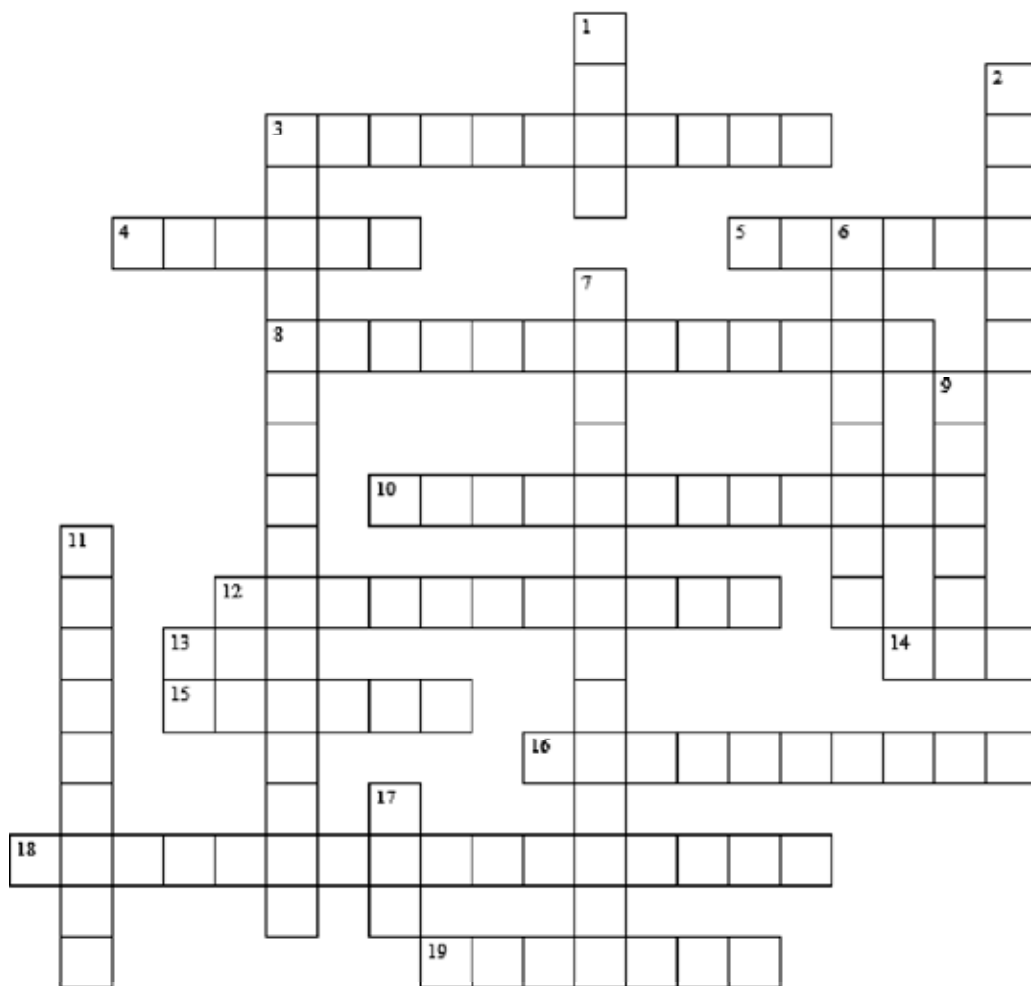
What if you already have the flu?

If you already have the flu, there are some things you can do to speed up your recovery. The rules for prevention also apply here (see above). You need to drink a lot of fluid as this helps your body fight off infections better. Drinking a lot of water, juices and soup can do wonders. If you have to cough or sneeze, make sure you cover your mouth so that you do not spread your germs to other people. Sneeze or cough with your head turned away from other people and remember to wash your hands right after you cough/ sneeze to prevent to spread of germs.



Thank you COR Audit Participants!

Health and Safety Refresher



Thank you to all employees who assisted with the COR Audit, either through interviews or observation tours. We appreciate your assistance with the process and your feedback will be utilized to further develop our health and safety program.

The COR audit results are currently being compiled, and we expect the finalized results in October. One of our best results was that 100% of employees in all regions knew that they are required to report workplace injuries and unsafe conditions. Way to go! One area that looks like we could use some improvement is our knowledge of policy, so we developed this crossword for a quick, fun refresher.

ACROSS

- 3 External people you need to inform of worksite hazards.
- 4 Manual to find Health and Safety Policy.
- 5 Occupational Health and Safety Legislation can be found here.
- 8 Happens after an injury or near miss.
- 10 Independent Counselling Enterprises is committed to employee ____ and ____.
- 12 Are completed to ensure employees follow hazard controls.
- 14 Course to get general health and safety orientation.
- 15 These are practiced every month.
- 16 What to do if asked to perform an unsafe act (2 words).
- 18 Where to report workplace hazards (2 words)
- 19 Residences cannot have these, so as to prevent fire.

DOWN

- 1 What should be done with knives and cleaners.
- 2 All workers must work ____.
- 3 Report form used to report injuries and near misses.
- 6 An example of personal protective equipment employees are responsible to wear.
- 7 These reports are to be completed if you need a bandaid (3 words).
- 9 Who may attend a health and safety committee meeting.
- 11 Residential water temperature cannot exceed this number (Celsius).
- 13 You need this to gain access to a residence.
- 17 All employees have this coverage.

Minimum Housing and Health Standards

WINDOWS FOR EGRESS

Did you know?

That a bedroom must be provided with a window that may be opened from the inside, and have an unobstructed opening of at least **3.8 square feet**. This is the resulting minimum open area when any sliding or hinged panes are moved.

No window dimension less than **15 inches** is allowed.

Many basements and basement areas have been modified for use as bedrooms but there has been no modification to the windows that meet standards.

All bedrooms, including basement bedrooms, must be provided with a window that meets the above measurements, if they do not meet the requirements alterations must be made to accommodate an acceptable window.

Rooms with small window openings cannot be used as bedrooms.

Rooms with no windows cannot be used as bedrooms.

Windows with storm panes held in place with exterior clips must be modified.

RAILS

Did you know?

Proper guards and rails must be provided on all stairs and elevated structures (decks).

Handrails must be provided on all stairs and located **32 to 36 inches** measured vertically from the edge to the tread nosing.

Guardrails must be provided on any raised deck, balcony, mezzanine, stair, walkway, landing, porch, or floor where the difference in elevation between adjacent floor levels **exceed 24 inches**.

Guardrail height is required to be **36 inches** above the finished floor level where the difference in elevation is **not more than 6 feet**.

Guardrail height is required to be **42 inches** above the finished floor level where the difference in elevation **exceeds 6 feet**.

Openings through a guardrail must **not exceed 4 inches**.

Horizontal railings are not allowed as they facilitate climbing.

Many old railings do not conform to current safety requirements and need to be modified or replaced to prevent falls.

Did you know?

It is the responsibility of Independent Counselling Enterprises employees to ensure our windows and railings meet Standards by completing all measurements.

It is the agencies responsibility to contact the landlord/home owner if measurements do not meet the Standards.

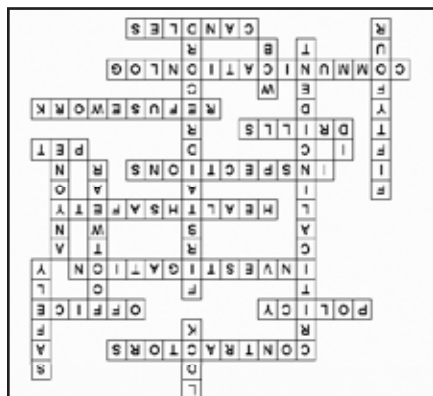
It is the responsibility of the landlord/home owner to ensure modifications are completed as required to meet Standards.



The history of Thanksgiving in Canada goes back to an explorer, Martin Frobisher, who had been trying to find a northern passage to the Orient. He did not succeed but he did establish a settlement in Canada. In the year 1578, he held a formal ceremony, in what is now the province of Newfoundland and Labrador, to give thanks for surviving the long journey. -Wikipedia

Reminder: I.C.E. offices will be closed Monday, October 8th, 2007 for Thanksgiving. All calls should be directed to your after hours supervisor.

Crossword Answer



NEW TRAINING OPPORTUNITY FOR FRONTLINE STAFF

Fundamentals of Direct Support

November 6, 2007
to
March 4, 2008

How?

TO APPLY:

1. Complete a letter of intent (you can get one at front reception)
2. For "Posting Number" write Fundamentals of Direct Support
3. You will be notified by the Training Department if you have been accepted.
4. For more information contact Diann at 453-9657

When?

Tuesdays
November 6, 2007 until March 4, 2008
9:00am – 1:00pm

What?

Independent Counselling Enterprises is thrilled to again be offering this popular training program to all frontline staff.

- Completion of this program will enhance your knowledge and skill level so that you can perform your job with excellence.
- Participants successfully completing this program will be eligible to apply for Team Coordinator Training.
- Certificate awarded upon completion.

Why?

ENHANCE YOUR SKILLS!
UNDERSTAND YOUR ROLE AS A SUPPORT WORKER!

Independent Counselling Enterprises • *Empowerment, Integrity, and Caring*

TRAINING

Promoting Safety
Oct 18th, 9am-12pm
Oct 30th, 1pm -4pm

Positive Behaviour
Supports
Oct 19th, 2007
9am-5pm

Proactive Behavior
Intervention
Oct 4th, 2007
Oct 18th, 2007
Oct 25th, 2007
9am-5pm

All of the above as described on the ICE website.

ECAT

A word from ECAT:

When should employees call ECAT?

ECAT responds to emergency and high priority calls only. Staff should clearly state their first and last names, employee ID, and the reason for the call when leaving message to ECAT, so that their message could be prioritized accordingly (refer to Policy 3.3.6 EMPLOYEE AND CLIENT ASSISTANCE TEAM {ECAT} SUPERVISION).

May staff still call ECAT for shifts?

Yes. But remember to keep it as brief as possible. For effective time management of bookings it is advisable for an employee to call-in their availability weekly to the office ((refer to Policy 3.4.7 EMPLOYEE AVAILABILITY TO WORK AND TO COMPLETE SHIFT ASSIGNMENT)

How much time does an employee need to cancel a shift?

Staff needs to give ECAT or their booking coordinators a minimum of 4 hours notice if unable to work. Remember that employees are called to fill shifts based on their availability to work, that employee has provided the agency (refer to Policy 3.4.7 EMPLOYEE AVAILABILITY TO WORK AND TO COMPLETE SHIFT ASSIGNMENT)

When can ECAT/ Booking cancel your shift?

ECAT/Booking would cancel any shift due to unexpected Changes in client needs (refer to Policy 3.4.1 RATES OF PAY & HOURS OF WORK)

May an employee contact ECAT to report lateness or absenteeism?

Absolutely. It is the employee responsibility to notify their supervisor or ECAT (if after hours) for lateness or absenteeism as soon as possible in regard to their own circumstance or that of others (refer to policy 3.4.6 LATENESS AND ABSENTEEISM)



Halloween is a holiday celebrated on the night of October 31st. Traditional activities include trick-or-treating, costume parties, viewing horror films, visiting "haunted houses", and participating in traditional autumn activities such as hayrides (which may have "haunted" themes).

Halloween originated under the name of Samhain as a Pagan festival among the Celts of Ireland and Great Britain. Irish and Scottish immigrants carried versions of the tradition to North America in the nineteenth century. Other western countries have embraced the holiday as a part of American pop culture in the late twentieth century.

Halloween is now celebrated in parts of the western world, most commonly in Ireland, the United States, Canada, Puerto Rico, the United Kingdom and sometimes in Australia and New Zealand. In recent years, the holiday has also been celebrated in parts of Western Europe.

-Wikipedia

