



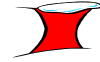
# THE ICE PAGE



## January 2005



kindness you show come  
back to you over and  
over again!



### Employee

### Incentive



### Awards:

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

**Congratulations to the  
following staff who were the  
December winner:**

**Denis Therrian. He was  
thanked by his coworkers  
for staying a little extra  
time when they were late  
due to car trouble.**

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

**Next ICE Thank You Draw  
January 17<sup>th</sup> at Noon / ICE Office**



## Time Sheet Hand- In

### Dates:

Hand in day will be Tuesday  
January 11<sup>th</sup> for all shifts  
worked between  
January 1<sup>st</sup> – 15<sup>th</sup>  
and

Wednesday January 26<sup>st</sup> for  
all shifts worked between  
January 16<sup>th</sup> – 31<sup>st</sup>



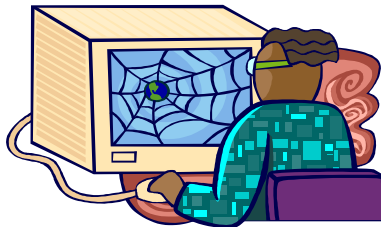
**May your 2005 be filled with  
good luck, happiness, love, and  
friendship; and may the**

## General Information

The ICE office will be closed  
Monday, January 3<sup>rd</sup>  
All calls should be directed  
to the cell  
512-3129

The January Team Leader  
Meetings are scheduled for:

1. Friday January 21<sup>th</sup> at  
the board room. Check  
with Susan to confirm  
the date and time.



## 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.

## The ICE Christmas Party and Award Ceremony

*"Was a great success."*

The following people were the  
2004 Award Recipients:

Health & Safety – Ramone Rodriguez

Long standing member on the  
Health & Safety Committee –  
Jason Taylor

Outstanding Employee of the Year –  
Linda Tourand

## CONGRATULATIONS!

## Policy Review:

### 2.4.10 PERSON-CENTERED PLANNING

Clients supported by Independent Counselling Enterprises have the opportunity to express their support requirements for the future through a person-centered planning process.

The following principles of service apply:

- Services will respect the dignity and worth of all clients.
- Services will acknowledge the request for service delivery.
- Services will commit to person-centered supports as best practice.
- Services will create opportunities for people with disabilities to connect to people, groups, organizations and businesses in their community.
- Services will include a Personal Plan that will be developed with the active participation of the client and their support network.

1. Yearly planning meetings will be person-centered and the client will, with the help of his or her support network, develop goals with specific action plans and persons responsible.
2. It is the responsibility of the Independent Counselling Enterprises employee, in conjunction with the client, to follow through with goals developed during the person-centered planning process.
3. Independent Counselling Enterprises employees will provide advocacy, or find additional advocacy services, to support clients to facilitate choices, rights, self-determination and support needs.
4. Independent Counselling Enterprises employees will adopt and practice the agency philosophy (see Policy 1.1.2 and Policy 2.7.4)

## CET Standards

**Creating Excellence**

**Together**

**This month we continue our review of CET standards with a summary of Standards 11, 23 & 34**

### **Safety:**

Safety standards are relevant to support in home, work and other community settings. It is important to individuals' well-being that they feel safe and **actually be safe from physical harm.**

**Standard 23** requires that the organization have assessed the risks to the individual and have taken the steps needed to address safety needs through information, training, making changes to the environment or staffing. There should be evidence of a process of observation and analysis of risk, rather than the service provider simply assuming that the individual is safe or unsafe. They should take into account specific hazards related either to the environment, the individual's

activities, ability, and /or disabling conditions (e.g., cooking and grease fires, food storage and food poisoning, epilepsy and falling).

The risk analysis should lead to a course of action which may include adapting safety procedures to meet the individual's needs, teaching the individual what to do in various kinds of emergencies, or teaching the individual how to use safety equipment available in the environment. Plans should be practiced to ensure that they work and become second nature to individuals. **E.g. monthly fire drills.**

**The first indicator of Standard 11** recognizes that some individuals will not be able to take responsibility for their own safety, even with extensive training or coaching. Under these circumstances, supports should be in place to compensate for this.

**Safety equipment should be in good working order and hazardous materials should be stored appropriately.** If the service setting is one where safety inspections are

conducted, surveyors should review copies of inspection reports and documentation that any recommendations made were acted on.

Individuals may live in situations that are less than ideal, due to economic circumstances or housing availability. If the individual feels unsafe in his neighbourhood or home, the related indicator is **Not Present** because the outcome of feeling safe has not been achieved.

**To support the above CET standards, please refer to Quality management and Risk Management (4.4) section as well as Employee Health & Safety (3.5) of the ICE Policy Manual**



## **B.R.C. UPDATE**

The **Hand-In** dates will be Friday January 7<sup>th</sup> for critical incident summaries.

The BRC committee will be meeting twice this month. On Thursday January 13<sup>th</sup> and January 27<sup>th</sup>.

## **Safety Alert!**

“Ice and snow on sidewalks and steps are an extremely serious safety hazard. All residential staff must ensure that snow and ice are cleared and/or salted on every shift that you work. You will receive an immediate verbal warning if a supervisor arrives at a home where you are working, and the snow and ice have not been cleared/salted. Thank you for preventing injuries this winter season!! “



## **Person-Centred Planning:**

### **What am I Building?**

Three bricklayers were asked what they were doing. One said, “I’m laying bricks.” The second replied, “I’m

building a wall.” The third stated, “I’m constructing a castle.”

This got me thinking. If the bricks represent my life, “What kind of a bricklayer am I? Do I just go along from day to day, doing what I’ve always done? Do a few short term goals keep me busy? Or do I have a vision for my life, understanding & expressing how great I am?

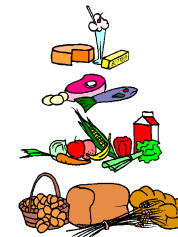
Another way I looked at the bricklayers was that I can choose to work from paycheck to paycheck, or save for my retirement, or I can express my unique talents and make a positive difference in the lives of others.

Sometimes I want to keep myself small for fear of failure. Other times I do take risks but scale back my plans at the first sign of a challenge. What I want to do is be actively engaged in this incredible journey called life, moving forward, and welcoming ways to grow, change and learn.

I realize in order to do that I must be willing to step out into the unknown and that building anything larger than I’ve currently experienced involves risk. If I don’t take

risks than I risk living an unfulfilling life.

I will begin to create what I want to experience, and start right now. I must remember that I am a great person, here to accomplish great things. I will not hold myself back. I will stop thinking of myself as small and limited – I will let myself soar with my dreams. I will create a grand vision for my life and be all that I am meant to be. I will build the castle of my dreams in my mind and begin to physically move in – today!



## **Health Corner**

### **New Year's Resolutions**

#### **Safe Weight-Loss Programs**

Many people resolve to lose weight in the New Year. While there are many safe weight-loss programs out there, there are just as many dangerous ones. There are many factors that contribute

to the safety of a weight-loss program.

A safe weight-loss program should do two things: it should not promise fast, easy results that set your body up for failure, and it should be designed to lose more fatty tissues, and less lean tissues- which means the loss of 1-2 pounds a week. Safe dieting and weight loss programs encourage moderate physical activity to burn calories and build lean tissue.

A safe diet should contain foods from all food groups: grains, fruits and vegetables, milk products, and meat and alternatives. If the diet does not contain food from all food groups, you are at risk of missing some essential vitamins and minerals. Also where there is lack of variety, people do not tend to stick with it as long.

A safe diet should not put a restriction on the number of calories you can consume. A healthy woman needs about 1900 calories and a man requires about 2500 calories a day. Thirdly, a diet should not restrict you from eating your favorite foods. If your favorite foods are being restricted, you may not stick with the diet for as long.

A safe weight loss program must also include exercise. Exercise is very important in losing and maintaining weight. Diet programs that promise quick weight loss without exercise are

misleading. A weight loss program should also be affordable to you and fit your lifestyle. If you can't afford the program or if it does not fit your lifestyle, you might not be able to maintain the program.

When choosing a weight loss program that is right for you, ask yourself, is this a realistic program? Can you accomplish it? If you answer no to these questions, then the program might not be right for you.

### Happy dieting.



### Health & Safety

Most incidents in the home are caused by clutter, poor lighting, unsafe smoking habits, electrical appliances with frayed cords, stairways without handrails or gates, and equipment that does not work properly. Below are suggestions for minimizing incidents in your homes.

### Safety tips in the Bathroom:



Ensure there is good lighting and ventilation. Be sure that your hands, body and feet are dry before touching electrical equipment. Discourage use of oil-based bath products as they make the bath tub slippery. Place a non-slip mat in tub or shower to prevent people from slipping. If grab bars or handrails are in use, ensure they are securely fastened to the wall or tub (this should be completed and tested by a professional)

- Place a secured bath mat by the tub for people to step on
- Ensure the water temperature is not too hot before folks get into the bath or shower by testing the water temperature with a thermometer or elbow. (\*NB hands are not necessarily a good indicator of temperature due to the fact that they may be desensitized through their heavy use.) Always run cold water, then hot water when filling a bath, and turn off the hot water before turning off the cold water.

- Make sure water faucets are clearly marked with indicators of hot and cold.
- Do not use electrical appliances in the bathroom
- Set the water temperature in the hot water tank to "low".
- If folks access the bathroom often at night, place a night light in the bathroom and/or any hallways.

### Safety tips in the Bedroom



- If someone frequently gets up in the middle of the night, a night-light should be used in the bedroom.
- Avoid sleeping with heating pads on high.
- Set electric blankets or heating pads on lowest setting when in use and turn them off when not in use.
- If a person's bed frame or furniture is wobbly, report this to the program supervisor immediately.

Safety is always maintained when we are aware of our surroundings and potential hazards. Be Safe.

**The next Health and Safety Meeting is Thursday January 26<sup>th</sup> at 1:00pm**





## **COMMUNITY NEWS**

### **RESOURCE CENTER AND COMMUNITY CONNECTION UPDATE**

# Happy New Year!

January 7th

Hockey Game  
G.P. Storms vs Sherwood Park  
Game starts @ 7:30pm

January 15

Ukrainian New Years  
Crystal Center/ Bowes Family Crystal Gardens  
Contact Pam Pierson if interested or more information  
568-3506

Lions Learning Center is open to any adult individuals.  
They have a four month course happening. The cost is \$15.00  
For classes twice a week from 9am-12pm. For more information,  
Contact the Lions Learning Center @ 513-1414.

Don't forget to check your local Newspaper or community access  
Guides to find new and exciting events happening in and around  
The community. Community access books are free and are available  
At the leisure center. As well, ask the ladies at the office next time your  
In. Their always keeping an ear open for new things to do.

If you know of any upcoming events for the months of February,  
Call and let Leah know and she can list it in the next coming ICE page.

# Important Announcement!

## I.C.E. SAVINGS/PENSION PLAN

**Are you investing in your future? If not, now is the time to start with help from I.C.E!**

If you are an eligible I.C.E. employee (see below), and you open a Future Builder Retirement Savings Plan (RSP) account before February 28, 2005, I.C.E. will contribute \$1000.00 to that account!! See I.C.E. Policy 3.4.15 for details of the Future Builder's plan. This is an employment incentive available to current eligible I.C.E. employees only. The required paperwork must be completed with TD Bank by February 28, 2005 in order to receive this one-time offer.



All employees already investing in the Future Builder pension plan will receive the \$1000.00 in their Future Builder account automatically!!

### Employee Eligibility

- Employee must be past the probation period of three months in order to sign up.
- Employee must be available for work and have monthly wages of \$500.00 (before deductions but not including travel/mileage amounts) in order to sign up, and each month in order to be eligible for matching payment for that month.
- Employee must make a minimum contribution of \$20.00 per month, deducted on the 2<sup>nd</sup> monthly pay period.
- Employee must be an employee of I.C.E. on the final payday of the month to be eligible for matching payment for that month.

**Don't miss this opportunity! All you have to do is:**

- **Make sure you meet the above Employee Eligibility Requirements.**
- **Contact the TD Bank at to set up an appointment.**
- **Attend your scheduled appointment at the TD bank then bring the completed paperwork from the TD Bank to the ICE office payroll department!**

**INDEPENDENT COUNSELLING ENTERPRISES**

**Health and Safety Committee Meeting Minutes**

**December 2, 2004**

**Edmonton Region**

**Present:**

Faisel Ahmed	Marj Filion	Noreen O'Donoghue
Colleen Callahan	Gordon Filipchuk	Alice Romanchuk
Kathleen Curran	Roberta Jaggard	

**Recorder(s):**

Chair: Gordon Filipchuk

**Regrets:** Kelly Guan-Wong (Mat. Leave), Bessie Gabon, Greg Lane, Diann L'Hirondelle, Pam MacDonell, Phyllis McKinnon, Debbie Reed, Haris Sunagic, Carol Szydlik, Colette Tancsics, Mark Todd

**cc:** Gonny Debski (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:**

- 4.1 Welcome to new members: Kathleen Curran, Roberta Jaggard
- 4.2 Alternatives to hazardous materials
- 4.3 Incentive mugs

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

- New Committee member follow up/member ID cards/member duotangs & labels/membership incentives (Gordon)
  - Member booklets were supplied to Kathleen and Roberta – ID cards must still be provided.
- Updates re: supply lists: members will review and finalize a list for emergency supplies kept in each home in case of weather emergencies at the January meeting.
  - Research - Environment Canada Weather Emergency Procedures – Carol  
Carol not in attendance today

- Capital Health Emergency Procedures – Haris  
Haris unable to attend today

- Fire Halls Emergency Procedures and U of A Hospital Emergency procedures – Noreen: Noreen also visited an engineering firm, as well as a large hotel complex. She learned and shared with the committee that each of these divergent employers are striving for simplicity in their emergency postings and procedures. In speaking with representatives of these employers, it was reinforced to Noreen that emergency procedures must be eye-catching and simple, so as not to overwhelm people.

It was agreed by all committee members that emergency drills are an essential component of emergency readiness. Therefore, drill procedures must be developed as part of emergency planning.

The committee also discussed the inclusion of neighborhood safe-houses in emergency procedures. Policy will be reviewed regarding establishment and potential utilization of safe-houses.

- “Weather Emergency Procedures” templates Gordon  
Tornado emergency procedures have been researched by Gordon and will be adapted and presented at the next meeting of the committee.

- Updates re: ‘hiring of movers’ / other questions to be answered (Gordon)

Gordon shared with the committee that ICE Edmonton has found a moving company that coordinators will call for moves to new residences. Wholesale client moves by staff only are discouraged. In the event that moves by staff of furniture and/or appliances are necessary, a tailgate meeting with form specifically for such moves will be facilitated by the home coordinator. The form, has been made available to all residential coordinators.

- Updates re: workshops dealing with “debriefing processes” (Gordon)

The committee discussed goals of debriefing for use in educating supervisors in debriefing of staff. These include: show immediate compassion; place no blame; get relevant and timely information; build trust between field staff and administrative staff. The need for special terminology was also discussed. As a result of the many ideas and enthusiasm shown by the committee on this subject, it was decided that a subcommittee be formed to develop ideas and resources for a workshop. It will consist of the following members: chaired by Noreen, co-chaired by Marj, Colleen, Kathleen, Roberta, Alice, and Faisal. A standing invitation is forwarded to all other interested committee members.

- Updates re: ‘stress workshop’ possibilities (Colleen)

Colleen is working with Gordon and Stephen Renaud to develop the workshop which she hopes to hold in mid-to-late January.

- Feedback/ discussion re: Health and Safety Poster contest (Committee members)

Participating residential clients and staff have provided feedback reflective of satisfaction and enthusiasm with the contest. The committee wishes to have more such contests in the future. One idea forwarded was emergency drill efficiency contests. This item is tabled for further discussion at the next meeting.

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'	<ul style="list-style-type: none"> <li>➤ <u>Nanton</u> –</li> <li>➤ <u>Grande Prairie</u> –</li> <li>➤ <u>Calgary</u> –</li> </ul>	<ul style="list-style-type: none"> <li>➤ Received and reviewed</li> <li>➤ not received</li> <li>➤ Received and reviewed</li> </ul>		
<b>3.2</b> Evaluation of current injuries and near misses	<ul style="list-style-type: none"> <li>➤ Edmonton reported 12 injury incidents in November. Of these, two were lost-time injuries – one due to client behaviour and another due to an auto accident. Of the no-lost-time injuries, two were due to auto accidents, six were due to client behaviour, one was due to slipping on ice, and another was a re-aggravation of an existing back injury</li> </ul>	<ul style="list-style-type: none"> <li>➤ provide some form of winter driver training</li> <li>➤ continue to stress caution when walking on slippery surfaces and use of proper footwear and walking techniques</li> <li>➤ continue to work with residential unit personnel to reduce violent behaviour, and to be prepared to handle violent behaviour</li> </ul>	Gordon  ALL  Gordon	Jan 6/04  Ongoing  Ongoing
<b>3.3</b> Review and updates of a section of the Hazard Assessment Document	<ul style="list-style-type: none"> <li>➤ tabled to next month due to time constraints</li> </ul>	<ul style="list-style-type: none"> <li>➤</li> </ul>		
<b>3.4</b> Review of a section of the action plan for the COR Audit recommendations	<ul style="list-style-type: none"> <li>➤ committee members received a copy of the recently completed COR maintenance audit report. Members were asked to review the document.</li> </ul>	<ul style="list-style-type: none"> <li>➤ review by committee members</li> </ul>		Jan 6/05

<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.	<ul style="list-style-type: none"> <li>➤ There were four follow up EQA visits scheduled as a result of signed off audit summaries.</li> <li>➤ There was one "Follow Up Site visit" completed in November.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Stony Plain</li> <li>➤ 88 Street</li> <li>➤ Opal</li> <li>➤ Hermitage Rd.</li> <li>➤ Follow Up required with Coordinator and Manager of this program.</li> </ul>	Gordon Kathleen Colleen Faisal  Debbie	Jan. 6/05 Jan. 6/05 completed Jan 6/05  Immediately
<b>4.0 New Business</b>				
<b>4.1</b> Welcome of new members	<ul style="list-style-type: none"> <li>➤ The committee welcomed Kathleen Curran and Roberta Jaggard to the Health and Safety Committee</li> </ul>			
<b>4.2</b> Alternatives to Hazardous Materials	Some staff are sensitive to bleach, ammonia, and other commonly used household cleaners. There are alternatives to these chemicals. Gordon and Roberta have done some research into this.	Gordon will provide info to all field staff via mailboxes, and email to all regions. Reference info will also be made available.	Gordon	Jane 6/05
<b>4.3</b> Incentive Mugs	The design of the mugs was discussed. When they are not properly closed, or repeatedly closed too tightly, they may leak. With proper use, they do work well.	The mugs will continue to be used as incentive for attracting committee members		

**5.0 Next Meeting: January 6, 2004 @ 10:30a.m.**