

# ICE PAGE Grande Prairie November 2004



## Lest We Forget

On Remembrance Day, we acknowledge the courage and gallantry of those who served their country. During times of war, individual acts of heroism occurred frequently; only a few were recorded and received official recognition. In remembering all who served, we recognize the many who willingly endured the hardships and the fear so that we could live in peace.

The 11<sup>th</sup> of November;  
"We Will Not Forget."



## General Information

The ICE offices will be closed Thursday, November 11<sup>th</sup> for Remembrance Day. All calls should be directed to the emergency pager @ 513-3129

"Please remember to get your holiday requests in at least six weeks in advance. As usual, **no holiday requests will be granted from Dec 24 - Jan 1 inclusive.** Absolutely no exceptions will be made to this, so please do not submit any requests that include the above dates. Thank you for understanding that our clients deserve your care during the holiday season."

"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!!

You can obtain flu shots by phoning your nearest Community Health Center and asking them where the flu clinics are being held. *Protect yourself and your loved ones - it's worth it!*



**Believe it or not you can read this.**



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Time Sheet Hand-In Dates:  
Hand in day will be Monday November 10<sup>th</sup> for all shifts worked between Nov. 1<sup>st</sup> - 15<sup>th</sup>  
And  
Tuesday November 25<sup>th</sup> for all shifts worked between Nov. 16<sup>th</sup> - 30<sup>th</sup>

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## ICE Employee Incentive

### Awards:

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

Congratulations to Adriana Marchis, the October winner:



## Policy Review:

### 3.5.5 EMPLOYEE INJURIES, WORK RELATED ILLNESS AND NEAR MISSES: REPORTING AND INVESTIGATION

#### See also **Policy 2.7.3 Critical Incidents**

All employees have W.C.B. coverage and the agency is responsible for securing this coverage. I.C.E is not responsible for compensation beyond the day of the accident. The employee will be directly compensated from W.C.B. for any approved time loss claim.

1. The employee is responsible for reporting all workplace incidents to their supervisor or the on-call supervisor (if after hours) **immediately**

regardless of the severity. The supervisor is to ensure that the employee **seeks medical attention if required**, is to **document the incident** and **instruct the employee to directly contact the appropriate administrative staff within a 24 hour period** (or the next business day if on the weekend) to further follow up on the incidents. The supervisor's documentation at this stage is to include:

- Circumstances of the incidents
- Date and time of the incidents
- Names of witnesses
- Nature and exact location of the employee's injury
- Date, time and nature of first aid treatment

A copy of the documentation will then be forwarded to the Manager of Health and Safety for appropriate follow-up. The supervisor must inform the Manager immediately that an incident has occurred and a report is forth coming.

2. Should the employee require the emergency services of a physician or hospital, arrangements will be made by the company to assist the injured worker to obtain medical attention.

For information about Follow Up for employees that are injured refer to the **remainder of Policy 3.5.5.**



### CET Standards:



**Creating Excellence Together**

**This month we continue our review of CET standards with Standards #9 and #21 – Leisure.**

**Quality of Life Standard # 9: Individuals enjoy their leisure time**

**&**

**The Quality of Service Standard that goes with the above Standard is # 21.**

### **Individuals are supported in their leisure time pursuits.**

Unlike the previous standards, leisure does not require *learning* to be valuable, although it may include learning. But leisure does require *enjoyment*, and often could be described as *relaxing*.

These standards are centered on the concept of “free time.” Free time may involve some activities that are *planned* in advance, but it is not *scheduled* or blocked out with certain activities in each time slot. Individuals should feel that their leisure time is flexible, and that they can do what they want in it.

What individuals receiving service choose to do with their free time has the same constraints of time, money and talent as anyone else. Within those constraints, they should feel they have choices that fit their interests. They should enjoy their free time; they should not feel bored by what they are doing or that there is nothing to do.

At the same time, trying to fit too much into the available free time can create feelings of stress rather than

relaxation. Individuals should ultimately feel that they have enough free time for what they want to do, but not so much that they are bored.

Service provider supports to leisure time should be based on staff knowing the individual's interests and then being able to suggest new or familiar activities that fit with those interests. Staff may also need to put supports in place to help make those activities work. This can include removing barriers to participation. Their knowledge of the individual should include recognition of the right balance of Busyness for the individual's stamina level. It should be OK for an individual to want to watch TV or "do nothing" in the evening.

In employment settings, staff may provide support to individuals with respect to free time during breaks.

Staff assist the individual, as needed, to assess their level of satisfaction with their free time, and help them take steps to make changes if they are not enjoying themselves.



## Community:

### ***How do we Build Community?***

*For us in the field of Human Services it means "Breaking Out of the Box". The Box is the structured paradigms of service driven systems.*

*It means discovering together a wealth of shared experiences, resources, assets and gifts - those of our own, people we support, and our communities'.*

*We must focus on the cup being half full and capitalizing on that! As we build communities we will discover, connect, share, and find lasting friendships and relationships. People truly caring and supporting one another.*

*This is not a program. It is a way for people to discover each other and build their community as they want it, rather than how systems want it.*

*How can this possibly happen? We get to know each other, partnerships emerge, resources are combined, communities get involved, people talk, stories are told, lives are enriched; we belong, and are included. All you need is enthusiasm, willingness & perseverance.*

*This is not possible however without the primary value, belief, and focus that each person is unique, creative, and cannot be stereotyped, boxed, or labeled.*



## **Meetings**

Health and Safety is scheduled for Wednesday, November 24 @ 1:00pm.

Behaviour Review Committee is scheduled for Thursday, November 25 @ 10:00am.

## **Reminders:**

Please have critical incident summaries prepared and ready to hand in on Wednesday, November 17.

If you don't already have an ICE I.D. card, check with Leah the next time you're in the office and she will get you one.

If your driving supported individuals in your car, you must have an emergency first aid kit. They can be purchased at the office through Judy for \$5.00.

When entering the office, please put your name on the sign in sheet.

*Thank You for your Cooperation*



## Health Corner:

WINTER: YUUUUKKKKKK

OR...AN OPPORTUNITY?

Yes, Winter has 'struck' early. No one is too excited about at least 5 months of 'white stuff' to contend with. Except maybe the smaller, shorter crowd--the kids, that is. And what do they know that we don't know?

Let's think about that...they have not had the Joy of Winter socialized out of them; they know how much fun it is to make a Snowman, to play Fox and Goose in the playground or backyard, to smell the clean sharp air through one's scarf pulled high over one's mouth. No, that's true; they don't have jobs, they don't have mortgages. They aren't responsible for any little people other than themselves. So they are pretty clear about what's important--like playing, laughing, connecting with their friends. And when they are done for the day, they sleep well, snuggled up in their beds at night.

So, what do we need to do to learn from our little friends? Let us start by accepting that Winter is probably here to stay for a few months. Then, Take a few deep breaths as we drive along, both for ourselves and the other drivers who we may have doubts about (their driving abilities, that

is). In case of situations of slippery roads, "patience required" and/or running late, calm yourself with slow, deep breaths, then focus on thoughts which you CAN control (for example, what you will need to say or do for your next client; paperwork you can finish; a surprise you can make/do for your husband/partner/wife/child/friend; a beautiful outdoor scene which brings you peace) It is not a simple choice, yet to a certain extent, it is: how we look at winter and how we handle it determines whether WE are in charge or whether WINTER is. It is Attitude; it is also Action. I encourage you to Play and Enjoy the Winter, at least at times with a child-like pleasure. What I choose to elaborate on are the ways in which you can Take Care of yourself, physically, nutritionally, emotionally, so that you CAN get out and skate, walk, snow-board--and even play fox-and-geese if you want!

1. Get your immunization against the 'Flu. In Edmonton, Flu clinics are Friday, October 29, 2004 and Monday, November 15, 2004. Phone the nursing department at 453-9658 to speak with Eleanor or Pam.
2. Take care of yourself!!  
-Adequate rest is very important in this season of 'flus and colds, especially with people coughing and spreading germs so readily. Try for at least 8 hours of

sleep at night. If you are unable to attain this, learn to take short naps. For our normal sleep patterns to be respected set your alarm for 22 minutes; research has shown that periods of sleep or rest for this length of time leave you feeling refreshed and 'ready to go'.

-You don't have to take public transit to expose yourself to germs; grocery stores, public washrooms, doctors' offices, stores in the malls are all popular places where bugs "hang out" on the already-infected people who are there. Thus, another reason to Always Wash Your Hands! And, where possible, try not to sit next to someone who is coughing lots.

-Take the time to feed yourself nourishing meals. You need Vitamins from fruits and vegetables now more than at any time of the year. Fast foods provide limited Vitamins and Minerals. If you don't know how to cook, ask someone whose food you enjoy. Don't over-cook veggies as this depletes the vitamin content. Make soups from leftovers of all kinds: veggies, meats, you-name-it; the possibilities are endless.

-Some of you may want to take extra Vitamins in the form of supplements (pills or potions of various kinds in the mainstream pharmacies and health food stores). There is controversy among

traditional medical doctors as to the value of such. I believe that Vitamin C can be effective in enhancing the immune system; I also believe that a good multi-vitamin is effective, particularly in Winter.

-The fairly new product "COLD-FX", pioneered in the research labs of the University of Alberta, Edmonton, is another product which seems to be very effective for staving off a cold.

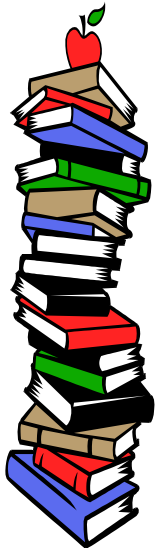
-Listen to the weather reports and Dress for the Weather! This is so important in this climate. Carry extra clothes with you, whether you are bussing or driving: a hat or scarf for your head; warm gloves/mitts; extra pants/leggings. Make sure that your footwear is adequate every day. Adequate Winter clothing is a sound investment - for yourself.

3. Take Care of Each Other.

-Car pool or notice and ask someone who might appreciate a ride part way home if you have a car.  
-Stop and assist a stranded traveler on his/her Way somewhere. Remember: It could be you tomorrow.

-Give a hand with shoveling whenever and wherever you can; there are many seniors and people with disabilities who would appreciate it and clean walks prevent unnecessary falls.

I hope that you can fully enjoy your Winter Experience(s) this year. Perhaps more than anything it is a time when we are 'forced' to slow down and we just need to reassess and find ways to accommodate ourselves to a different pace. I hope that your intentional choosing to look at your life a little differently and with greater compassion will make for you having a wonderful, safe and healthy Winter. Any Questions or comments, please contact Colleen Callahan, R.N. (780) 453-9665.



## Personal Success Stories

Dean is an outgoing and energetic man. He does not like to sit idle. He has many commitments both volunteer and paid work that keep him busy throughout the week. Dean has been volunteering at the Edmonton Public Library as a Library Access Volunteer for over two years. He takes books from the library and brings them to people who are not able to visit the library due to health or medical reasons. This is a perfect job for Dean as he loves to travel on the bus and this job takes him to all corners of the city. Dean has become acquainted with many bus drivers and has been invited to and attended at least one Edmonton Transit System driver's retirement party.

Dean also volunteers at St Michael's Seniors Lodge. Depending on the day and season he works in several different departments. In the Kitchen he labels the cabbage rolls and pyrogies that the ladies make. In the pharmacy he helps recycle materials by discarding old bubble packs and making sure confidential information is stripped before the packs are recycled. He also helps put stock away in the central storage room. One of Dean's favourite duties is organizing the beverage container recycling. He also helps with taking the lunch trolleys up to the various floors. Dean is also responsible to porter residents to the beauty salon or down the street to the Lions Center to play cards. When asked, Dean explained that his three favourite duties at St. Michael's are working in the pharmacy, helping with lunch carts and recycling the beverage containers. Since Dean began volunteering at St. Michael's over two years ago he has become part of their community.

Dean is employed during the summer months delivering the Edmonton Examiner Newspaper to houses in his neighborhood. Dean has come to know most of the people on his route and they often greet him at the door. Having a job allows Dean to have some pocket money to use to for things he likes to do in his spare time such as going to Klondike days, movies or visiting museums. It also allows Dean to save money for summer camp.

Dean is connected to his community in many ways. He works and volunteers within the community that he lives, providing important services. He is respected and valued by his coworkers and neighbours. Dean is an important person within his community with opportunities to participate, be a part and to contribute meaningfully.

**If you have a success story  
you want to share please call  
Leah Madore @ the office.  
402-8556.**

A blast of cool northerly air unfortunately reminds us of another change of seasons, which likely reminds us of preparation of our homes for the winter. One of these preparations is furnace cleaning. Here is a quiz to motivate us to get the job done. It was adapted from the website of Four Seasons Furnace Cleaning and Services ([www.fourseasonsfire.com](http://www.fourseasonsfire.com)), so beware that it is geared toward sales. However, it does provide some food for thought. Another excellent site regarding improvement of indoor air quality is an article called "Is It Worth Putting in a Better Furnace Filter?" from Home Energy (<http://hem.dis.anl.gov/eehem/00/000516.html>) Other great sites are CMHC, and Allergy Consumer Review at <http://www.allergyconsumerreview.com/dust-mites-mold-dander.html>.

## INDOOR AIR QUALITY QUIZ

1. The average person breathes \_\_\_\_\_ cubic feet of air everyday.  
a) 100                      b) 250                      c) 500                      d) 1000
2. The average particle count in one cubic foot of indoor air is:  
a) 120-950                      b) 500-970                      c) 1000-2700                      d) 50,000 – 150,000
3. The average home accumulates \_\_\_\_\_ pounds of dust per year.  
a) 5                      b) 10                      c) 20                      d) 40
4. Dust is composed of:  
a) fibers from textiles, plants and unknown sources  
b) dander (skin flakes) and pollen  
c) insects and arthropods (spider, mites, ticks, etc.)  
d) minute particles of building materials  
e) all of the above
5. Indoor air is found to be \_\_\_\_\_ times more polluted than outdoor air.  
a) Up to 20                      b) 20 to 40                      c) 40 to 70                      d) 70 to 100
6. Most people spend \_\_\_\_\_% of their time indoors.  
a) 20-30                      b) 30-50                      c) 50-80                      d) 80-90
7. Most commercially purchased fiberglass filters are only \_\_\_\_\_  
% efficient in stopping dirt, dust, pollen, etc. from passing through it.  
a) 10                      b) 25                      c) 50                      d) 75
8. \_\_\_\_\_% of all illnesses are caused by, or aggravated by polluted indoor air.  
a) 10                      b) 25                      c) 50                      d) 75
9. Legionnaire's Disease was spawned in:  
a) Water systems                      b) air conditioning systems  
c) Hot tubs                      d) decorative fountains
10. Legionella Bacteria is present in \_\_\_\_\_% of all homes.  
a) 20                      b) 30                      c) 40                      d) 50





**Grande Prairie Art Gallery**

10209-99st  
532-8111

This is a photography exhibition from several artists. The show is running from October 22 until November 28. The gallery is open 7 days a week, call for hours.

**Plato community computer lab**

9625 Prairie Road  
539-6077

This is a friendly, supportive, adult environment for individuals to improve upon reading skills. As well, it is free for community use!

**Festival of Trees**

Crystal Center  
538-4597

You can contact Trudy for further information. In the past, Joy Chapel attendees have gotten to attend an evening of the festival for free. Talk to a joy chapel representative the next time your there.

**Volunteer Services Bureau**

11330-106 St  
538-2727

**info@gpvsb.com**

If you or someone you know is interested in volunteering, they may be able to set you up with a suitable program

**Remembrance day Ceremonies**

Crystal Center  
876-2677

Contact Phil or Briard for further information

**\*\*\*If you know of an upcoming event for the next month, let Leah know and she will put it into the monthly ICE page**



# CET Contest

## Professional Development Opportunities

**Course: Proactive Behavioral Strategies**

**Date: November 17 and 18, 2004**

**Time: 9:00am to 4:00pm**

**Place: Room 9 (large training room) Northern Addictions Center (AADAC Building)**

Focusing on behaviour change, participants will learn how to Address behaviors of concern through assessment of function and Early intervention. They will also have the opportunity to Apply these approaches through practical examples and exercises.

**Course: Crisis Assessment and Response**

**Pre-requisite: Proactive Behavioral Strategies (or equivalent)**

**Date: December 7, 2004**

**Time: 9:00am to 4:00pm**

**Place: Room 9 (large training room) Northern Addictions Center (AADAC Building)**

Using a crisis development model, participants will learn to distinguish types of crises and crisis behavior. This course focuses on early intervention and follow-up as the most effective approaches to crisis intervention. Communication strategies and safety issues during the critical incident are also described.

*\*\*\*There is no fee for these courses. Space is limited, so if your interested, Contact a coordinator at the office so you can be registered as soon as possible.*

After all the hard work put in by everybody attending the CET courses, it's time to put the knowledge to use. The first house to submit 20 examples will get a prize!!!

Hint Hint: The CET manuals in each house will be very useful!





















