

THE ICE PAGE

January 2006

completing the team leader responsibilities as well as picking up extra shifts

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)

Lethbridge: January 9th & 10th

Drivers Training

Nanton:

Wednesday, January 25th

Please contact Kim if interested at 646-1117 or 1-866-646-1199

Foundations

For those registered

Lethbridge:

Thursday, January 12th

Thursday, January 26th

Starting the Year with New

Year's Resolutions

Despite all the stress (and bills!)

that the holidays bring,

December really is the season

for kicking back and enjoying

yourself. And to top it all off,

you have the excitement and

chaos of New Year's Eve.

It's hard not to start making resolutions and creating goals on New Year's Eve. There's that sense of renewal, of rebirth, and the guilty awareness that you ate your own weight in chocolate during the holidays. Sure, last year's resolution didn't make it past the fifth of January, but hey,



ICE WOULD LIKE TO THANK ALL THE INDIVIDUALS WE SERVE AND ALL STAFF MEMBERS FOR COMING OUT TO OUR CHRISTMAS OPEN HOUSE AND COMMUNITY CELEBRATION. ALL HAD A GREAT TIME! CONGRATULATIONS TO ALL THE WINNERS OF OUR DOOR-PRIZE GIVE-AWAY AND SPECIAL CONGRATULATIONS TO ALL OUR AWARD RECIPIENTS!

Employee of the Year:

Janine Groves (Lethbridge)

Lynn Morrison (Nanton)

Health & Safety Award:

Faith Smith

Community Connector:

Lynne Maynard

GENERAL INFORMATION:

The January Health & Safety

Meeting is scheduled for:

Wednesday January 18th

10:30 – 12 pm at the Lethbridge ICE Office

The ICE office will be **CLOSED** January 2nd. All calls should be directed to the on call cell at 601-6903 (Nanton Area) or 634-8805 (Lethbridge Area)

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

NOTE: TIME SHEETS AND VACATION PAYOUT

REQUESTS may be faxed DIRECTLY TO COORDINATORS

Sarah: 403-646-1198

Shannon: 403-394-7911

Hand in Dates

Hand in dates will be Monday January 16th for shifts worked between January 1st – 15th and

Tuesday January 31st for shifts worked between Jan. 16th – 31st

Residential Petty Cash & Other

Expenses

Please do not use highlighters, tape, and jel pens, on receipts for Petty Cash or other expenses. These items degrade the print and make it illegible.

Please use a regular pen and underline or circle the amount.

Thank you!

December Thank –

You draw

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

Congratulations to the following staff members who were winners for the December 15th draw:

- Gloria Power for organizing a party for clients, staff & family members
- Denita Nicolas for going over and above and

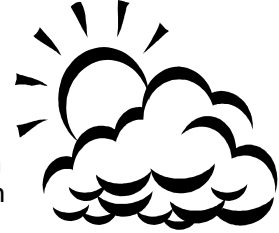
this year's going to be different, right?**Sticking to Your Resolutions**
Sticking to resolutions are hard. Resolutions are often changes that you would like to see yourself make, but changes are very difficult to enforce—and it only gets harder the older you get. But that doesn't mean change is impossible. Here are some things you can do to stick to your resolution:**Don't try everything at once.** The temptation of the New Year is to run off a list of everything you've ever wanted to change. Don't fall for it! You'll have better luck fulfilling one or two goals than you will a list of fifty. You can always add new resolutions to your list later. Take one thing at a time.

Word your resolution carefully. Let's say your resolution is to relax more in the coming year. Word this carefully. Try not to think of it as "This year I am going to relax." That's a stress-inducer waiting to happen. It forces you into thinking of the resolution as something you must do, not something you want to do. Try to make it sound a little gentler: "This year I'm going to explore different ways of relaxing." It also suggests more of a resolution plan—you'll be keeping the resolution by experimenting with relaxation techniques. The first resolution sounds as if you're going to force yourself to relax by sheer willpower.**Make a plan.** Once you know what your New Year's resolution is, try to break it down. Nobody accomplishes anything of significance by trying to do it all at once. This doesn't have to be a complicated resolution plan; just brainstorm enough to give you a place to start.**Write your plan down.** Stick it up on the fridge, in your locker or wherever you know you'll see it.

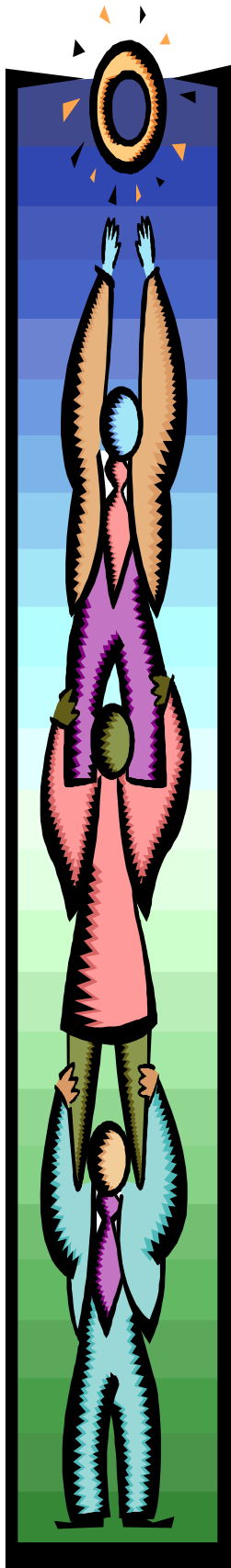
That way you'll have a constant reminder, which helps in keeping resolutions. You may want to change the wording as time passes and your goal changes.**Get help.** You don't have to be the only one to enforce your resolutions. You may want to ask a friend or family member to help you through this "trying" period. You might even be able to help your friend stick to his or her resolution. It's always easier in groups than it is alone.**Forgive yourself.** You're not perfect, so it's unreasonable to think that you won't make a mistake. When you do, don't be too hard on yourself and don't give up. One mistake isn't the end of the world (or the end of your resolution). Keep at it. You'll be glad you did. **TOP 10 REASONS to take the bus (instead of driving)...**

10. You don't waste gas warming up your vehicle.
9. You spend less time driving your expensive wheels on those mean and icy streets.
8. You avoid parking hassles and costs.
7. It is the more responsible choice for protecting our environment.
6. You and your client get more exercise and fresh air.
5. You help to promote the independence of your client.
4. You and your client are interacting with the community for the entire outing.
3. Because buses are much more massive than cars, bus riders are much less

likely to be injured in a collision than the occupants of a car.



2. You and your client can play a game, read books, share a laugh, have a good conversation together.
1. You can relax and look at the scenery – much better for the blood pressure.



New Opportunities!

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 icenanton@icenterprises.com
- By fax – 403-646-1198

Our current job openings are:

Lethbridge: Mon-Fri 9:00 am-3:00 pm
Mon-Thur 4:00 pm-9:00 pm
Contractor/Support home
Nanton: 48-hour live-in weekend
Fort Macleod: P/T Thursdays only
Crownsnest Pass: Various opportunities
All Locations: Relief positions available

3.5.10 EMERGENCY PROCEDURES

All employees must ensure that the following steps are followed in an emergency situation:

1. If the emergency is imminent and deemed life threatening to anyone on the site, call 911 IMMEDIATELY.
2. DO NOT PANIC ... remain calm and give clear, concise direction/information
3. Ensure the immediate safety of yourself and the individuals in your care
4. Locate the nearest safe area and retreat to that location. This area would vary depending on the emergency. For example:
 - Fire, or gas leak/gas smell – leave the building, and retreat to a designated Safe House or Meeting Place as outlined in the residential program’s Emergency Evacuation Procedures. For non-residential programs, go to the nearest neighbor or business.

- Tornado warnings – go to the lowest level of the house and gather in the smallest room that doesn’t have a window, i.e. a closet or bathroom.
 - Loss of heat during blizzard or extremely cold weather - Gather at the highest level of the building in a small windowless room. Ensure everyone is wearing several layers of clothing.
 - Home invasion – do not confront any intruder. Call 911 and attempt to evacuate the home if safe to do so.
5. Call the ICE office, or if after hours, the On Call Supervisor as soon as possible and advise a supervisor of the situation. Calmly, clearly and concisely, report all actions that you have initiated as well as the status of all individuals involved thus far.

For specific fire emergency procedures, see Policy 3.5.11
For medical emergency procedures, see Policy 2. 3.11
For client behavior/aggression emergency procedures, see 2.5.1
(For resources and information on other specific emergency procedures i.e. Tornado, Blizzard, Home Invasion, Natural Gas Leaks,

see the “Employee Resources” section in the Health and Safety Binder)

Fire Emergency:

For sites operated by the company:

1. All sites will have a specific fire evacuation procedure in place, including a designated Safe House and a floor plan.
2. Each employee is responsible to familiarize themselves with the fire evacuation procedure upon arrival for their first shift worked at each site.
3. The following equipment will be present at each site.
 - The overall layout of the site
 - All possible exits from the site
 - The location of all fire extinguishers (one 5lb extinguisher required per level or every 80 feet)
 - Smoke detectors (one per level – tested monthly)
 - A No. 1 first aid kit with inventory list completed monthly
 - One flashlight per level
 - Fire blankets if indicated by the extent of a client’s immobility

4. This information and equipment is to be kept in place and current by the Team Leader, or Community Support Coordinator if the house does not have a team leader. The location of this information and equipment will be marked on the floor plan.

5. Site specific floor plan will clearly indicate the following information: specifics for exiting areas on site, identification of PRIMARY and SECONDARY exit options, the designated ‘Meeting Place’ for individuals who may be on site and, the location of the ‘Safe House’ identified for the site (where applicable).

CET Standards



Creating Excellence Together

CET STANDARD 14

Individuals are supported to make decisions about everyday matters.

(This Quality of Service Standard # 14 compliments the Quality of Life Standard # 2)

About this standard...

This standard is about the support provided by the service provider to individuals in making everyday decisions. Examples of such types of support are identified in the introductions for Standard 2. Examples include what to wear, what and when to eat, how to spend their free time, and so on.

The service provider can assist individuals to develop decision-making skills by providing:

- Options from which to choose;
- Concrete information about each option; and
- Opportunities to directly experience each option.

Staff are to provide individuals with information about their daily options, as well as opportunities to experience these. They must also have opportunities to exercise their decision-making skills in all aspects of daily living. Unless their decisions jeopardize their health and safety, or that of others, their choices should be respected and supported by the service provider wherever possible.

Sometimes choices involve an element of risk. For example, individuals who want to go shopping on their own, and need to use public transportation, may be concerned that they might get on the wrong bus. The service provider's role is to provide information, training (as needed) and emotional support to help individuals make informed decisions, to help them succeed in the choices they make, and to support them if things go wrong.

Key indicators include...

- Staff who work with the individual are knowledgeable about what is important to her (e.g., her wants, needs, likes and dislikes).
- The service provider has and implements strategies to assist the individual to identify her preferences.
- The service provider has and implements strategies to provide information to the individual about various options in ways the individual can understand. In many cases, this information should include opportunities to directly experience the options.
- The service provider has a process for dealing with the individual's choices that may involve some risk.



Walking and Not Slipping in a Winter Wonderland

Many people use de-icing salt to remove ice from sidewalks and stairs and to improve traction on driveways. Unfortunately, not everyone understands how de-icers work and the differences among them. Many people just toss salt on the ground and hope for results. Others shy away from using salt, as they believe that applying a de-icer will result in chipped sidewalks or damaged vegetation.

In reality, the proper application, usage and disposal of de-icers will prevent most or all potential side effects.

Cargill Salt, a leader in de-icing products for both consumer and commercial users, suggests these easy-to-follow tips to ensure best results:

- ❑ Before applying de-icing salt, clear as much loose snow and ice from the surface as possible. This allows the crystals to penetrate remaining ice immediately.
- ❑ **Always check the label and follow manufacturer instructions. As a general rule of thumb, use from one-half to one cup of de-icing salt per square yard.**
- ❑ Leave a gap between the surface being de-iced and any nearby vegetation.

Plow or shovel away from and do not pile up snow in grassy areas. This will help prevent damage to surrounding vegetation.

- ❑ Once the treated ice melts completely, remove the remaining slush to keep the sidewalk safe.

Here is some information about available products that can be used for melting ice and providing traction. Most of these are available at your Home Depot-type stores:

- ❑ **Sand** -- Not a de-icer. Can provide minimal traction, but does not have any ice-melting capabilities.

Sodium Chloride (salt) -- Effective ice melter that is readily available, inexpensive and easy to handle.

- ❑ **Calcium Chloride** -- Fast-acting de-icer that is effective down to -25 F. Can be difficult to handle and may leave an oily residue. [MSDS available upon request]
- ❑ **Potassium Chloride** -- Perceived to be less damaging to vegetation, but has little ice melting capacity. [MSDS available upon request]
- ❑ **Magnesium Chloride** -- Fast-acting de-icer that is effective down to -25 F. However, it may leave an oily residue. [MSDS available upon request]

- ❑ **Urea** -- Perceived to be less damaging to vegetation, but only works down to 10 F. [MSDS available upon request]

As for whether or not de-icers can damage your sidewalk or driveway, de-icers do not technically deteriorate pavement. They do, however, speed up and increase the frequency of the freeze/thaw cycle. Under these conditions, pavement that was not properly treated during installation can deteriorate. The result is a chipping or flaking effect, otherwise known as "scaling".

(Source: http://www.mymotherlode.com/Home_Improvement/hi_article_sipping.html)



The City of Edmonton offers free sand to the public. Most other Municipalities do as well. Please

contact your local city/town public services department.

Also, please always protect yourself if and when you are outside working away on that sidewalk. Make sure that you are warm and protected from frostbite. Make sure you are well visible to all nearby traffic. Of course, wear good boots, warm and with good

traction. And, please remember that all employers and employees are required by law to take special precautions when workers are alone. Make sure that someone capable of getting help knows where you are and when you are expected back inside. Working alone outside is always much safer during daylight hours. Don't put yourself at risk.

Health Corner
GET THE FACTS ON
HEAD LICE



Head lice are small bugs that live in human hair. They are mostly found behind the ears and at the back of the head. Head lice are found in both dirty and clean hair. Head lice can hatch many eggs (called nits) each day and each nit will become lice and each one of those can hatch many more eggs. Head lice will only live away from the human head for 2 days.

It is important to treat head lice immediately. Some of these treatments include medicated shampoo. Follow the directions on the shampoo bottle closely. You can get some medicated shampoo over the counter in a drug store or a doctor can prescribe some. The shampoo will only kill the lice. The nits will still need to be picked out, or else they will hatch. It is difficult to pick out all the nits in one picking. It is suggested that attempts be made for seven days to pick out the nits. It is important to treat everyone in the household at the same time.

To check for head lice, carefully separate the hair with your fingers and look for lice or nits. The head lice may be moving really fast, but they will not fly away from the head. Nits look like dandruff, except you can't comb it off the hair, so you will have to pick it out with a nit comb or your fingers. The scalp may be red from head lice bites. After lice have been detected, and shampoo treatment has been applied, clean all personal items. These items include hats, scarves, combs, brushes, hair barrettes, and elastics. Bed sheets and pillowcases should

also be washed in very hot water. Many daycares, schools and day programs require that anyone with head lice be treated before they can return to those areas.

Important Announcement!!

I.C.E. SAVINGS/PEN SION 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,

2006, I.C.E. will contribute

\$1000.00 to that account!!!

See I.C.E. Policy 3.4.15 for

details of the Future Builder Plan. This is an employment incentive available to current eligible I.C.E. employees only. The required paperwork must be completed with the TD Bank by February 28, 2006 in order to receive this one-time contribution from I.C.E.

1. If you are already investing in the Future Builder pension plan, you will receive \$1000.00 in your Future Builder account automatically!!

ICE will not be deducting income tax from this \$1,000 payment. Your T4 for 2006 will include this contribution as a taxable earning, and tax may be payable by you upon completion

of your 2006 income tax return. If you have any questions about Revenue Canada legislation, please consult your tax preparer or contact Revenue Canada directly.

Employee Eligibility

- Employee must be past the probation period of three months in order to participate.
- Employee must be available for work and have monthly gross earnings of \$500.00 (before deductions not including travel/mileage amounts) and must have earnings on the final pay period of each month.
- Employee must make a minimum matching contribution of 40.00 per month, deducted on the 2nd pay period of each month.

- Employee must be an employee of I.C.E. on the final day of the month to be eligible for the matching payment for that month.

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

- 1. Make sure you meet the above Employee Eligibility Requirements.**
- 2. Contact the TD Bank in your area to set up an appointment with an Investment Consultant.**
- 3. Meet at your scheduled time at the TD Bank.**
- 4. Bring your completed payroll deduction authorization**

from the TD Bank to the I.C.E. office.

5. Any questions or concerns, please contact Linna Roem at 780-453-9664.

January Activities in Lethbridge

New West Theatre on until January 6th
Wednesdays and Saturdays- Walk N Talk
Wednesdays-Corner of South Parkside Drive and Mayor Magrath Dr. 6pm
Saturdays- Nicholas Sheran Park NW Parking lot 9am
January 6-8 2006 Novice Hockey Tournament
Info at www.lethbridgeminorhockey.com
January 13 Bryan Adams Enmax
January 14/15 Bantam A and AA Hockey Tournaments
January 14&15 Hurricanes game
January 17&24 Music at noon
Hall U of L Recital
12:15p
Free admission

January 20&21
Hurricanes game
January 21 Robbie Burns
Day Lethbridge Centre
1:30p
bagpipes, haggis sampling and
highland dancers
January 21&22 Coaldale
Toy Trade Fair and
Collectables
Exhibition Park Main Pavilion
\$3 admission
January 24 Nickelback
Concert Enmax
January 27-29 Atom A and B
Hockey Tournaments
January 31 Hurricanes
game

**Free activities in the City of
Lethbridge**

Any events at the Enmax-
client pays for admission, staff
need to go to the office on the
side and say that they are a
“companion” and need a
complimentary ticket. Staff is
not guaranteed a seat but is
allowed admission.

Any event at the Exhibition
grounds- client pays, staff gets
in free. Staff needs to let
workers know that they are a
staff (if they have staff ID, it is
good to show it at this time).

Any city of Lethbridge run
activities- this includes
swimming pools and ice rinks.

Movie admissions are
significantly reduced (at
Cineplex Odeon and
Paramount, not Movie Mill)
with an **Access 2 Entertainment
Card**. The application form is
found on the Internet.
Galt Museum- free admission
Bowman Art Centre- free
admission to the centre. They
also have subsidized art classes
for people for disabilities.
Application forms are available
at the office.
The University does not give
discounts to people with
disabilities (for sporting events
or plays).