

What I Need to Know About ICE



A handbook for adults looking for service from ICE

VISION:

INTEGRITY, CARING, AND EMPOWERMENT

MISSION:

To provide a comprehensive range of community-based services and training to individuals and their support network.

To enable an individual to strive for personal achievement toward his or her life goals.

To be a leading organization, employing skilled and dedicated people.



PHILOSOPHY

Excellence and consistency in service delivery through a process of continued quality improvement, maintain high standards of service delivery based on the values of honesty, respect for the individual, confidentiality, empowerment, and client focused services.



Flexible Service

Be flexible and responsive to the individual needs of the client within the confinements of funding and agency resources and to promote opportunities to facilitate outcomes.

Employee Support/Training

Support and supervise our employees through the provision of training and education opportunities. To improve their competencies and commitment to excellence in service provision. Employee support/training includes but is not limited to the documentation required to substantiate outcome measures and the subsequent evaluation of the same.

Health and Safety

Establish and promote health and safety policies and procedures to ensure a safe environment for the clients, employees, Support Home Operators, and community partners.



ICE Intake Process

How Do I Get Involved with ICE?

If I choose ICE to help me, I will need to tell them about myself and what I want.

When the ICE representative comes to visit me, they will bring this client handbook as well as fill out 3 forms and one consent form with me. To be sure that ICE can help me, they need to ask questions about me.

For all intents and purposes 'I' will mean 'the individual who will receive services in consultation with the legal guardian, or an independent adult'. All documentation will be signed by the legal guardian



FORMS

The Three Forms we use are:

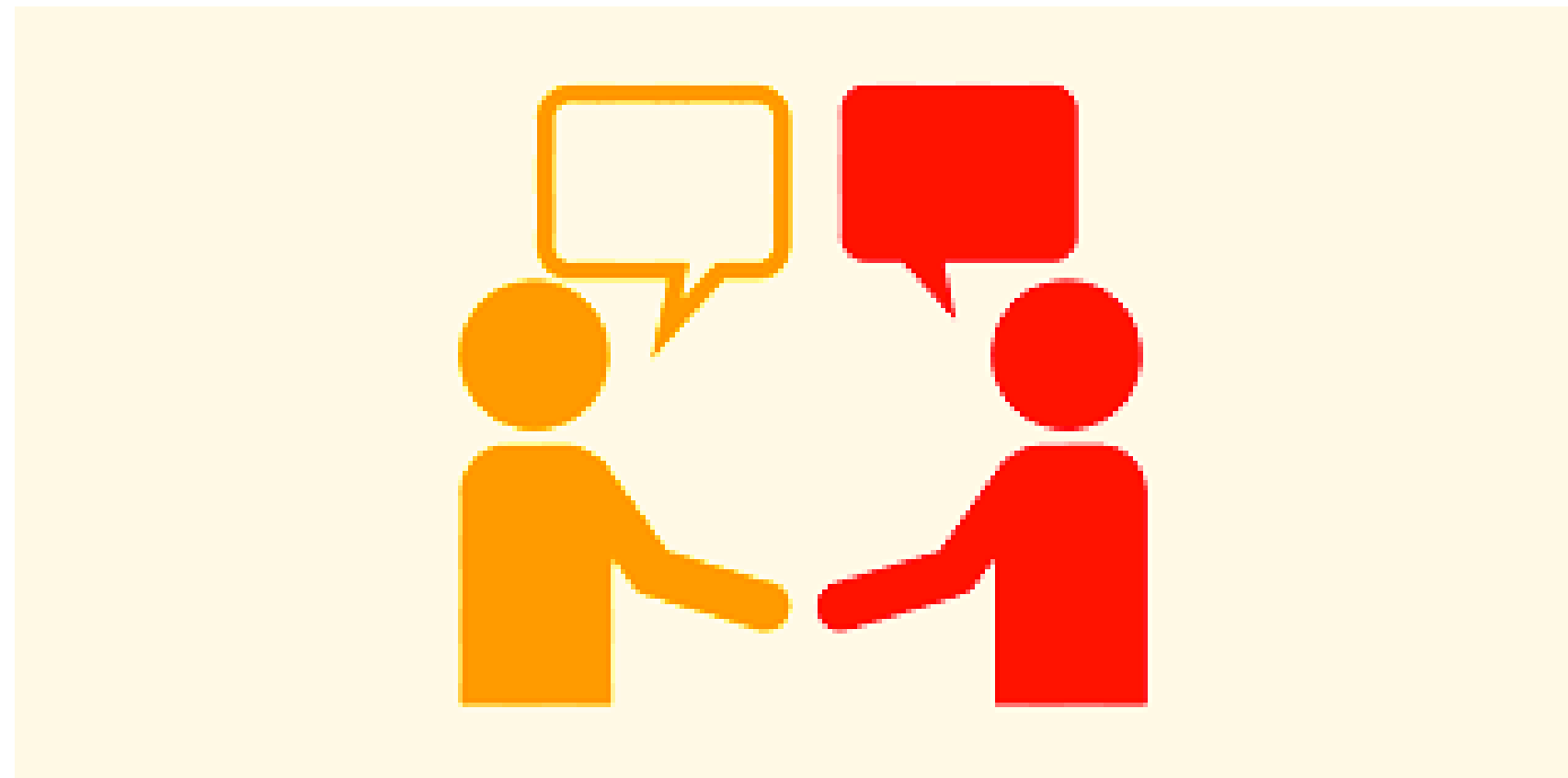
1. *Personal Profile*- This form helps ICE learn about me, like how old I am, my current address, if I have medical challenges, who are my friends, what are my skills in taking care of myself, along with other areas.

2. *Intake Questionnaire*- This form asks me about my personal choices such as: If I want to live in a Shared Living Home or a Support Home, where I want to live and with whom, if I want a worker to take me out to do activities, or work placement, as well as questions about what I want to do.

3. *Intake Checklist/Meeting Minutes*- The ICE representative writes down on this form what we talked about at the Intake meeting. There is also a list they check over to be sure that they told me everything that I should know about ICE.

The ICE intake representative will also have me sign a consent called **Consent to Release of Information**. This is a consent that I give ICE permission to speak to the Funder and any other person/organization I feel ICE would benefit in speaking with, to gather the most important information about me as possible. This could be a parent, previous service provider, or even a friend.

If I choose to become a part of the ICE agency, they will then start a file with this information. This will be reviewed more in the “Questions about Staff Training and Information Tracking” section.





What Do I Do If I Want to Live In A Shared Residence?

As a person choosing residential supports with ICE, I have rights. These rights are choosing where I live, whom I live with, and the kind of home that I want to live in.

An ICE intake representative will offer to show me residences and potential roommates based on what I have told them about what I want.

I can visit the residence as many times as I like. ICE will help me meet the people in my new community. ICE will show me all the things that there are in my new community that can help me.

Before I move into a residence, ICE will need to go over consent forms and service agreements with me. ICE will explain the costs of the home like rent, utilities, and food, etc.

Since this will be my home, it can be decorated the way that my roommates and I would like it to be done. I will need to arrange for my furniture to be brought over to the new home on move in day.

I may be involved in choosing where I live and who I live with.



ICE Intake Process for Non-Residential Programs

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I will need to discuss the type of service that I want (job training, recreation, or respite) and set up my program with a coordinator assigned to me by ICE.

My ICE coordinator will go over the consent forms and service agreements with me. They will explain if there are any personal costs with the support that I want. Some costs can be for transportation or activities that I want to do (i.e., staff entry fees) and ask myself, before any activity happens, that could cost me money.

I will have the chance to meet the staff that I will be working with. ICE personnel will do their best to find a staff that I want.

✓ SERVICES THAT ICE CAN PROVIDE FOR ME

Any service that I choose will be directed by my personal goals and outcomes. This may include my cultural and spiritual beliefs, my gifts and strengths, and my right to choose the type of service that best suits me.

Residential Shared Living



ICE will help me find a home to share with other people. If I want, the home may have staff that will help my roommates and I do the things that we want and need to do in daily life.

✓ Support Home:

This is a choice to live with a family and be involved with the family activities. ICE will help me find a family or a roommate to live with.



WORK SUPPORTS 11

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Job Training:

ICE staff will help me build skills to get the type of job that I want.

Job Placement:

ICE staff will help me find a job that I want. They will help with resumes and work with me on the jobsite until I am able to work without them.



✓ **COMMUNITY ACCESS**

ICE staff will help me do things that I like to do away from home. These things could be volunteer work, sports, recreation (swimming for example), clubs and a wide choice of activities that I wish to do. They will also help me work on skills that I want to build. These skills may include how to use the bus, clean a home, grocery shop and how to cook. I will choose what skills I want to learn.



✓ **RESPIRE**

In Home: ICE will offer staff to work with me in my own home. The staff is there to assist me in the things that I would like to do. In-Home support will allow me to have personal time away from my family and meet new people with staff assistance.

Out of Home: If I need a place to stay because my family is going away, ICE will find staff to support me.

Consent (Permission) Forms and Service Agreements

Some of the permission forms that I will need to sign:

Individual Service Agreement:

This form includes what ICE is supposed to do for me and what I need to do for ICE so we can work together on my service options. To end service with ICE, ICE needs 30 days written notice.

Consent To Release of Information:

This form will allow ICE to talk with and receive information from people who are listed on the form. If a person is not listed on the form, then ICE will not talk to the person. This form will make sure that my privacy is protected. People listed on the form can be Disability Services, my doctor, AISH, or even family members.

Medication Administration Consent:

If I need ICE to give me or keep my medications in a safe place, ICE will need to have this form signed.

Partial Letter of Delegation:

If there is ever an emergency and ICE needs to take me to the hospital this form will give ICE permission to take me to see a medical professional and have them help me. My guardian and I have the final say for my medical help and what happens to me.

Health Information Release Consent:

If ICE needs to share information about my progress to my funder (AISH, Government of NU or NWT etc.) such as medical contact notes, Personal Profile or current medications, this form will act as consent.

MY RIGHTS

Independent Counselling Enterprises believes that I have the following rights:

1. I have the right to independence.
2. I have the right to “self-advocacy”. Or if I am unable to speak for myself, I have the right to have someone speak for me on my behalf.
3. I have the right to be told about ICE’s policies and procedures. I have the right to accept or refuse service.
4. I have the right to receive services based on my needs. My gender, identity, age, race, beliefs, religion, or sexual orientation will not affect the service that I receive.
5. I have the right to good service. This includes my personal information being kept private.
6. I have the right to be free from any type of abuse.
7. I have the right to take part in the choice of services that I receive. I have the right to be involved in the planning of my services. This includes outcomes and goal development.
8. I have the right to know about the appeal process and to appeal decisions made by ICE regarding services.
9. I have the right to know about any Policy changes that may affect the services that I am receiving.

My Responsibilities:

○ Independent Counselling Enterprises believes that I have the following responsibilities:

- I have the responsibility to take part in my service planning, goal setting and follow through.
- I have the responsibility to keep agreements made with Independent Counselling Enterprises.
- I have the responsibility to treat Independent Counselling Enterprises staff and my roommates with respect.
- I have the responsibility to problem-solve with the staff and tell my workers if I have a problem. If we cannot solve a problem, I will talk to my staff's supervisor.
- I have the responsibility to make sure that I complete all required paperwork on time to ensure service delivery and maintain accreditation and industry standards.
- I have the responsibility to follow safety laws and practices that are needed to make a safe place for the staff to work and a safe home for me and my roommates.
- I have the responsibility to ensure that my bills are paid on time. This includes rent, food, utilities, security/damage deposit, moving expenses, and other living expenses. My bills will also include any repairs for my home.
- I have the responsibility to comply with required Legislation including but not limited to: The Cannabis Act, Municipal Bylaws, Residential Tenancy Act, and the Alberta Human Rights Act etc.



ICE APPEAL PROCESS

Step 1: I speak to a staff member.

Step 2: If I am not satisfied, then I and/or my guardian speak with the staff member's supervisor.

Step 3: If I am not satisfied, then the Manager will meet with me and/or my guardian and try to come to an agreement.

Step 4: If I am not satisfied, the Manager will review the matter with the ICE Regional Manager who will then meet with me and/or my guardian and try to come to an agreement.

Step 5: If I am not satisfied, the ICE Regional Manager will review the matter with the ICE Chief Operating Officer. The complaint will be investigated, and a meeting will be held with me and /or my guardian, and a decision made. If I am still not satisfied, then I will need to go to Step 6.

Step 6: The Chief Operating Officer provides a written copy of my concerns to the ICE President. The President will look into my complaint. If needed, they will meet with me and /or my guardian and make a decision about what needs to be done. The President's decision is final.

If I disagree with a decision made by ICE, I have the right to appeal. Appeal means I ask ICE to look at the case again to see if a different decision can be made. Appealing a decision will not put my services at risk.



During the time that I am learning about ICE (my orientation), I will receive the phone numbers of supervisors and managers.

If a supervisor or manager that I deal with is away, there will be another person to help me in their place if I need to call. ICE personnel will document my concern.

If I choose to speak to a worker directly (at the home I live in, or my community worker if I receive non-residential services), then they will write up a contact note and submit it to their supervisor.

Concerns and Complaints

If I have a concern or complaint what can I do?

ICE has a process for me to say my concerns and complaints regarding my service and my wellbeing.



Sample Residential Expenses Budget

I am an adult and I have the right to live where I want to live. I can choose to live in a certain part of the city, a townhouse, apartment, semi-detached residence, or a detached residence. ICE personnel will do their best to accommodate my wants, in relation to what is available. In all instances, ICE encourages individuals to rent apartments for the safety benefits these residences offer. I am also responsible to ensure that I can afford where I want to live. I am responsible for signing the lease of the house/apartment since it will be my home.

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In a Shared Living Residence ICE staff will let me know what the rent and possible expenses may be.

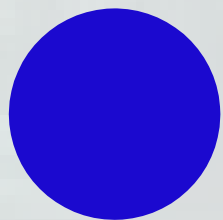
Sample Residential Expenses Budget

Upon initial move-in, expenses can include a security/damage deposit, moving costs, and costs to purchase furniture for my home. I need to have enough furniture for my home. This includes furnishings for the bedroom, living room, kitchen etc. I also must keep the furniture in good repair and replace it when needed (broken and unsafe).



Here is a list of some expenses that I would need to pay.

- i. **RENT:** I would have to pay rent or a mortgage if I owned my own home. If living with roommates, rent of the home is divided equally between all clients living in the residence.
- ii. **UTILITIES:** This includes such items as water, heat, gas, electricity, telephone, cable, and garbage.
- iii. **HOUSEHOLD:** This includes groceries, laundry supplies, household cleaning supplies, toiletries, and repairs.
- iv. **INCIDENTALS:** This includes servicing the home fire extinguishers yearly, carpet cleaning, repairs or any other 'out of regular' costs.
- v. **PERSONAL:** Recreation costs, day program fees, my personal dollars.
- vi. **BUS PASS/TRANSPORTATION:** As an adult, I am responsible to pay for my own transportation costs. Disability Services does not pay for transportation. I am required to pay for my bus pass out of my personal funds.



Sample Residential Expenses Budget

Let me help you get an idea of current community living costs. This is an example only, and it may cost you more or less depending on where you live and what your utilities are.

It is very expensive living on your own so my example will have you living with two roommates. Now remember, rent of a home (apartment, condo, house) today can be anywhere from \$1550.00 to \$2000.00 a month. For our example we will use \$1700.00 for rent as an example. Here we go:

Rent \$566.66 (1/3 of rent)

Utilities \$200.00

Household \$400.00

Incidentals \$100.00

Personal \$ 250.00

TOTAL: \$1516.66

Additional:

Transportation \$ 103.00

GRAND TOTAL: \$1619.66

*** Please note this is an example only. Rent is 1/3 of the total amount.

Expenses may be higher or lower depending on many factors***

The money that I have left over is spent as per my personal choice and needs.

I will also be responsible for other things. This may include school or work expenses, medications that are not covered by AISH or my funder, furniture, dishes, and bedding for my home etc.

Since I am an adult, I will also be responsible for different household responsibilities that any tenant may face. This includes paying for any damages to the home that I am responsible for, carpet cleaning, appliance expenses that are above the normal wear and tear of a regular machine use.

The money to pay for my living expenses may come from Assured Income for The Severely Handicapped (AISH), the NU or NWT Government if I am a resident, or from me if I have my own source of income.

Abuse Prevention and Response

Everyone has the right to be free from abuse. ICE will make me aware of the types of abuse there are and the reporting procedures. If at any time that I feel my safety is at risk, I can call ICE.





✓ ICE OFFICES

Edmonton: 780-454-9500

Calgary: 403-219-0503

Lethbridge: 403-394-0038

Grande Prairie: 780-402-8556

✓ After Hours

Edmonton: 780-461-7236

Calgary: 403-819-0583

Lethbridge: 403-634-8805

Grande Prairie: 780-512-3129

As an individual how will I know what my rights are and what abuse is?

ICE requires all agency staff to go through *Abuse Prevention and Response Protocol Training* and *Protection for Persons in Care Training*. I, as a person receiving service from ICE, have the right to know about the *Abuse Prevention and Response Protocol and Protection for Persons in Care Act*. ICE also offers client training such as: Client Rights; Abuse Prevention and Response Protocol; Healthy Relationships; Food Safety and Healthy Eating, Diversity, and Scam Prevention Training.



If I ever feel unsafe, I need to remove myself from the situation and call the numbers listed on the previous page right away.

Medication Administration

To begin services, ICE will need to know what medications I take, why I take them, and the times of day that I need to take them.

ICE and I will also need to know what the possible side effects of the medication are. Before service starts, ICE will request this information. If I am receiving residential supports, ICE will make arrangements to have my medication packaged according to ICE Policies. This is to ensure that I receive my medication safely and on time. My medication will be locked in a secure location in my home. If I receive non-residential supports, ICE will need to know what medications I take, including possible side effects, and will need to know if I need ICE staff to give them to me or if my other supports will do this. ICE will ask for a list of my medication in case of a medical emergency.

Health and Safety

To live in an ICE operated shared living home with roommates I need to know what policies (rules) that ICE has in place to make sure that I, my roommates, and my staff are safe.

1. To prevent possible fire incidents, there are to be no lit candles, use of fireplaces, or use of fire pits. A large cause of fires in homes is open flames from candles, lighters, and fireplaces. This also includes smoking. While this is my home, I share it with roommates and staff and need to remember their rights too. It is important that I do not smoke in the home and that I smoke outside away from the building. If I do smoke, I will be responsible for the safe disposal of my cigarette into a safe smoking receptacle on site and I will follow all laws in the Tobacco and Cannabis Act.
2. To eliminate the fire hazard they present, outside potted plants/planters are not permitted.
3. There are to be no stick pins in the common areas of the home.



Health and Safety

4. All sharps (knives, scissors, tools, sewing/knitting supplies, choppers, graters, thermometers, blenders, blades etc.) and fire ignition sources (lighters, matches etc.) will be locked in a safe location. Butter knives will not be locked up. Stick pins and sharps can be dangerous items that can hurt others if not used correctly. ICE believes that it is best that harmful items are locked away. These can be asked for when they are needed if there is no risk by having them in the individual's possession.
5. Cleaning supplies will also be locked away in a safe place, away from food and medications. Some of the people that ICE serves do not understand the dangers of cleaning chemicals or may not be able to read the danger signs on the labels. If I can clean up the home without staff help, I will have access to where the cleaning supplies are safely kept.
6. Portable heaters pose a fire risk, especially when people forget to turn them off or place them on items that may burn easily (papers, etc.). Portable heaters are not used in ICE homes, unless in emergency situations.

7. Halogen lamps burn very hot and are not to be left turned on without staff present.
8. All lamps in the home must have the light bulb completely covered with a lamp shade or globe. A fire can easily start if a jacket or cloth item is thrown on a hot light bulb.
9. If I choose to have a Christmas tree, it will need to be an artificial one. Real trees are another potential cause of fire due to them drying out. Artificial trees are fireproofed for the owner's safety.
10. Wherever I sleep in the home, I will need to do a fire drill once a month to help me practice how to get out of the home in case of an emergency.
11. Approved charges/cords/docking stations are to be used for charging any smart phones or electronic devices.
12. Gas/Propane BBQs are not permitted in apartments.
13. If I am unable to start a bath/shower by myself and control the hot and cold-water taps, ICE staff will get the bath/shower ready for me. ICE staff are trained on how to properly start a bath/shower. All ICE staff must prove once a year that they know how to start bath/shower water safely. This is to ensure that I do not get scalded.

Bath / Shower Assist

Before I can enter the bath/shower, the staff will need to measure the water temperature. The temperature of the bath/shower cannot be hotter than 40 degrees. Staff must write down what the water temperature is before I can get into the bath/shower. The staff must do this to make sure that the water in the bath/shower is safe.

If I can bath/shower myself, I will be asked to show the staff that I know how to. ICE will complete a *Client Assessment for Safe Bathing and Shower Practices* to ensure I know how I would do my own bath/shower.

I will be asked to show which tap (hot or cold) I turned on first, what the temperature was when I set up my bath/shower, and other safe practices. If I cannot show that I am able to set my own bath/shower by myself, then ICE staff must help me get my bath/shower water ready.



Questions about Staff Training



ICE offers staff many training opportunities. Before the staff can work for ICE, they must attend Pre-Employment Training. This training covers a wide variety of items from: ICE Policies, Safe Food Handling, WHIMIS and SDS training (chemical and hazard identification), and Proactive Behaviour Intervention, to name a few.



TRAINING



Once the staff have successfully gone through Pre-Employment Training, they are free to work for ICE in a relief position or try out a position working in a Shared Living Home, or in a community-based situation such as a Community Support Worker.

If I can bath/shower myself, I will be asked to s *Client Assessment*

ICE Staff will learn about me so they know how they can help me. It does not matter if I live in a shared residence, receive day program supports, or require community access.



ICE has many options to share this information:

✓ Through manuals and files at the home

✓ Staff Orientations



✓ Information shared through people at ICE who book the staff (the booking people), who work with me

✓ Through the Employee Client Assistance Team (ECAT)

EMPLOYEE CLIENT ASSISTANCE TEAM (ECAT):

When I need a staff person to work with me, the booking or ECAT people at ICE call staff to work with me. Booking and ECAT will tell new staff what they need to know about me. If I lived in a shared residence and a new staff comes to work, the staff leaving the shift will also sit down with that staff and tell them about me and the home.



How staff will learn about me to be able to do a good job:

If I live on my own, my ICE Coordinator may bring the staff to meet me before a shift starts. This way the staff gets to know about me, and I get to know about them before the shift starts.

In Non- Residential settings it is important that there is the transfer of information, so every staff knows about my successes and how to work with me. I get to decide what I want to do with staff. What I choose to do will become my goals to build my independence. Staff make sure they work on them with me, and they fill in a monthly review. They also fill out a Schedule Outline that says what I do with them. This information helps a relief person, or any future workers, know what to do if I am unable to tell them.

In the shared living homes, I will have a file. This file is so the staff can learn about me. Since all people are different from each other it is hard to know what a person likes and needs from meeting them. My file will tell staff about my goals and outcomes, contain my Personal Profile and Intake information, along with other information to help the staff learn about me.



It is very important that I eat healthy meals, go to doctor appointments, or get up on time so I do not miss my bus for work. ICE has many different binders that share information to make sure that all the staff working with me know what to do including:

Orientation Manual

This helps tell new staff what they need to know about the house and the people that live in it. This manual will tell them who to call in the case of an emergency, where the spare keys are kept, what time my bus comes so they know what time I need to be ready, etc.

Daily Planner

The Daily Planner has menu planning sheets that have meals set up, so staff know what foods I like and what to prepare with my help. The great thing about the menu planners is that I get to help choose what to eat with my roommates. We decide what should be on the menu planner.

We then will make a shopping list from the menu planner to make sure that we have the food ready to cook for the next week. The Daily Planner has community access calendars so my staff can keep track of what activities I did for the month. The last part of the Daily Planner is where they store completed water temperature charts.

Every person who lives in the home has a logbook. The staff write in the logbooks daily.

Logbook

Staff may write about how I was feeling that day, what we did for fun, if I worked on my goals, or if there was something important that people needed to know. No one is allowed to read my logbook other than my staff and who I decide can read it.

**If the staff need
to leave
messages for
each other they
use a Staff
Communication
Log.**

Staff Communication Log

This is an important book because it covers things like who worked that day, who visited the home, if there were any hazards that staff and I need to know about, who called so I do not miss my messages, along with a number of other items that can be written in the book.

It is very important that I am safe in my home and the staff is safe too.

Health and Safety Manual

This binder is important because it has information like what to do if the furnace goes out, if there is a snowstorm, tornado, or some other type of emergency. The fire drill records are also kept in this binder. It is important that we do monthly fire drills so I can learn how to escape from my home in a safe and quick manner. The binder also has monthly safety checklists. These checklists are what the staff use to go through the home and make sure that it is safe, and nothing is broken.

Emergency?



In case of an emergency, we have a 72-hour Emergency Kit. This kit contains enough food, water, blankets, flashlights, and other emergency items for about 3 days if we ever have an emergency where we are stuck in the home or should not leave. Every month the staff must inspect the kit and write down what is in the kit.

Behavioural Supports at ICE

ICE focuses on enabling their clients to enjoy as much personal control as possible in every area of their lives including positive behaviour management.

It is this agency's belief the clients are in charge of their lives and encouraged to be as independent as they want to be, and are able to be, given their personal circumstance.

Positive behaviour support practices will be used and will be aimed at increasing the client's sense of self-worth and improving their ability to positively influence their environment.

Clients who do things for themselves and/or are supported to have as much personal control as possible are more likely to:

- Feel emotionally healthy and resilient
- Develop independence
- Learn how to effectively deal with problems
- Have more productive and fulfilling lives

While supporting clients to have personal control is necessary, there may be times the agency needs to intervene utilizing behaviour management techniques to support them to overcome excesses (e.g., smoking, eating, drinking alcohol, caffeine consumption, and spending etc.) and reduce behaviours of concern.

When providing the client with required behaviour supports, the agency will ensure that their well-being and that of employees and/or the general public's safety is of utmost importance.

ICE would like to thank you for reviewing this handbook and if you have any questions, please feel free to email, fax or phone us using the information listed here

Thanks for being here!

EDMONTON OFFICE
PHONE: 780- 454-9500
FAX: 780- 452- 4889
ECAT: 780-461-7236

CALGARY OFFICE
PHONE: 403-219-0503
FAX: 403-717-0503
ECAT: 403-819-0583

LETHBRIDGE OFFICE
PHONE: 403-394-0038
FAX: 403-394-7911
ECAT: 403-634-8805

GRANDE PRAIRIE OFFICE
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FAX: 780-402-3969
ECAT: 780-512-3129

EMAIL: ICE@ICENTERPRISES.COM

**FOR MORE INFORMATION FEEL FREE TO CHECK OUT OUR WEBSITE AT
WWW.ICENTERPRISES.COM**

