

**DECEMBER**  
**2017**  
**CALGARY**

**ECAT**

Employee & Client Assistance Team  
**403-819-0583**

After office hours  
Phones do not accept text messages– staff need to call ECAT.

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**TIME SHEET HAND-IN**

**December 15th, 2017 –**  
For all shifts worked between December 1st and December 15th

**January 2nd, 2018–** For all shifts worked between December 16th and December 31st

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**  
–December 15th , 2017 at 1:30PM
- **RPAC MEETING–** ,  
December 12th, 2017 at 10:00AM

# ICE PAGE

**Making it Happen!- Supporting Social Inclusion**

Dan is a friendly and outgoing man who lives in Lethbridge. He has been with Independent Counselling Enterprises since 2008. He started out living in a support home with ICE; he set a goal that he wanted to have his own place and with a lot of support from his front line staff at the time he was able to achieve this goal. He moved out into his own place in 2015 and he has done a great job of managing the challenges of living independently. One of the things he has wanted for many years was to have a pet. He currently has two cats and he is very proud that he can call himself a pet owner. Dan loves the outdoors; he enjoys hunting, fishing and hiking. He is an avid photographer and has taken many breathtaking nature shots. His interest in photography started while he was in high school. He was in a graphic design course and he took a few photographs, the response he received from others was overwhelmingly positive so he continued to take pictures as often as he could. His love of nature really shows through in the photographs he takes.

Dan was happy with doing his photography just for himself but his ICE staff felt he had a real talent that should be explored more extensively. She suggested he enter his photos in contests around Lethbridge as a way to help him recognize that talent in himself. He was a bit nervous about this at first but with staff support he went ahead and entered some of his favorite shots. This led to him winning a number of awards for his skills.

With his increased confidence and continued staff support he started to believe in his ability as a photographer. He has made calendars and given away his photographs as gifts. He has also sold many of his pictures. If you come to the ICE office in Lethbridge you will see many of his works displayed on the walls.

Dan recently went on a trip to Victoria and came back with some really amazing photographs. He is interested in entering contests again and continuing to grow his photography business. It is always inspiring to see someone like Dan who is able to follow his passion.

Congratulations to Dan on his many achievements.



## Employee Spotlight

Sandra has been helping Dan work on his goals since he started with ICE. She started with the agency in 2004 and is one of the South's longest term employees. She has held the positions Community Rehabilitation Worker, Community Support Coordinator, and Regional Manager. She continues to work with clients on a part time basis while also working as a team leader for ACDS CET surveys. Dan says he is so grateful for all of the support she has given him over the years and really feels he would not be where he is today without her.



### Holiday Safety and Mental Health Tips

The holidays can be exciting but they can also be stressful and they present some special hazards. Here are a few safety and mental health tips to help everyone have a safe and happy holiday season.



#### Holiday Safety Tips

**Trees** - If ICE residents choose to have a Christmas tree, as per ICE policy 3.5.8 Eliminating, Mitigating/ Controlling Work Site Hazards, it must be an artificial tree. Look for the label “Fire Resistant.”

**Lights** – Check all tree lights before you hang them on the tree. Even if you have just purchased them. Make sure all the bulbs work and that there are no frayed wires, broken sockets or loose connections. If lights or cords are not in top condition, throw them out and replace them. During set up, ensure no

wires are pinched by furniture and no cords run under rugs.

Do not use the same extension cord for more than three strands of lights. Turn off all lights when you go to bed or leave the house. The lights could short out and start a fire.

**Decorations** – Use only non-combustible or flame resistant materials to trim a tree. Avoid decorations that are sharp or breakable and trimmings that resemble candy or food that may tempt a vulnerable client to eat them.

Remember real candles are not permitted in ICE residences. There are now safe options for mood lighting or flameless candles that provide a similar effect. Remove all wrapping papers, bags, paper, ribbons and bows from the tree area after gifts are opened.

Do not purchase potentially poisonous holiday plant decorations, including mistletoe berries, Jerusalem cherry and holly berry. These may present a danger to some clients who may put such plant items in their mouth.

**Holiday Party Food Safety** – Follow all food safety rules and clean up immediately after a holiday party. Do not leave food sitting out. Remember, bacteria can grow rapidly at room temperature. After food is cooked, keep hot food hot and cold food cold. Refrigerate or freeze any perishable food within 2 hours.

#### Holiday Mental Health Tips

- Try to keep household routines the same for clients throughout the holidays especially in relation to usual sleep and meal time schedules. This will reduce stress.
- Take care of yourself both mentally and physically. Clients and families are affected by the emotional well-being of their caregivers/ parents. Coping with stress successfully can help clients learn how to handle stress better, too.
- Make a plan to focus on one thing at a time. Plan some peaceful, quiet activity ideas to balance the hustle and bustle of things like shopping, cooking, and holiday events.
- Help clients give to others by making it an annual tradition to share their time and talents with people who have less. Opportunities may be available at local shelters, food banks, or even by sending cards or letters to members of the armed forces stationed abroad who can't be home with their families for Christmas.
- Remember that many adults experience a sense of loss, sadness or isolation during the holidays. It is important to be sensitive to these feelings and offer help and support to others if needed. Phone and email contact with family far away can help.

Most important of all, enjoy the holidays for what they are—time to enjoy with friends, family and others in your community. Take advantage of the sights, sounds and celebrations available. Many of these events are free or reasonable to attend.

Source: American Academy of Pediatrics.



**POLICY UPDATE!**  
**Changes effective January 1st, 2018**

**3.4.11 Vacation**

*\*Note the changes to point #2\**

1. An employee will accrue vacation pay at a rate of 4 %, after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta. The agency will provide vacation accrual at a rate of 8% for employees who have worked for more than 10 years.
  
2. **All casual employees may request a pay out of vacation pay twice per year. Payouts will only occur on May 31<sup>st</sup> and/or Nov 15<sup>th</sup>. No request will be considered within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will be processed through payroll by submitting a request form two weeks prior to the date requested. Supervisors will not approve a request unless the documentation is submitted within these time lines.**
  
3. **All Casual Employees who have signed terms of employment and work a fix schedule** may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. The employee must complete the vacation request form.
  
4. **All full time employees** must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.**

**Vacation will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.**

5. The employer has the final approval of the time when the annual vacation is to be taken. No vacation will be approved over Christmas or Easter for those employees providing direct client care.

## Other Thank-you Cards Received for November Draw

Bev Jerrett received a thank you card for discussing potential Health and Safety concerns that might arise and how to avoid them with her CSC.

Cheryl Carter received a thank you card for preparing Thanksgiving Dinner for not only her house but a second home as well.

Happiness Briggs, Bill Damer, Jody Hunter, Stephanie Miller and Caroline Nganga received thank you cards for being flexible with their schedules.

### T R A I N I N G

#### PET (Pre-Employment Training)

December 12– 14, 2017

9:00AM-5:00PM

#### PBI (Proactive Behaviour Intervention)

December 15th, 2017

9:00AM-5:00PM

#### WHMIS 2015

December 6th, 2017

1:30PM-2:30PM

\*To be held at the Grace Baptist Church\*

1009 East Lake Blvd NE, Airdrie

### **\$100.00 Referral Incentive Program**

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive \$100.00!

## **ICE Congratulates Long Term Employees!**

Staff	Years	Date
Linda D	10	December 3, 2007
Anamarie	5	December 31, 2012
Valerie R	4	December 16, 2013
Whitney D	4	December 30, 2013
Diana B	3	December 16, 2014
Lori J	3	December 17, 2014
Hazeline A	2	December 9, 2015
Anu Tresa G	2	December 9, 2015
Joji P	2	December 9, 2015
Shella A	2	December 10, 2015
Rajesh M	1	December 9, 2016
Jenae L	1	December 30, 2016



Dwayne Sedgwick received a thank you card for altering plans on an icy day to ensure the safety of himself and his client.

*Dwayne won a Hamilton Beach Wave Crusher blender.*



# Congratulatory Ad from ACDS

## CONGRATULATIONS

ICE

Independent Counselling Enterprises Inc.

Calgary Region

on achieving

## CET LEVEL 2 ACCREDITATION

plus COMPLEX SUPPORT NEEDS DESIGNATION  
RESPIRE FOR CHILDREN AND ADULTS WITH  
DEVELOPMENTAL DISABILITIES

And for your commitment to quality service  
and for the dedicated efforts of the people  
involved with your organization.

**The following services have been accredited  
from June 2017 to June 2020**

- Overnight Staffed Residences
  - Support Homes
  - Community Access
- In-Home and Out-of-Home Respite
  - Employment

**Alberta Council of  
Disability Services**



**COMMISSION ON  
ACCREDITATION**

**SEASON'S GREETINGS**  
FROM ALL OF US TO ALL OF YOU



You are invited to attend the Annual Christmas Party and Awards Ceremony hosted by I.C.E

December 7, 2017, From 12:00 p.m. to 3p.m.  
at the Marlborough Park Community Center  
6021 Madigan Drive N.E. (in the large hall)

We will be serving a hot turkey dinner for lunch and want to ensure we will have enough for everyone, please call the main

office at (403) 219-0503 to confirm your attendance by  
November 30, 2017.

Awards, Games and Door prizes to follow lunch



*ICE offices will be closed December 25th, 2017,  
December 26th, 2017 and January 1st, 2018 for  
Christmas Day, Boxing Day and New Years' Day  
respectively.*

*Please direct all calls to the  
**Employee Client**  
Assistance Team for these days.*

