

THE ICE PAGE



January 2005



General Information

The ICE office will be closed
Monday, January 3rd
All calls should be directed
to the ICE after hours cell
phone 819 - 0583

The January Team Leader
Meeting is scheduled for:

1. Wednesday January 12th
at 1:30 PM



ICE WEBSITE

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.



Hand-
In
Dates:

Hand in day will be Monday
January 17th for all shifts
worked between
January 1st - 15th
and
Monday January 31st for all
shifts worked between
January 16th – 31st



May your 2005 be filled with
good luck, happiness, love, and
friendship; and may the
kindness you show come back
to you over and over again!



The ICE Christmas
Party and Award
Ceremony

"Was a great success."

The following people were
presented with well deserved
awards: (check back for Pictures)

Employee of Excellence –
John King

Award of Excellence –
David Lang

Residential Employee of the Year –
Don Biever

Residence of the Year –
Erinwoods Home

Administration Award of Excellence –
Bill Patrick

Vocational Employee of the Year –
Kim Grimes

Award of Excellence –
Laura Mellish

CONGRATULATIONS!

 Employee

 Incentive

 Awards:

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

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

Donna Mikl

**Winner of the Custom
Made Floral
Arrangement**

**Please see Marina at the
Office to pick up your
prize!**

**Next ICE Thank You Draw
January 17th at Noon
ICE Office**





Training dates are as follows:

Connecting the Dots

A Comprehensive view of the history of people with disabilities including where we are today plus future planning and vision
January 7th from 9pm – 5pm
Instructor Nadine Fulmer
Everyone welcome
Training at **Resource Center**

Team Leader Training

January 12th & 26th
9am – 4:30pm (2 day Wrkshp)
Instructor Kim Clark
Not just for Team Leaders also for anyone aspiring to be
Training at **Resource Center**

Epilepsy Workshop

Please note that if you support a person or have friends or family with epilepsy, it is very important that you attend this workshop. Everyone interested in learning what to do and what not to do is welcome at the **Resource Center**
January 18th 10am – 12pm

Basic Skills Training

Will be starting on Jan 5th or 12th and continue for 9 months every Wednesday from 9am – 12pm at the Resource Center.

This is a Norquest College Certificate Course. The instructor will be Gonny and if anyone is interested in signing up please contact me soon.
Registration until mid January.

Training Schedules Attached

All the training scheduled for the months of January – May will be on schedules attached to the ICE Page. The people we support are welcome to attend any of the training or other arrangement can be made at the Resource Center

Please register for the above or attached listed workshops by calling:

The Receptionist at the Office
219 – 0503

Your Program Coordinator
or
Gonny at Resource Center
273 - 3942



New Year's Quote

Good humor is a tonic for mind and body. It is the best antidote for anxiety and depression. It is a business asset. It attracts and keeps friends. It lightens human burdens. It is the direct route to serenity and contentment.
--Grenville Kleiser



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.



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."

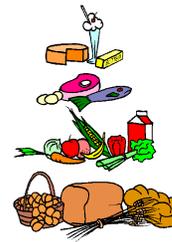
This got me thinking. If the bricks represent my life, "What kind of a bricklayer am I?" Do I just go along from day to day, doing what I've always done? Do a few short term goals keep me busy? Or do I have a vision for my life, understanding & expressing how great I am?

Another way I looked at the bricklayers. 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

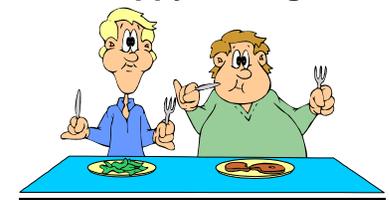
lack of variety, people do not tend to stick with it as long.

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 20th at 1:30 PM



Jeremy's Success

Jeremy is a 23-year-old young man who began services at ICE in April 2004. Jeremy lives with his parents and brother and has expressed a desire to move out on his own one-day and start a family. Jeremy has a variety of interests including sports, acting, furthering his education and being involved with his church. Last month, Jeremy participated in a field trip with his church to Wisconsin.

Jeremy did receive services through ICE in an employment preparation program. He was matched up with a support worker and together they compiled a list of his skills and interests. From there, any final touches were added to Jeremy's resume and then the arduous task of searching for a job began. Jeremy's job search took approximately two months and he reported to have handed out approximately eighty resumes. Jeremy's hard work did pay off as he got employment as a security guard at Canada Olympic Park. Jeremy's support staff visits him throughout the month as a monitor to ensure that he and his supervisor are satisfied with the job situation.

Jeremy has since moved on to bigger and even better things. He

started a position with ICE Calgary as our Community Liaison on December 16th. Come and meet Jeremy at the Resource Center or give him a call at **273-3942**

Welcome Jeremy we are so pleased to have you.



Personal Success Story

If you have a success story and you want to share it. Please call Gonny at the Resource Centre 273-3942



We would like to take this opportunity to extend a warm welcome to our new Residential Coordinator Murray McIntosh. We are happy to have you on our Calgary Team.

Congratulations to All of this year's Award Recipients – Well Done! The pictures are on the next page. There is no picture of John King who won the Employee of Excellence Award but was unable to receive it on that day. Congratulations!



**Kim Grimes Voc. Employee of the Year
and Bill Patrick Program Coordinator**



**Don Bieber Residential Employee of the Year
Award and Murray Residential Coordinator**



**David Lang Award of Excellence and
Jackie Wagner Residential Coordinator**



**Laura Mellish Award of Excellence &
Cindy Wiebe Program Coordinator**



**Bill Patrick Administration Award of
Excellence and Marina Dobirstein CR Mgr.**



**Don Bieber accepting Residence of the
Year Award from Murray McIntosh R.C.**

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 2nd 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 (403) 292-1254 to set up an appointment.**
- **Attend your scheduled appointment at the TD bank at 2045 34th Street N.E. Sunridge Business Park.**

Bring the completed paperwork from the TD Bank to the ICE office payroll department!

Independent Counselling Enterprise

Incentive Quiz

Name:

Fill in the Answers and Return to Marina, ICE office 2140 –39th Ave NE for your name to be entered into this month's Incentive Draw and have a chance to win the Prize!!!!

1. What is the Protocol's general definition of abuse?
Answer:
2. What are "natural supports", and how does having them decrease the possibility of being abused?
Answer:
3. What are four things that increase a person's vulnerability to abuse?
Answer: <ul style="list-style-type: none">➤➤➤➤
4. List any two of the eight Prevention Expectations of Service Providers.
Answer: <ul style="list-style-type: none">➤➤
5. Too much knowledge and information can contribute to an individual's vulnerability to abuse. True or false?
Answer:
6. What is exploitation?
Answer:
7. What are the first four steps you must take if you become aware of abuse, or alleged abuse?
Answer: <ol style="list-style-type: none">1.2.3.4.

Resource Center Newsletter

A very Happy New Year and Best Wishes for 2005



January 2005



Please drop by on scheduled days or give me a call (number below) and we can meet in person. The Resource Center is ready to provide you with information, direction, and encouragement. We are focused on Community Access, Employment, and Gifts, and believe in Client Directed Planning. See you soon! Gonny & Jeremy

IMPORTANT DATES

Please Drop in for the following activities

Connecting the Dots. January 7th from 9:00 - 4:00pm
Learn about the history of our field, the vision, and self directed planning tools we can use.

ASL with Karen. January 10th from 9:30 - 10:30 stay and share (chat) until 1pm. (beginner sign language)

POT LUCK! January 14th - bring a small dish or pop and join us for fun and games. 9:30am - 11am sharing 11 - 1pm potluck. See you there!

Cooking with Kathy. January 17th from 10am -12pm. Come early and meet new people.

Epilepsy Workshop. January 18th from 10am - 12pm. If you know people with epilepsy or are interested in knowing more about this disorder and what to do (First Aid) come and join us for an informative session. All are welcome.

Basic Skills Training will be given every Wednesday morning from 9am - 12pm. Anyone interested in joining us for this Norquest College Certificate Course. (9 months) Please call Gonny before the middle of January. 273-3942

Please register Early for any workshops listed on this page or Calendars attached. Call the Receptionist 219-0503 or Your Program Coordinator or Gonny at 273 - 3942



Giving ICE your e-mail so we can send you the ICE page will help you to stay on top of things. You will have the information you need for planning and scheduling that much sooner.

Community Events

Calgary Public Library has released their **new schedules for programs & activities** from January to April - Please pick up your copy at your nearest library. Computer and various other courses of interest are given **free**.

Potential Place Clubhouse - www.potentialplace.org/

A place to go and belong - plus find opportunities for meaningful work and relationships.

Must have a mental illness and be over age of 18

Columbia College "Community Support Services" supports adults with developmental Disabilities in attaining their unique employment or community inclusions goals. Phone: 235-9300

Devonian Gardens in TD Square at 317 7th Ave SW is one of the largest indoor parks. It houses 20,000 plants, has waterfalls, fountains, fish and turtles, artwork and sculpture displays, and best of all it's **free!** They change their floral displays 18 times a year and have special musical lunch presentations on Wednesdays (Discover Devonian Series), Thursdays (Singer/Pianist), and Fridays (Classical Guitarist). Escape the cold - bring your lunch.

January 25th at 2pm - Honens Community Concert featuring Laureate Winston Choi at the Glenbow for **Free**. Confirm Time.

For your free copy of the Nature in the City program guide call 221-4532. Activities & nature walks starting as early as February.

Don't forget the activities at the Calgary Science Center & Centennial Planetarium. www.calgaryscience.ca or 268-8300
Discover Dome Theatre (playing Adrenaline Rush)
Amazement Park, the Gravity Funhouse, & Misadventures in 3D.

Be a Snow Angel and help a neighbour with snow shoveling this winter!



ICE RESOURCE CENTER

Gonny & Jeremy

Phone Number: 273-3942

Address: 14A 416 Meridian Rd SE

Health and Safety Committee
INDEPENDENT COUNSELLING ENTERPRISES
Health and Safety Committee
December 16, 2004
Calgary

Present:

Ian McLean
 Marina Dobirstein

Recorder: Marina Dobirstein

Regrets: Denise Peterson, Gonny Debski

cc: Gonny Debski (ICE Page), post to H&S Bulletin Board, Residential Homes, ICE Resource Centre, Regional Health and Safety Committees

1.0 Approval of the Agenda

2.0 Review the Previous Minutes / Business Arising from Minutes

- Reviewed minutes from Edmonton and Nanton.
- Action still needed: Calgary will be receiving a confirmation date from Edmonton when an ICE RN will be coming down to do and ICE Ergonomics check & falling In-service.

Agenda Topic	Discussion	Action	Person Responsible	Due Date
3.0 Standing Items				
3.1 Evaluation of current injuries and near misses	Marina updated about a recent situation where a residential staff was tapped on the head by a client.	Coordinator re-trained home support staff with the Planned Procedure as the procedure was not followed correctly.	Kirk Crowther	Completed

<p>3.2 Review and updates of a section of the Hazard Assessment Document</p>	<ul style="list-style-type: none"> ◆ Slipping, falling on ice and snow in parking lot. ◆ Injuries from fax, printers, and photocopiers. ◆ Assault or abuse from client behaviors. 	<p>ICE Office has posted signs. Gonny will need to confirm that signs are posted at Resource Centre.</p> <p>Marina and Ian could not recall any concerns in this area. No CI's every written regarding this.</p> <p>Marina updated that plans are in place if this happens to be an area of concern. We monitor via CI Reports and Coordinators having regular contact with their programs/staff</p>	<p>Calgary office and Resource Centre staff.</p> <p>All ICE employees</p> <p>Coordinators</p>	<p>On-going</p> <p>On-going</p> <p>On-going</p>
<p>3.3 Development of action plan for a section of the COR Audit recommendations.</p>	<p>Marina updated that recent COR (Internal) Audit has been completed and that Team Leaders all rec'd a copy to put in their Health and Safety Binders. In addition, new COR Audit is posted on our Health and Safety Board.</p>	<p>Committee members to review over the next month as we will start to formally go over areas at next meeting. Marina updated that Mark and Greg were very pleased with their findings in Calgary. Ian relayed that as a front line staff person he has noticed a big change in how Health and Safety operations are now managed in Calgary and expressed being pleased about the changes he has witnessed.</p>	<p>Committee</p>	<p>On-going</p>
<p>3.4 Review of completed Environmental Quality Audit and Random Inspection Audits</p> <p>3.5 Residential Home Audits</p>	<p>Quarterly Random inspections for this quarter are nearly completed</p> <p>Follow up re 20th Street EQA.</p>	<p>Coordinator Jackie Wagner will be following up on the 20th EQA areas. Home was excellent and only had a couple things that were needed by deadline (Nov 30/04)</p>	<p>Residential and Non-Residential Coordinators</p> <p>Marina</p>	<p>Dec 31/04</p> <p>To be completed on a yearly basis</p>

4.0 New Business				
4.1 (Carried over)	Denise expressed a concern regarding client work place Health and Safety hazards.	Denise will develop a checklist that workers could refer to. Purpose is to ensure that staff know that they have a responsibility to voice any workplace hazard that is present while at their clients' workplace. Gonny suggested that this information could be included in the ICE Page.	Denise will develop and committee will review. Note: Marina will share this information with Edmonton prior to circulating to front line staff.	If able, by next Health and Safety meeting
4.2 Marina expressed a thank-you to Ian for all of his work and commitment to the Health & Safety Committee. Awesome work Ian	.		.	
4.3 Coordinator Jackie Wagner will be following up on the 20 th EQA areas. Home was excellent and only had a couple things that were needed by deadline (Nov 30/04)				

5.0 Next Meeting: January 20, 2004 @ 1:30 pm ICE office

