ICE PAGE

Grande Prairie • April 2006

THE CHANGING ROLE OF THE SUPPORT WORKER

Why our clients choose us!

Over the past several years the role of the support worker has changed. As expectations from the people we serve (our clients), their parents and guardians as well as our funders, PDD (People with Developmental Disabilities - the provincial government department that provides funding for people with disabilities) change so does the role of support workers.

Many factors such as PDD funding, person centered supports and individual choice, and parent and guardian requests affect what support workers do in their job. Over the next several months we hope to explore the changing role of the support worker and the factors that affect that role.

Our philosophy at ICE is to enhance the independence and quality of lives of the people who have chosen ICE as a service provider. We believe that the best approach to assist people in the community is by promoting an overall sense of self-worth, dignity and community contribution.

How does a person choose ICE as a service provider?

When a person or their parent or guardian is looking for support they approach PDD to determine if they are eligible for funding. PDD determines how much and what type of support they can have. For some people this means living in a home with other people with disabilities. For others it means living on their own and having a support worker come in for a few hours a week to help them with banking and groceries or any other tasks for which they need help. It could also mean that a person continues to live at home with their families but receives support every day.

Then the person, with the help of their parent or guardian, "shops" for the agency that can best support them. The family receives funding from PDD and pays the service provider from that funding.

How does that affect the job of a support worker?

The funding a person receives determines the hours, rate of pay and general and specific job duties of a support person. There may be times when PDD adjusts funding which means that the support workers hours decrease. The support worker's major job duties are to help enhance a person's life and support them to pursue their goals.

The interaction with the support worker and the person is essential in developing and maintaining a good working relationship. If a person is unhappy with the quality of service of an agency they can choose another agency. The support worker must get to know the person and their family and understand how they can support the person. We are fortunate at ICE to have many committed and dedicated staff that provide excellent support to the many people we support.

TRAINING

Pre-Employment Training
Sat & Sun April 22 and 23
9am to 5pm

Pro-active Behavior Intervention
TBA
9am to 4pm

CRPDC Workshops at GPRC
April 10 and 11:

Mon April 10th:
Changing the Culture of an Organization

Tuesday April 11th:
Creating Desirable Futures and Community Building

9am to 4:30pm,
lunch and refreshments included

HOLIDAY COVERAGE

We are entering the summer holiday season here at ICE, and due to such there will be many more shifts needing coverage. Any employees looking for more shifts on a regular basis in the upcoming months should talk to a Booking coordinator as soon as possible. Team Leaders and Team Coordinators, if you have worked with a great employee and would like that person to cover summer holidays in your program, call your Booking Coordinator and get them booked in for consistent summer coverage. Let's work together to make this summer holiday season a happy one!

MEETINGS

Health & Safety Meeting
Tues, April 11, 10:00 AM

Team Leader Meeting
Wed, April 19, 1:30 pm

Behavior Review Committee
TBA

MYTY Team Meeting
Thurs, April 13, 1:00 pm

TIME SHEET HAND-IN

Hand-in day will be:

Monday, April 10, 2006

and

Wednesday, April 26, 2006

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ACHIEVEMENT, MOTIVATION: AN EXAMPLE TO US ALL

Virginia's Story

Virginia Pulyk is an ambitious, energetic woman who lives life to the fullest every day. This year she set many personal goals for herself at home and in the community to further her quality of life and she has succeeded in changing her life for the better!

Virginia is active in many different pursuits around the city. She keeps a busy daily schedule. Virginia attends Excel Resources one day a week and has been promoted into a paying job working in their store selling chips, candy and pop. Virginia loves to attend ACT dances on Thursdays and goes to church every Sunday. At church she is an active member of the congregation and volunteers at the different events they host. Virginia also enjoys more casual community involvement such as taking in events like the circus, just going bowling or for coffee with her roommates.

Last year Virginia bravely adventured on her first camping experience to Camp HeHoHa. This June she is anticipating her return to camp with even more excitement as her sister will be attending with her. She plans on taking lots of pictures of her adventures at camp: fishing, boating, and enjoying campfire sing-a-longs with her friends.

Virginia has been busy achieving her goals. One of these was a decision to take better care of herself. She began attending classes on nutrition to develop healthier eating habits and outlined her own exercise regimen. Now, it is not uncommon for Virginia to be seen out and about on daily walks in her neighborhood. The decision to live a healthier lifestyle has enabled Virginia to lose 41 lbs! Another goal that she has achieved relates to her desire to save money. Virginia contributes money every chance she has to an account and has developed a nice little "nest egg".

One last exciting detail is the fact that Virginia recently pierced her ears. All her life she wished to have her ears pierced, but until several months ago this dream was never realized. Now she fashionably shows off whatever pair of earrings she's selected for the day in her travels about town. She is an excellent example to all of us about what can be achieved when you put your mind to it.

Thank You!

March 15, 2006 Incentive
Thank-you Card Draw Winner
(Prize: Chair Seat Back Massager)

Grainne Wilmot

Grainne Wilmot received a thank-you card
from her Regional Manager for taking many
extra relief shifts; general flexibility and willingness to help out.
Awesome work Grainne!

Next ICE Incentive
Thank-you Card Draw April 13, 2006

Employees of ICE,

Emergency First Aid Course

An Emergency First Aid course is being booked at St. John Ambulance for a group discounted rate.

This is a 3-month probationary requirement.

Contact

Breanne

to add your name to the registration list, and with which Saturday in April would work best for you.

3.1.1 HIRING PROCEDURES

How we find our employees!

ICE employees are recruited and hired without discrimination based on age, gender, sexual orientation, ethnicity, nationality, disability, or religion. An employee of ICE is considered to be anyone who is in receipt of wages paid to that person by the agency. This includes practicum/internship placements etc. and as such all policy and procedures apply.

1. Vacant positions may be filled internally (i.e. from current staff members) or through open competition. All vacant positions are posted in the reception area and will remain posted until they are filled.
2. All candidates are required to submit a completed application form and personal resume. Applications are reviewed and candidates interviewed to determine:
    - educational preparation;
    - applicable work experience;
    - technical skills;
    - ability to provide clients with necessary support requirements
3. Interviews will focus on the candidate's qualifications for the job. Labour and Human Rights legislation will be observed at all times. Questions of a personal nature, not part of the requirements for the job, will not be asked.
4. Documentation will be gathered on each candidate (See Policy 3.1.2)
5. Candidates with appropriate qualifications will be invited to attend a Pre-Employment Training Program at their own expense. Attendance is mandatory to be considered for employment. On completion of the program, candidates will be evaluated for: technical skill; communication skills; problem-solving skills; and decision-making skills. Those with positive assessments will be assigned to a supervisor and to one or more of the following job categories:
    - Home Care
    - Community Support and Intervention
    - Residential and Community Support
6. Normally, all new employees are initially employed on an on-call basis. These staff are considered to be casual staff. (see policy 3.1.4)
7. Staff positions are available within the Community Rehabilitation Unit (C.R.) that require an employee to work standard hours in accordance with a specified schedule. These staff must attend the Pre-Employment Training Program. These employees may be exempt from the Home Care training component of the program if they will only be working within the C.R. Unit. In addition to Pre-Employment Training C.R staff members will meet with their appropriate supervisor (Community Support Coordinator) and receive an orientation and complete their terms of employment. The orientation will cover an overview of clients they will be working with, the documentation involved in their position, medication training, review of petty cash procedures and a review of their terms of employment.
8. Relatives of employees will be given equal opportunity to compete for all vacant positions. ICE will select the most appropriate person for the vacant position; no preference will be given to relatives of employees. Relatives will not be employed, promoted, or transferred where another relative would provide direct supervision or be responsible for the completion of their performance evaluations.
9. Students (practicum/interns) must meet all the hiring requirements as set out for all employees. They will participate in PET and provide all required documentation (see Policy 3.2.1 Documentation For Employees). The student will receive a schedule to follow. An agreement will be signed between the student, their educational institution and ICE confirming the terms of the agreement. The student will be regarded as an employee and is subject to complying with all ICE Policy and Procedure
10. Anyone working frontline with ICE clients must be a paid employee, ICE does not provide volunteer opportunities

Revised October 31, 2005

HEALTH AND SAFETY COMMITTEE MINUTES

March 14, 2006 • Northwest Region

- Committee members reviewed Hazard Assessment and Control Master, Working with Clients with Developmental Disabilities, including client assault, using knives to prepare foods, mechanical lifts, client baths, and snow shoveling
- Greg briefly reviewed with committee members how to use the rating system and the committee members generally agreed with the overall totals and hazard ratings. Greg also mentioned that Elaine Dawson, the Provincial Health and Safety Manager would be reviewing the Hazard Assessment and Control Master as follow up to the recommendations of the COR audit.
- Policy manuals have been ordered for each program with updated policies and coordinators to ensure that each program receives new updated policy manual.
- Greg mentioned that as Clairmont is moving into the city, that a move out/ in EQA's would need to be completed at Clairmont.

Health Corner

INJURY REDUCTION FOCUS, 2006

Making the work place safer for everyone!

WCB indicates that we are doing well assisting injured workers back to work through the use of modified duties while their injury heals. This helps workers to avoid wage loss and helps management to get tasks done that normally may not get done as quickly.

WCB suggests that we work on reducing the number of workplace injuries. We will be working on this in two ways. Every workplace accident and "near miss" must be investigated to learn the root cause to make any changes necessary to prevent a similar accident. Don't be surprised when we call. The second way to reduce the number of injuries is to identify workplace hazards before the accident happens to prevent them from occurring. The hazards in each worksite must be identified and your help is needed as we work through each worksite.

OH & S FRONTLINE STORIES

Firedrill Fun!

When the signal for the Fire-Drill was given, three gentlemen arrived at the meeting place, while one ended up in the bathroom – he goes there at the begining of every event of life!

Missing him, his room-mate looking serious, suggested he should cross his legs and hop during the Fire Drill.

The Gentlemen then discussed Fire-Drill and decided amongst themselve to explain to their room-mate in their words the meeting spot safe-house. They explained everything better than staff had ever before.

FOOD SAFETY

Many cases of food poisoning can be prevented. Preventing food poison requires proper handling, storage and cooking of all food. Here are some basic safety tips that we should all practice, not only at work, but at home as well.

Proper handling

- Before handling or preparing food, ensure that your hands are clean. Wash them under running water with soap.
- Utensils, cutting boards, and other surfaces on which food is prepared must be cleaned and sanitized when handling different food items. Meat juice spills should be wiped up immediately with a proper cleaning solution. Ensure that the solution does not get into the food.
- Use separate cutting boards for raw meat and vegetables. (ie. One board for all raw meat, and another board for cooked food and fruits and vegetables).
- Cutting boards should be cleaned in the dish washer or use hot soapy water.
- If you use sponge to do dishes, the sponges should be washed after each use with hot soapy water and should be replaced at least once every month (more often if frequently used).
- All fruits and vegetables should be washed carefully
- Kitchen should be sanitized frequently.
- Always wash scissors or blades used to cut open food packages.

Storage of Food

- All previously cooked food must be stored in the fridge at a temp of 4°C or lower, but above freezing point. Left over should not be kept in the fridge for more than 2 to 3 days.
- Store raw meats separately in different containers.
- Any baked goods that contain custards, meats or vegetables, or frosting should be kept refrigerated.
- All frozen food must be stored in the freezer. The temperature of the freezer must be below -18°C.
- Frozen food should be defrosted in the fridge, microwave or in cold running water.
- Ripe fruits should be stored in the fridge because they will mold and spoil quickly.
- Most vegetables should be stored in the fridge
- All dried goods should be stored in the cupboard in a close/ airtight container. Cleaning solutions should never be stored with dried goods.

Cooking food

- All meats must be cooked thoroughly. Use a food thermometer to check if food is cooked. Must meat thermometer will indicate what is a safe temperature for each of the meats
- Don't bring meat to room temperature before cooking.

CET STANDARDS: CET STANDARD 17

Individuals' rights are upheld

(This Quality of Service Standard # 17 compliments the Quality of Life Standard # 5)

About this standard …

Staff need to be aware of the legal rights of individuals, as they apply to the individual's daily life. These are the same rights that Canadian citizens enjoy, and are described in various pieces of legislation, such as the Canadian Charter of Rights and Freedoms, the Alberta Human Rights, Citizenship and Multiculturalism Act, and the Freedom of Information and Protection of Privacy Act.

In addition to legal rights, individuals have human rights as service consumers. These are often found in rights statements adopted by the service provider.

The service provider must assist individuals to become aware of their rights, as well as their responsibilities, and the potential impact of their behavior on the people around them. Where individuals" rights are infringed upon, it is the service provider's responsibility to support them to rectify the situation.

The service provider must educate support staff on the rights of individuals and how to support them so those rights are upheld. Staff supporting individuals, need to understand that whenever an individual's rights are denied, limited or restricted, the individual has a right to due and the guidelines identified in Standards 30, 31, 32 and Appendix III do apply. They must be aware that the unregulated restriction of an individual's rights is considered to be abuse.

Key indicators include...

- Staff are aware of the individual's legal rights.
- Staff support the individual in exercising his/her rights e.g., voting, religion, culture, etc. to the degree that he or she desires,
- Staff support the individual's legal right to be free from discrimination based on culture, religion, language, gender, etc., as well as discrimination based on physical or mental disability.
- Staff are aware of the individual's rights as an individual receiving service.
- The service provider has an appropriate strategy to teach the individual about his rights and responsibilities, and the rights of others.

VISION STATEMENT CONTEST – WIN A 13" TV WITH A BUILT-IN DVD PLAYER!

A vision statement is a short statement of not more than five to ten words that paints a picture which identifies direction and purpose of the agency.

- It helps everyone in the agency focus on one common purpose.
- It should describe what we want to see in the future and be positive and inspiring.
- It is a guide for every business decision to ensure that all decisions are clearly aligned in pursuit of the vision

Some examples of visions statements

Building Lives, Reaching Potential - Rescare

We believe Kids Achieve - Edmonton Public School Board

Putting Ability to work - Employabiliteis

Building new Tomorrows - Transitions

To enrich the lives of everyone in WestJet's world by providing safe, friendly, affordable air travel. - West Jet

Here's an idea for a new vision statement for this company -

Supporting Choices for Successful Living.

Can you come up with something better that explains this company in a way that makes you proud? Submit your entries to the GP office, attention Breanne by April 30. The winner will receive a 13" TV with Built-in DVD Player.

These are the draft versions of a new Mission Statement and Objectives to inspire you!

Our Mission

To support people in discovering, pursuing, and maintaining valued roles in their lives and in their communities. To be a leading organization, employing skilled and dedicated people.

Our Objectives

Choice

To support people in a way that acknowledges the person as the center of their own lives. Our employees will achieve this by assisting people to discovering preferences, honoring choices and providing opportunities for connecting to valued roles.

Flexible Service

To accept people into service regardless of disability, and be flexible and responsive to their individual support needs.

Communication

To have effective information processes to ensure that our employees have the right information and knowledge to provide high quality service, and to ensure that our stakeholders can make informed decisions about the service they want to receive.

Employee Support

To support and supervise our employees to enable them to achieve the best from themselves, and contribute based on their individual skills and talents. Employees will understand what is expected of them and know that their commitment is crucial to providing excellent service.

Employee Training

To train our employees to be leaders in their methods of support for people.

Increasing the Capacity of the Community

To create and recognize opportunities to connect the people that we support to valued roles within their communities.