

The South Region ICE Page

February 2005



General Information

The ICE office will be closed Monday, February 21st for Family Day. All calls should be directed to the cell @

Nanton Area 601-6903
Lethbridge Area 634-8805

Nanton Resource Centre
111 Slade Drive, Nanton

***Key can be signed out at the office. Please remember to use the back door to enter the Resource Centre. The front entrance is for a private residence. Thank you for your cooperation.



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.

To view ICE Pages on line:

www.icenterprises.com/staff/staff.html

User name: iceuser
Password: 100smiles

Hand-In Dates:

Hand in day will be February 10th for all shifts worked between February 1st – 15th and February 23rd for all shifts worked between February 16th – 28th



On February 2, the Groundhog awakens from

its long winter sleep, called hibernation, and comes out of its home, called a den. If it sees its shadow it will go back in, and we will have another six weeks of winter. If it

does not see its shadow it will remain awake and active, and we will have an early spring. Alberta's Billie Balzac will make his appearance at 7:15 on the morning of Feb 2/05

ICE would like to extend



a warm
To all new staff members who have joined the ICE team!

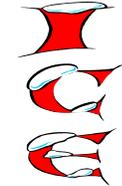


Welcome

Valentine's Day Quote

Love - a wildly misunderstood although highly desirable malfunction of the heart, which weakens the brain, causes eyes to sparkle, cheeks to glow, blood pressure to rise

and the lips to pucker.
~Author Unknown



Employee

Incentive

Awards:

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

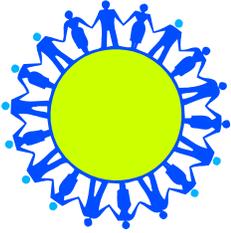
Congratulations to the following staff who were the January winners:

**Margaret How-Lethbridge
Susan Holland-Nanton**

Please drop by the Office to pick up your prize!

**Next ICE Thank You Draw
February 15th at Noon / ICE Office**





PERSON CENTRED PLANNING at ICE

PCP is a process used to develop a service plan for people supported by ICE and is incorporated into the Annual Planning Meeting as per policy 2.7.4, 2.4.10 and 2.3.2

What does that look like?

Person Centred Planning helps a person we support to plan and live a future chosen by themselves (not system driven, staff developed or guardian implemented). It is a process directed by the people we support. It helps us, the service provider, to provide a service that fits the needs and interests of the people we support to the best of our ability. Person centered planning is about getting to know what the person's dreams, desires and needs are and planning ways to pursue, accomplish and address them.

ICE has developed some specific tools to facilitate this process. We also use tools developed by leaders in the rehabilitation field. As professionals who support people with disabilities we need to know what those tools are. Following is a brief list of tools and their descriptions.



PATH is Planning Alternative Tomorrows with Hope. This is a person centred planning tool that requires two facilitators one of which is a graphic artist.

MAPS is Making Action Plans and charting a journey. This tool also required two facilitators and a graphic artist.

(ICE has developed several adapted forms of Person Centred Plans that we use with graphics paper and an Action Plan Template - these are also available).

PFP is Personal Futures Planning and is a tool that was developed for persons with a Brain Injury.

ELP is Essential Lifestyle Planning and is a tool used for persons with limited communications skills and requires that we state and itemize all verbal, facial, and physical responses with their meaning for each individual. (a specific dictionary of communication).

CIRCLES are used to get a general picture of whom, what resources, gifts, and attributes are in a person's life – so as to find others with commonalities and similar interest and to identify needs or hidden resources. Circles can also help to identify what is going well or not so well in a person's life. Solutions Circles and Mind Mapping are used to problem solve. Circles are very user friendly, and easily understood.

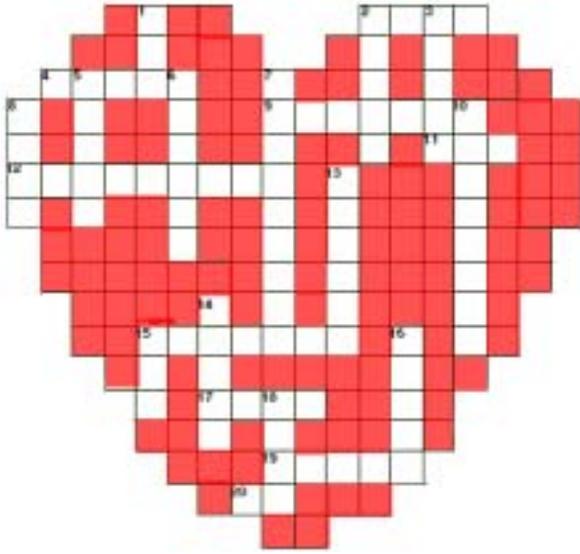
WORKBOOKS – there are several workbooks available and these are very useful for people to fill in with little or no assistance. These provide us with a focused picture of satisfaction with service – choices and rights being upheld – and what and whom a supported individual would like in their future. (Our Community Liaisons are very adept at using these tools and would be happy to facilitate – if someone so chooses).

We must remember that a **PLAN** is **not** an **OUTCOME**. It needs to be implemented to produce outcomes. We need to ensure that we are not only asking people what they want but also supporting them to achieve it. Doing otherwise is a disservice.

The challenge of Person Centred Planning is taking the time to know the person and to help them discover their dreams, desires and passions. It is not just a different way of doing things but a different way of thinking about those we support and the way we provide service.

A very positive and hopeful outlook is absolutely necessary to determine and accomplish the goals set by individuals who have a history of not been given opportunities in reaching their potential. It is our job to help the people we support to lead self-directed meaningful lives.





Across

2. Many people give or send one to friends on Valentine's Day.
4. Another term for sweets that are given on Valentine's Day.
9. Sometimes on Valentine's Day, a secret _____ will give you an anonymous present.
11. If you don't get any Valentines, you might do this into your pillow.
12. Herseys is one kind of this type of candy.
15. Roses, carnations, and daisies are these.
17. When you really, really like someone, you ____ them. You also _____ your parents and children.
19. If you give someone a treat on Valentine's Day, it usually is this. This word is also used in the expression "_____ Heart", a nickname husbands and wives call each other.
20. This expression is often said on Valentine's Day: " ___ Mine"

Down

1. The color of hearts on Valentine's Day.
2. The fictional character that shoots arrows at people.
3. These flowers come in many colors, but usually red ones are given on Valentine's Day.
5. What cupid shoots at some poor unsuspecting person that makes them fall in love?
6. If you want to give a friend roses, you would give them this color.
7. The name of this holiday!
8. Doilies are usually made out of this material.
10. Lovers may want to get away for a _____ dinner or weekend. (mushy, mushy, mushy)
13. One of the shapes used often on Valentine's Day is _____ (plural).
14. _____ These are made out of paper or material that is lacy. abbreviation for the month that Valentine's is in.
15. The _____ man that this holiday is named after is, _____ Valentine.
16. The _____ you get flowers for Valentine's Day, you will want to have one of these
18. If _____ to keep _____ them in.

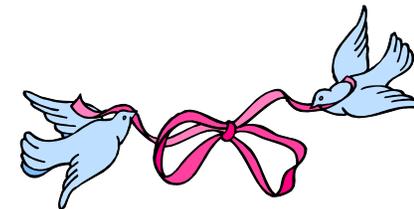


Policy Review:

2.4.11 COMMUNITY PARTICIPATION

Clients supported by Independent Counselling Enterprises have and understand a variety of choices about how to spend their time ranging from employments options to leisure opportunities.

1. It is the responsibility of all Independent Counselling Enterprises employees to promote and practice community participation.
2. Independent Counselling Enterprises employees will endeavor to discover the client's personal choices and determine how these choices can be used to connect him/her to their community.
3. Independent Counselling Enterprises employees will learn about places, events, activities and resources where the client can acquire new connections and develop strong positive relationships.
4. Independent Counselling Enterprises employees will facilitate connecting clients to the community by using different strategies and taking advantage of opportunities that present themselves. This process will remain flexible and adjust to changing expectations.





Training dates are as follows:

PET Training

Lethbridge:
Jan 31st & Feb 1st
9:30-5:00 p.m.
Nanton:
Feb 2nd & 3rd
9:30-5:00 p.m.

CET Training

Blairmore:
Feb 11th 12:00-3:00
Feb 24th 10:30-2:30
Lethbridge:
Feb 16th 9:15-12:15
Nanton:
Feb 14th 1:30-4:00
Feb 28th 1:30-4:00

Please RSVP to Kim @ 646-1117 for all training courses. If

you have interest in any courses not listed above, please let the office staff or Trainer know.

Health and Safety Committee

February 23rd @ 10:30 a.m. in the Nanton Training room.

All Staff are welcome to attend and are paid for their time. After 3 meetings, staff will receive a stainless steel mug and after 15 meetings, staff receive an ICE jacket. Please RSVP to the Nanton office @ 866-646-1199.



Thinking of taking a workshop?

ICE prides itself in providing important and relevant training to all employees. It is a requirement of employment that each employee complete three job development workshops per year. We have a variety of training available to all employees to better perform their jobs. Workshops are listed in the ICE page as well as on the bulletin

board in the offices in each region. Please take some time to plan your job development with your supervisor. A good time to do this is during your annual evaluation. Once you have registered for a workshop it is your obligation to attend and participate. This allows the trainer to prepare for each workshop. We also hire external facilitators for many workshops and pay per participant. It is extremely important that the people who register attend. When people register and then do not show up this reflects on commitment and job performance. Please make it a priority to attend all workshops for which you have registered.

CET Standards:



Creating Excellence Together

In addition to the CET Standards and indicators, the following information will provide added understanding on the area of ABUSE PROTECTION.

This month we continue our review of CET standards with a summary of Standards 12, 24 – Individuals are Free from Abuse & 28 – The service

provider has processes to protect individuals from abuse, and to report, review and follow up any allegations of abuse.

ICE defines abuse as any situation where a more powerful person takes advantage of a less powerful one. These include physical abuse, sexual abuse, physical negligence, emotional abuse, exploitation and inappropriate use of restrictive procedures. It is not restricted to children or to persons who are intellectually impaired.

Abuse Protection:

The standards related to physical harm primarily look at dangers from environmental sources. The standards related to abuse relate to dangers from people in the individual's environment.

Individuals with disabilities are at greater risk of abuse by people they know. The best protective factors, according to the research, are information about abuse issues, high self-esteem and personal control, and a large and actively involved social network. While personal control and relationships are covered in other standards, Standards 12, 24 & 28 address issues of awareness of abuse issues and what to do if abuse happens.

CET surveyors are provided the following list of signs that may be an indication of possible abuse to be explored further:

- Avoiding eye contact (where it is not characteristic of the individual's culture, such as First Nations peoples);
- Unexplained injuries or defensiveness regarding injuries;
- More of the individual's body is covered by clothing than is warranted by the weather or cultural norms;

- Wariness regarding physical contact;
- Sexual acting out or an unusual interest in sexual matters during the conversation;
- Constant apologies, excessive fear of failure, or low self-esteem;
- Cruel, destructive or self-destructive behavior;
- Appearing drugged or confused beyond expectations based on file information;
- Signs of neglect in clothing or body condition;
- Rocking, thumb-sucking or other self-comforting behaviors not noted in the file;
- Hoarding;
- The individual reports being unable to access his/her money or belongings;
- Reports of confinement, restraints or abuse.

Individuals should be able to demonstrate a basic understanding of different types of abuse. Some may be able to provide verbal descriptions or may be able to show you with actions the various forms of abuse. The words individuals use to describe abuse may be simpler and more concrete than those used in the standards. For instance, a group of self-advocates in Central Alberta translated the CET standard to read:

“I am free from having my body or my feelings/mind hurt by anyone.”
They described four types of abuse as

1. **Physical Harm – being hit or kicked (anything that hurts my body)**
2. **Mental Harm – when someone calls me names or makes fun of me (when my feelings are hurt).**

3. **Financial Harm – when people take advantage of me or take my personal things.**
4. **Sexual Harm – when someone touches me in private areas or makes me feel uncomfortable.**

Neglect is a more difficult concept for individuals to describe because it is the absence of action rather than a definable negative action. Individuals may not have a grasp of how restrictive procedures and medication use can be abusive if they have no direct experience with restrictives and psychotropic medications.

In addition to being able to recognize abuse, individuals should have someone they would turn to if they felt they were being abused. If the individual identified is a staff member, it is worth asking whom they would turn to if that staff member were the one treating them poorly.

Surveyors will ask individuals who report having been abused by someone connected with the service provider whether they were satisfied with the situation’s resolution. (This is relevant to both situations involving abuse by staff or other individuals receiving services.) Surveyors will try to identify what supports the service provider arranged for the individual, as well as the investigation processes. Investigation and reporting processes for abuse allegations should follow ICE policy.

Just as not all individuals are able to protect themselves from dangers in the environment, not all will have the understanding and wherewithal to protect themselves from abuse. In these instances, the standard is met if the individual appears free of abuse and adequate supports are in place.

The Abuse Prevention and Response Protocol places more emphasis on preventing abusive situations from happening.

This protocol requires service providers to ensure that individuals and those who routinely advocate for them are informed about how to prevent abuse, as well as how to recognize and report it. **I.C.E. staff is trained in the above issues and must be able to demonstrate this knowledge in conversations with CET surveyors.**

PLEASE REVIEW
I.C.E. POLICY 2.6.3
CLIENT ABUSE

Job Opportunitites

Nanton: 48 hour weekend Position

Claresholm: 20 hour Employment Program

All Southern Alberta Communities: Relief Positions available. Please submit resume to Julie in Nanton @ fax 646-1198 or Sandra in Lethbridge @ fax 394-7911.

Walking (and Not Slipping) in a Winter Wonderland

Many people use deicing salt to remove ice from sidewalks and stairs and to improve traction on driveways. Unfortunately, not everyone understands how deicers 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 deicer will result in chipped sidewalks or damaged vegetation.

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

Cargill Salt, a leader in deicing products for both consumer and commercial users, suggests these easy-to-follow tips to ensure best results:
Before applying deicing 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 deicing salt per square yard.
Leave a gap between the surface being deiced 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.

Application tips aside, there is a lot of confusion as to which types of products will do the best job removing ice. To clear up any misconceptions, keep the following in mind:

Sand -- Not a deicer. Can provide minimal traction, but does not have any ice-melting capabilities.

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

Calcium Chloride -- Fast-acting deicer that is effective down to -32 C. Can be difficult to handle and may leave an oily residue. [Safety Data Sheets are available upon request to Gord F]

Potassium Chloride -- Perceived to be less damaging to vegetation, but has little ice melting capacity. [Safety Data Sheets available upon request to Gord F]

Magnesium Chloride -- Fast-acting deicer that is effective down to -32 C. However, it may leave an oily residue. [Safety Data Sheets available upon request to Gord F]

Urea -- Perceived to be less damaging to vegetation, but only works down to -12 C. [Safety Data Sheets available upon request to Gord F]

As for whether or not deicers can damage your sidewalk or driveway, deicers 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_slipping.html)

The City of Edmonton and the City of Calgary offer 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.



SALT for ICE

An ICE Manager in the Edmonton region very recently received a call from a team leader who was at his wit's end trying to maintain ice-free sidewalks. The Team Leader said that no matter how hard he tried, he could not get to the concrete. The advice given to him and everyone regarding this is summed up in one word -

SALT. I know, some say that salt wrecks concrete (actually, most of the salt gets washed away), and is hard on the lawn, but please ensure that all homes are liberal in their use of salt, or a salt/sand mixture. Yes, it produces mud that can be tracked into a house, but weigh that against someone's (maybe mine) potential or actual broken leg. I say liberal use of salt - that means enough to melt the ice into removable slush. The Team Leader said that the salt only made it icier...this is because the salt was diluted and became ineffective. The Team Leader was advised to spread more salt. Please see the previous article on this page: "Walking (and not Slipping) in a Winter Wonderland", for more info on how to use salt.

Lethbridge, please call 320 3074; other centers, please contact your local municipal government headquarters.



CONTEST

- Winter Traffic Quiz (sources: AMA and RCMP). Here are 10 questions to test your winter road traffic savvy. **Answer the questions, detach or cut them out and forward them to your coordinator. They will be reviewed by the Health and Safety Committee. All responders will get a thank-you card and will be entered into the prize draw!**

1. What is the best gear to use when stopping at a slippery intersection? (circle ONE answer)
 - a) 1 (first)
 - b) 2 (second)
 - c) D (drive)
 - d) N (neutral)

2. If the rear of your car skids to the right you should..... (circle ONE)
 - a) look and steer in the direction you want the vehicle to go
 - b) decrease pressure on the gas pedal
 - c) do not brake
 - d) all of the above
 - e) none of the above

3. Skids are caused by... (circle ONE answer)
 - a) loss of traction
 - b) driving too fast for conditions
 - c) all of the above
 - d) none of the above

4. "Black ice" is... (circle ONE answer)
 - a) almost invisible, and extremely slippery
 - b) easy to spot, but extremely slippery
 - c) almost invisible, but not hazardous
 - d) easy to spot and not hazardous

5. Black ice is likely to be found (CIRCLE ALL THAT MAY APPLY)
 - a) anywhere where the conditions are cooler than in the surrounding areas
 - b) on bridges and overpasses
 - c) at shaded areas
 - d) when the road surface, after being heated during the day, begins to freeze

6. How should you drive on ice? (circle all that may apply)
 - a) do not drive too fast
 - b) do not make sudden changes in acceleration
 - c) do not brake
 - d) do not make any sudden steering changes
 - e) leave more distance between you and the driver ahead

7. What is the best way to boost a vehicle battery? (circle ONE answer)
 - a) call a professional – boosting a battery can be dangerous if not done properly
 - b) make sure you have proper cables and ask another driver to stop and help you

8. What is the minimum amount of gasoline you should have in your tank during winter? (circle ONE answer)
 - a) 1/8 tank
 - b) ¼ tank
 - c) ½ tank
 - d) fumes

9. If you become involved in a crash that disables your car on a busy and icy road... (circle all correct answers)
 - a) stay in your vehicle and phone the police
 - b) turn on your hazard flashers
 - c) wait for the police to respond

10. If you become stranded in your vehicle... (circle all correct answers)
 - a) stay in the vehicle, where you are guaranteed shelter
 - b) with your charged and ready cell phone, call for help
 - c) run your engine and heater no more than ten minutes every hour – crack open a down-wind window for ventilation when the car is running
 - d) tie a brightly colored cloth to your antenna, driver-side door handle or outside mirror to attract attention.
 - e) keep the exhaust pipe clear of snow – poisonous gases filter into your vehicle if the pipe is clogged
 - f) remain calm. – chances for rescue are better if you remain calm and in your vehicle.



COMMUNITY NEWS

RESOURCE CENTER AND COMMUNITY CONNECTION UPDATE

Community Participation

Helping people discover and pursue their dreams, desires and interests is an important part of the role of community support staff, team leaders and managers. It is the responsibility of all ICE employees to promote and practice community participation. It is our job to discover a person's choices and determine how these choices can be used to connect him or her to the community. We need to actively learn about places, events, activities and resources where the person can acquire new connections and develop strong positive relationships. This will require flexibility, creativity and resourcefulness to use different strategies and to take advantage of opportunities that present themselves. Getting to know the person you support and providing information and choices is the first step in helping people get connected. Take the challenge and help make connections.

February Activities in Lethbridge

- | | |
|--------------------|---|
| Feb 4 | A musical travelogue-music from around the Lethbridge Public Library
7:30pm Free admission |
| Feb 2,4,5,18,25,27 | Hurricanes game
Enmax Centre 7pm
* staff get in free |
| Feb 11-12 | Alberta Arenacross Championships
Enmax centre
7pm \$18, staff get in free, 11a \$5, staff get in free |
| Feb 11-12 | University Basketball
U of L gym
Women game 6:30p, men's game 8:15p |
| Feb 12, 18&19 | University Men's hockey
Nicholas Sheran Arena 7pm |
| Feb 19-20 | International PowWow
Enmax Centre 1p & 7p |
| Feb 20 | Winterfest 2005
Galt Gardens 9a-5p |
| March 16 | Circus Enmax Centre |

*Fort Whoop Up is closed for the month of February

*Bowman art centre- next art classes start the week of March 2

Deadline to register is March 12

*Vounteers are also needed at the Galt Museum (now in the Park Place Mall). Call Lori Mitchell at 320-4219 if you are interested.

*List of the volunteer placements for Lethbridge is on the bulletin board at the office

*Volunteer Website: www.volunteerlethbridge.com

1st Aid & CPR Courses

University of Lethbridge: March 5 & 6 and April 2 & 3 for \$110.00. Call 329-2706 to register.

St. Johns Ambulance website:

www.stjohn.ab.ca for on-going course information.

Smiley Instructional Services Claresholm:
Feb 7, 9, 14 & 16 6:00-10:00 p.m. \$65.00.
Register by mail with Katherine Glover
WCCALS Box 1847, Claresholm, T0L 0T0

Chinook Educational Consortium
Claresholm: On-going courses, call 625-4231.

Claresholm Public Library Hours:

Monday, Wednesday, Friday & Saturday:
11:00 a.m.-5:00 p.m.

Tuesday & Thursday:
11:00 a.m.-8:00 p.m.

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 to set up an appointment.**
- **Attend your scheduled appointment with the TD bank.**

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

