

**Edmonton Integrated Services (EIS)**  
**THE INDIVIDUAL HANDBOOK**

## **AGENCY OVERVIEW**

### **PHILOSOPHY, MISSION AND VALUES**

The programs of the Agency operate as community based services with a philosophy of early and timely intervention, with emphasis on the least intrusive/restrictive measures to promote the best interests of Individuals and families. The Agency is committed to the provision of innovative, well organized and individual centered services.

#### **Mission:**

Our commitment is to promote the development and well being of Individuals, to strengthen positive relationships between Individuals and their communities, and to promote independent living.

#### **Vision:**

A Community of Choice, Safety, Rights, Diversity and Inclusion

#### **Values:**

- Respect for the rights and dignity of persons
- Dignity of risk
- Responsible and safe caring
- Integrity of relationships
- Social responsibility
- Community connections (Inclusion)
- Accessibility

In keeping with its philosophy and mission statement, the goals which guide Agency operations and programs include:

- 1) Integrating Individuals with existing resources, and
- 2) Providing the necessary supportive measures to enable the Individual to function with increasing independence within their community.

The objectives of services are:

- To maintain Individuals in their community through the provision of practical and concrete supports,
- To increase Individual's daily living skills towards greater self-reliance, and
- To increase Individual's access to formal and informal resources within the community.

These guiding beliefs and principles are reviewed and affirmed or modified by the Agency at least once every three (3) years.



## WHAT IS EIS?

EIS is an Agency that helps you to find places to live, learn, and have fun. It helps Individuals and families to get support when they need it. It can also help you to have a say in things that matter to you. At EIS, we support your independence so you can do the things you want to do. We have different programs for people based on their wants and needs.

## HOW DO I GET HELP FROM EIS?

You must be an adult and be an Individual in service with Edmonton Disability Services to be in the program. Your Disability Services Worker will send a Service Plan to EIS telling us what kind of support you need. EIS may want to meet with you and other people that are important to you to talk about your goals. EIS will decide if we can support you in one of our programs. DS will send EIS an approval form if we agree to offer you services.

## WHAT DOES EIS BELIEVE ABOUT PEOPLE WITH DISABILITIES?

EIS believes that people with disabilities should be treated the same as anybody else. We believe that you should be treated fairly and with **respect** and be able to choose what you would like to do. We think that you should be able to have the choice of who you want to do things with and when you want to do them.



## **WHAT DOES EIS DO?**

EIS will help you and your family to make choices in your life such as:

- Help you find a place to live or someone to live with
- Help you make new friends, help you get along with others and have healthy relationships
- Help you if others do not treat you right
- Help you find the right person to support you
- Help you set goals and reach them
- Help you plan for your future
- Help you with big changes in your life (includes, Transitional Planning, Advance Care Planning including Green Sleeves, End of Life Care Planning)
- Help you make good choices so you will not get hurt
- Try to help you with your problems
- Help you to do new activities such as cook, shop, clean your house, look after your own money, and buy your own clothes
- Help you to find a new doctor or dentist
- Help you if you want to start a healthy diet
- Help you to plan and go on a holiday
- Help you to understand how to vote
- Help you understand documents / forms
- Help you to find a resource to complete your taxes

## **EIS PROGRAMS**

We have many different programs that may be good for you. You can ask your Disability Services Worker to make a referral to the program that you want.

## **SUPPORTED INDEPENDENT LIVING/ (SIL)**

The SIL Program is a program that helps you with skills that you use every day. This program can help you be more independent. It can also help you

make goals for yourself and reach those goals. If you need support 3-5 hours a week, the SIL Program can help.

The SIL Program can help you:

- Learn to do things on your own
- Talk about life problems
- Find your own doctor
- Understand your money
- Learn how to buy things that you need (like a bus pass, food, clothes, medicine)
- Find a safe home
- Understand and fill out forms
- Find activities you like
- Make connections with people in your community
- Get information that is important to you

**Community Access Program** is a program that helps Individuals get involved in the community to do similar kinds of activities as the Day Program. The difference is that the support offered in outreach is one to one (one staff for each Individual receiving services), and the hours may vary, according to your needs. Support may be for as little as 10 hours per week, but may be as high as 30 hours per week. The goal of the program is to increase independence and develop social skills, through regular participation in the community.



### **The Shared Living Program**

The Shared Living Program (SLP) can help you find your home and if you would like, even a roommate to live with. We support adults with disabilities and whatever challenges you may have, up to 24 hours a day, 7 days a week in the Edmonton area. Our staff work along side you to provide you with encouragement and help you develop the skills you need to live a happy and healthy life. You and/or your guardian are at the centre of making decisions about your life and your well-being guides the assistance that staff provides to you. Our staff works with you to discover what activities/interests you have, along with helping you learn to do things with assistance or on your own. We can help you learn about friendships, personal relationships and how to make connections in the community. We will support you to cope with issues that make you sad or upset and assist you with building skills such as cooking, cleaning, budgeting, shopping and taking care of your health.

## Support Home Program

The Support Home Program (SHP) provides residential supports to Individuals who are ready to live more independently in the community. We offer flexible models of service including Supportive Roommates, Supportive Neighbors and Respite (known as Subcontractors). A Supportive Roommate model is when you choose to move into a single person or family home. There is the Respite model where you may not be ready to move out of your current home but would like supports to come into your home or you would like to go to a single person or family home for a weekend or two.

Each model of support will assist you with your support needs such as:

- helping you to keep your place clean
- helping you to do your laundry
- planning and preparing healthy meals
- grocery shopping
- budgeting
- self-care
- making and keeping medical/dental appointments
- monitoring and/or assisting you with your medication
- helping you to register for any recreational/leisure activities that you choose to participate in.



Like all the programs at EIS, you will meet with your support team for a planning meeting at least every year, to talk about what is important to you and how we can work together to help you achieve your personal goals.

## HEALTH AND SAFETY

The Health and Safety of every person involved with EIS is a priority! Protecting all employees, Individuals, and their families from potential emergencies is something the Agency plans for. Some of this planning involves:

- Developing guidelines for water temperature safety and safe bathing protocols
- Conducting regular home inspections
- Conducting Risk Assessments to make sure we are aware of potential risks and what we can do to make those risks smaller
- Conducting Safety Assessments to make sure the level of support you receive is adequate to maintain your safety and the safety of others
- Assistive Technologies and Environmental Intervention planning to make sure that any aids to daily living you access are recommended by trained professionals, and are well maintained
- Practicing fire drills and other Safety Exercises (including, how do deal with bullying, what to do if you get lost in the community, or lock yourself out of your home, cyber safety, how and when to call 911)



- Assistance with accessing a doctor, support in staying healthy, knowing what to do if you or your staff become ill
- Response planning for seizures
- Safety planning for any travel you do further away from your home
- Crisis planning for events such as floods, fire, AWOL, abusive events, medical emergencies, behavioral emergencies, etc)

By planning ahead of time for safety at home, in the community, and at work, EIS is able to better respond to emergencies when they come up. It is an important part of our service to you, and we want it to show you that we are very committed to your safety and well being.

## **WHAT IS INFLUENZA?**

Influenza is an infection in your body; it is often called the Flu. The flu can pass from person to person when someone who is sick coughs or sneezes.

What the Flu feels like:

- Dry Cough
- Aching body, head, back, and legs
- Extreme weakness and tiredness

Call Health Link if you have questions when you are sick. Health Link is a 24 hour service that provides nurses who will offer advice about your sickness. They will ask you questions and determine the best care for you. Call Health Link by dialing 811.

In the Event of an Influenza Outbreak at EIS:

- If you are sick you will be encouraged to stay home and rest.
- Staff will also be encouraged to stay home if they are sick.
- Do not share personal items such as food, drinks, or cigarettes with others.

- Face to face meetings may be substituted by phone calls and emails.
- Staff will discuss with you ways to keep safe and healthy while you are sick.



To prevent the Flu:

Wash your hands and cover your cough to prevent the flu from spreading!

How to wash your hands:

- Use soap and warm water
- Rub hands vigorously together for at least 30 seconds covering your whole hands with soap.
- Rinse hands under running water and then dry your hands.

How to cover your cough:

- Cover your nose and mouth when sneezing or coughing with a tissue. Use the inside of your elbow if you do not have a tissue
- Wash hands with warm soap and water after coughing, sneezing, or using tissues

How to care for yourself when you get sick:

- Rest and sleep
- Drink extra fluids like water, orange juice, or sports drinks
- Gargle with warm salt water, but do not swallow
- Use throat lozenges, Saline nose drops, and a clean humidifier
- Talk to others about your concerns and ask for help if needed. Keeping in touch with others over the phone can help with feelings of loneliness when sick

How to Stay Healthy All Year Round:

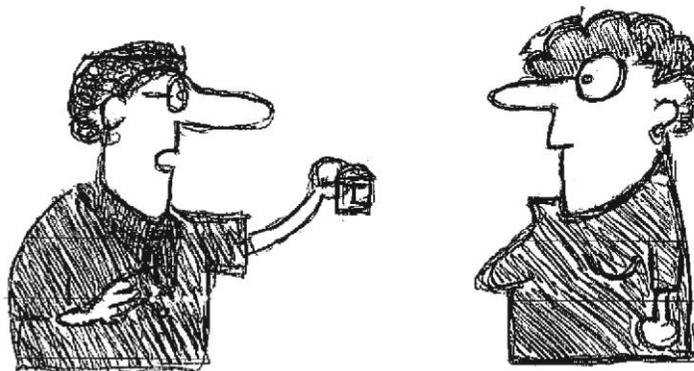
- Eat a healthy diet, ask your support worker if you need help with this
- Drink plenty of water
- Do not smoke, and avoid second hand smoke
- Exercise regularly
- Cut down your stress, stay optimistic, and be socially active



## **HELPING WITH MEDICATIONS**

EIS can help you in taking your medications. Your staff is trained in administering medications, and they know what to do if there is a medication incident. EIS will also support you to self-administer your medications. We provide a medication assessment to determine how much help you may need in taking your medications in the way they were intended by your physician.

Even if EIS is not involved in helping administer your medications, it is important for your staff to know the medications you are taking. This way they are able to help you in the case of a medication error, if you are experiencing side effects, and helping to determine if your medications are working in the way they were intended. Any information you give to EIS is considered confidential. That means this information will be kept in a place that is private, and we will not share information about your medications without your written consent.



## ABUSE

### WHAT DO I DO IF SOMEBODY HURTS ME?

If someone hurts you, this is called **abuse**. You can talk to someone that you trust about it. It can be a staff member of EIS, or it could be someone outside of EIS (like family, your key worker, any trusted person in your life, a doctor, or a counselor). You can also call the police.

All EIS staff has been trained in the Disability Services Abuse Prevention and Reporting methods. Staff will work with you on ways to prevent abuse, like making sure you have lots of people in your life that you can talk to. Staff know how to help you if you have been abused. They will tell the Supervisor and your guardian if you have one. They will help to keep you safe.

## WHAT KINDS OF ABUSE ARE THERE?

### Sexual

- An unwanted touch to a private part of your body
- Unwanted sexual comments and motions
- When you say NO, even if it is your boyfriend or girlfriend

### Physical

- If they hit, slap, kick, push, burn, shake or bite you
- Or they say they will hit, slap, push, burn, shake or bite you



### Emotional

- When a person calls you a name or picks on you
- If a person says mean things to you or about you
- If a person yells at you when they are mad
- If support workers walk away from you or ignore you when you need them to be there

## Health and Safety

In some cases, it can be abusive if you do not get help with these things when you need it:

- Have proper food
- Get your medicine
- Dress for the weather
- Go to a Doctor when you are sick or hurt
- Stay in good health and keep you safe

## Take Advantage of Me

It can be abusive if someone makes you do things that you do not want to do:

- If a person steals from you or makes you pay for them all the time
- If a person makes you eat food you do not like



## If Your Rights are Taken Away

It can be abusive if someone takes away your rights like if:

- A person goes into your private space, like your bedroom and you do not want them to – you are allowed to say “no”
- You do not get to pick how to spend your own money
- Others take away the telephone
- Others take away your belongings
- Others take away your medicine or they make you take medicine you do not need

There are a few things you and your supports can do to help prevent you from being abused. However, sometimes even if you do all the things right, it is still possible to be in an abusive situation. This is why it is important to tell someone you trust if you think you have been abused.

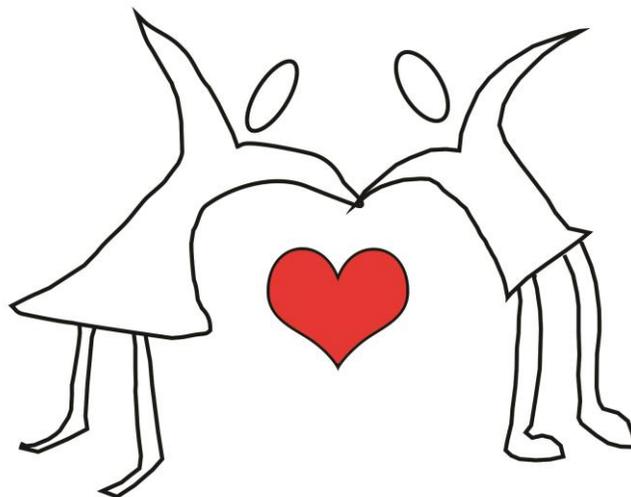
## How to Prevent Abuse:

- Have a close friend or family member that you feel like you could always talk to if something abusive happened to you.
- Get involved in community events and activities. Getting involved and making friends there will help you to be in a group. You are less likely to be abused with lots of good friends and acquaintances nearby you.
- Understand what each type of abuse would look like in everyday life. If you think something is abusive, report it to someone you trust. Knowing the types of abuse can help you notice if abuse is happening so you can leave the situation.

There are a lot of things that others do that can make you feel bad. You need to talk to a person that you trust. Abuse is a problem and does not need to be a secret. You do not have to keep it to yourself.

## HEALTHY RELATIONSHIPS

At EIS, we can help you understand, gain, and maintain healthy relationships. Relationships are important and can help people to be happy and self confident, less stressed, stay active, gain independence, and cope with life's problems. EIS can support you to build strong, positive, and meaningful relationships in your life.



### What is a Healthy Relationship?

A relationship can range from an acquaintance like a neighbor or to someone very close to you like your mom or dad or your husband or wife. Here are some qualities to look for between people in healthy relationships:

- Someone who is a good listener
- Someone who helps out when the people are in need of help
- Someone who is honest and respectful
- Someone who celebrates each other's accomplishments
- Someone who is supportive: Cheers others on if they are happy and comfort them if they are sad.
- Someone who spends time together doing activities that everyone wants to do

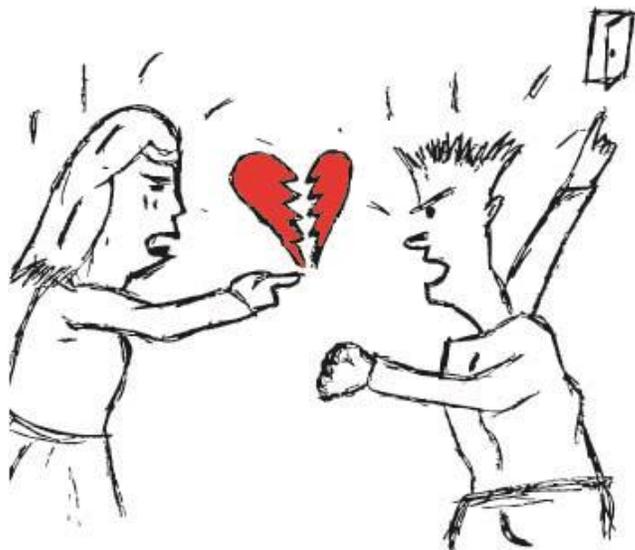
Ongoing relationships often lead to natural supports. Natural supports are people in your everyday life that you can rely on to help and who are not paid to be there. Natural supports may be your family, friends, or people you see everyday in your community. Natural supports are not your support workers at EIS, even though they can be very helpful and show a healthy relationship style.

### **What if you have an Unhealthy Relationship?**

An unhealthy relationship can make you feel sad, lonely, and isolated. At EIS, we can support you to try and end unhealthy relationships. Also, EIS can help you if you want to remove yourself from an unhealthy relationship. Some signs of an unhealthy relationship are:

- Any form of abuse like hitting, threatening you, or taking your things away.
- Any form of bullying like teasing, name-calling, or yelling at you.
- If the person is not being honest to you or respectful.

Ask your support worker if you need help gaining and maintaining healthy relationships in your life. Your support worker can help you make connections in your community, support you in joining a club to meet new people, give you help and tips on how to be a good friend, or help you find a counselor.



## **WHAT ARE MY RIGHTS?**

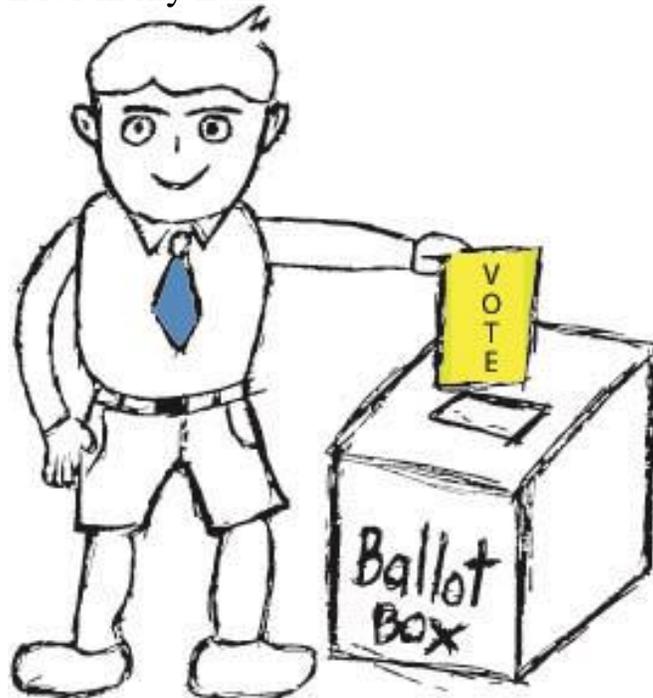
EIS believes it is important for you to have an opportunity to make your own decisions whenever possible, and that your rights as a citizen should be respected at all times. There may be times when it is necessary to develop a plan for your safety (and the safety of others), or a plan that helps to deal with behaviors that may put yourself or others at risk. Whenever plans like this are made, we first look at positive ways to help. This could mean teaching you a new skill, providing you with more staff support, or changing your environment so that challenging behaviors are less likely to happen. Sometimes plans involve procedures that limit some of your freedoms and choices. This can mean not having access to things that trigger risky behavior, having a co-signer to access your money, having staff take something away, or hold you to stop you from harming yourself or others. A plan like this is called a Behavior Support Plan. It would be developed with your input, as much as possible. Other people who will help with the plan might include your support staff, your guardian, your psychologist or psychiatrist. A committee will meet to review your plan. They want to make sure everything is being done to support you using positive strategies, and that any strategies that limit your freedoms are suitable and do not restrict you any more than is needed. Your plan would be reviewed regularly to make sure it is still the best way to help you.

### **Charter of Rights – VRRRI**

The Charter of Rights was made by people with developmental disabilities, at the 1994 Opening Doors conference put on by The Vocational and Rehabilitation Research Institute (Calgary, Alberta). As an adult with a developmental disability and as a consumer of services, I have the right to:

## Be treated as an adult human being

- Be treated in a fair way
- Be treated with respect
- Not be teased, called names or hurt in other ways
- Have friends go out and have fun
- Have someone to love
- Get married
- Have children
- Take care of my own money
- Have control in my home



## Laws that protect me (like the Canadian Charter of Rights and Freedoms)

- Not be discriminated against for things like being female or male, the country my family comes from, my skin colour, my religious beliefs, who I choose to love, or my disability
- Get fair wages

- Get the same treatment as everyone else who does the same job (for example, coffee and lunch breaks, medical benefits, vacation time and maternity leave)
- Get the same medical services and care as other people

### **Make informed choices and decisions in my life**

- Make decisions and choices based on my feelings, beliefs and what is important to me
- Be told enough information to help me decide (make an informed choice)
- Take chances (risks) once I know what might happen
- Decide what I do on my own time
- Decide what I do with my own things
- Decide how I plan for my future (what goals I set and what I want to talk about when I plan)
- Choose to live on my own or with others
- Decide who comes into my home
- Choose the services I use



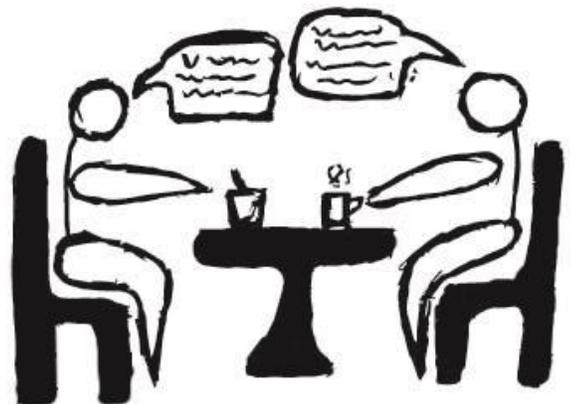
- Have choices when I use services, including where I live, who I live with, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, what doctor I go to, what my doctor does to me, and many other choices
- Make mistakes
- Change my mind
- Decide to stop using a service
- Choose when I need support.

### **Support**

- Get help, if I need it, like finding a place to live, making a budget and learning what I need to learn
- Have staff and other supporters (like family and friends) who treat me nice (kind, polite and with respect)
- Have supporters who are helpful
- Not be told off by supporters
- Hear good things, not just bad things, about myself from supporters
- Have enough money from the government to buy the services and support I need
- Get help with making decisions (from my guardian and others), if I need it
- Get help with taking care of money (from my trustee and others), if I need it
- Have a say even if I need help making decisions

### **Speak for myself and to be listened to**

- Speak my mind and give my opinions
- Talk about my rights
- Show my feelings
- Make complaints if I am not happy
- Say "no"
- Disagree with people
- Have people listen to me when I talk



- Have people try to understand me

### Access

- Get services in my community
- Have good special (accessible) transportation, if I need it
- Use seating for people with a disability on regular transportation, if I need it
- Get around easier if I use a wheelchair (for example: ramps, curb cuts)
- Be part of and have access to the community (for jobs and recreation)
- Go to school and to get the training I need to learn new things



### Privacy

- Spend time alone, if I want
- Have people get my O.K. to go into my locker at work
- Have people knock or get my O.K. before they go into my room at home
- Use the telephone without someone listening to what I am saying
- Have the choice of going out without telling others where I am going
- Have information my doctor knows about me be kept between us, unless I need help to understand

## Safety and protection

- Feel safe when I use services
- Feel safe when I am out in the community
- Not be hurt, attacked or have my things taken from me
- Learn how to take care of myself.



## Good services

- Have service providers I can count on
- Be helped when it is my turn in line
- Be given the same service as everyone else
- Ask questions if I need to know more
- Get a different doctor if I want
- Ask another doctor to check what my doctor said (get a second opinion)
- Have doctors and dentists explain to me (not just to my parents, staff and others) why I need to have something done, what it will cost and what will happen if I get it done
- Say "no" to medical care once I know what will happen if I say "no"
- Be treated gently if I get medical care

**Some other places to learn your rights are:**

- Canadian Charter of Rights and Freedoms
- Canadian Human Rights Act
- Alberta Human Rights Act
- FOIP/PIPA
- Rights of Aboriginal people (which are protected in the constitution)

**Rights and your information:**

- You have the right to access your information on your personal file at anytime.
- You can also ask that information be changed if it is wrong.

There are other services that will help you with your rights like:

**Inclusion Alberta** (formerly known as Alberta Association of Community Living):

**1-800-252-7556**

**Disability Action Hall: 403-717-7630**

**EIS OPPORTUNITIES COMMITTEE** (anyone receiving services through EIS can be a part of this group, and share your ideas for new things we can do, or changes that can make things better) : **780-702-1733**

**WHAT ARE MY RESPONSIBILITIES?**

When you are in a /EIS program there are things that you are responsible for, such as:

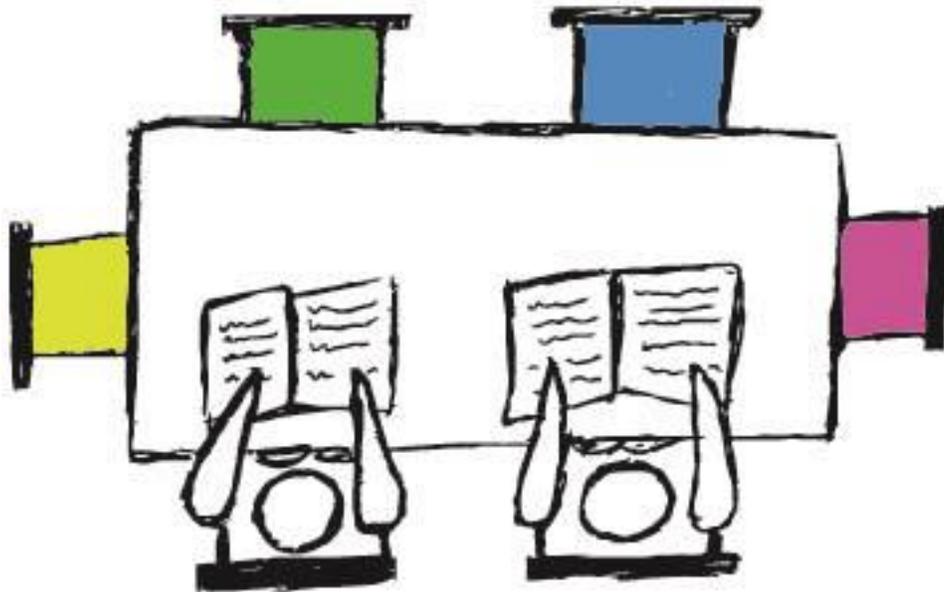
- You participate in your program and meetings
- You have goals that you are working on
- You treat others in your program with respect and the way you want to be treated

- If you have anger problems, you let staff help you find better ways of coping rather than hurting others.
- If you damage another person's property you will need to pay for the repairs.
- You can not take away anyone's rights

## HOW DO YOU ACCESS YOUR INFORMATION

The Agency keeps a file on all Individuals at EIS which are kept private. You can look at the parts of your file that EIS writes after you ask in a letter to see the file. You, your guardian, or your advocate can do this.

The information on your file is only used to help staff to plan services with you and your family. If you find the information in your file is not correct, you have the right to ask staff to correct it. You also need to put this in a letter.



EIS uses a computer to store your information and to write the Support Plan for Disability Services. This computer is at the EIS office in Edmonton. Your personal information is kept very safe. Only your staff and managers from EIS can see your personal information after using two different passwords. The computer will be able to put information about your goals and our

services into reports that will tell us if we are doing a good job or not. None of your personal information will be on these reports. The reports only have numbers and symbols to tell EIS if we are doing a good job, not your names or personal information.

- You have a right to request a correction of any inaccurate/mistaken information on your personal file. You can do this by submitting a letter that states the inaccuracies (mistakes)
- A program manager will review your request, and inform you in writing of the outcome to your request.
- Your support worker can help you write a letter, if you need some help.

## **HOW DO YOU APPEAL**

If you are receiving services at EIS, there may be a time when a conflict comes up about your services. We encourage you to talk about what is bothering you, and work things out with your staff, and/or the supervisor.

If you have a concern about the services you are receiving, and have not been able to work it out by talking to your staff, or the supervisor, there is still someone you can talk to. Here is the process of how you will be supported, if you have an official complaint you would like to talk about:

- You can ask for a meeting to talk about the problem you are having with your services.
- A meeting led by a Program Coordinator will take place within 10 days.
- You can invite someone you trust to help support you at the meeting.
- You will receive a copy of all the notes taken at the meeting, the notes will also be kept in your EIS file.

- If the meeting does not give the results you were hoping for, a second meeting will be held with a Program Manger at EIS.
- The Program Manager will meet with you and talk about the problem you are having with your services and a decision will be made about your complaint.
- If you are not satisfied with the outcome after meeting with a Program Manger, the Director will meet with you to talk about the concerns you are having. A final decision will be made about your complaint.
- During this whole process, your worker can assist you in working through these steps.
- You will receive the results and notes from all of these meetings in writing.
- If you feel like the problem is not solved, you can meet with your Disability Services worker.

## **INFORMED CONSENT**

There are times when the staff will ask you to give your Consent for something, like when you sign the “Individual Service Agreement” or the “Consent to Provide and Receive Information.” Giving your Consent means that you agree with what is going to happen. You have a right to know all about the services being provided to you and you have a right to understand the forms you are signing. Informed Consent means that:

- You know that you have the right to refuse to give your Consent
- You can change your mind and add or remove your Consent if you want – you can say “NO”
- You understand what you are giving Consent for
- You know how long the Consent is good for
- You know what will happen if you choose not to give Consent
- Your legal guardian can give Consent for you

## WHAT IS CULTURE?

Culture can include what people eat, how they dress, and how people talk to each other. There can be many similarities as well as differences between different cultures. Culture is the specific attitudes, values, beliefs, customs, language, ceremonies, celebrations that a group of people do.

### Everyone's Cultural/Religious Rights:

- You have the right to practice your own culture and religion.
- You have the right to dress in your cultural/religious clothing.
- You have the right to eat foods from your culture/religion.
- You have a right to practice traditions from your culture/religion.
- You have a right to grieve the death of someone you love with the traditions of your own culture/religion.
- You have the right to practice your culture or religion in your home and have items from your culture/religion in your home.



At EIS, you have the right to be supported in a way that fits your cultural traditions.

We want to help you practice your traditions and we can help you find cultural activities in your community.

You can ask your support worker to help you practice your Culture or tell them how you like to practice your culture.

## **SATISFACTION SURVEY**

EIS wants to know how you feel about your life and what is important to you. We ask you to answer questions in our Satisfaction Survey when you first start in a EIS program and then once a year after that. We think that these questions will tell us how you feel about the activities you do each day, how you feel about your home and how good your life is. This will help us to find out where you want or need support so we can do a good job for you. Participating in this survey is your choice.



## **CHANGES OR STOPPING SERVICES**

You can talk to the staff about changing your goals or moving programs at any time. You can leave the program if you want. EIS may stop services if you do not show up for meetings or you do not want to work on any goals. Your support team will meet with you to talk about any difficulties you may

experience in your program and try to help resolve them. EIS will give you 30 days notice if we are going to stop services. You and your family need to give EIS 30 days notice if you want to stop services. EIS will let your Disability Services Worker know if you leave our service so they can help you find a different service to meet your needs.

## **WEBSITE**

EIS has a website that has information for you and your family. The website is: [www.edmontonintegratedservices.ca](http://www.edmontonintegratedservices.ca)

## **RESOURCES**

### **Helplines**

Family Violence Information Line: Toll Free 310-1818

Mental Health Helpline: 1-877-303-2642

Suicide Prevention Hotline: 1-800-784-2433

### **Bullying**

Bullying Helpline: 1-888-456-2323

<http://www.humanservices.alberta.ca/abuse-bullying/18312.html37383>

### **Quality of Life**

<https://www.youtube.com/watch?v=CmcMR4FLY5c>

<https://www.medicalert.ca>

[www.lifeline.ca](http://www.lifeline.ca)

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