

# ICE PAGE

Making it Happen! - Supporting Social Inclusion

## ON SPOTLIGHT

### The Ladies of Avalon

Introducing Leanne, Jennifer and Sarah, the ladies of the Avalon Program. The ladies of Avalon, along with those who support them, recently hosted a lovely High Tea event in their home. Cookies and other delicacies were prepared by the ladies and served with tea and homemade hot chocolate using the finest China! A truly whimsical event that was enjoyed by all!



Leanne, Sarah, Jennifer

Jennifer has been with ICE since 2003. She is a lively, loving soul who uses her wit and humour to make those around her laugh! Jennifer is a very accepting person with a fearless and adventurous attitude. She loves trying new and exciting things. She enjoys going to church, swimming, creating art, and playing cards and board games. Anyone who is lucky enough to meet Jennifer, has made a forever friend.

Leeanne is Avalon's matriarch, and has been in service with ICE since 1999. Leanne is concerned for the well being of others and she watches over everyone in the Avalon home. She has a great sense of humour. She is gentle and loving, and her smile warms your heart. Leanne lives a very active life, she loves going to church, swimming, walking, having picnics, playing games, watching movies, reading, writing and listening to music with her roommates and staff. Leanne has a unique sense of fashion, and she loves dressing up and fixing her hair.

Sarah is a vivacious and affectionate young lady who genuinely cares for everyone around her. Sarah is the newest addition to the Avalon home, and she is currently teaching her staff some basic sign language. Sarah has a passion for food and cooking and baking are her favorite hobbies. She also loves shopping and has a flare for fashion, noticing everyone and what they are wearing, and she is always the first to compliment! Sarah loves people, going to church, swimming, visiting her family, and walking with her roommates and staff. She is very helpful in everything she does and a true joy to be around.

The staff at Avalon state that all three ladies are a blessing to be with and they learn so much from them. There is a sense of mutual respect and genuine care in the Avalon home and the staff love working with the ladies of Avalon immensely.

### Marnie W.

Marnie W. has been with ICE since 2001 and began supporting Jennifer, Leanne and Sarah this past year. Marnie is a bubbly, outgoing individual with a myriad of wonderful ideas to keep the ladies of Avalon happy and entertained. She has a genuine passion for the disability industry and has worked tirelessly to ensure that those she serves are living their best possible lives!

Marnie was the mastermind behind the High Tea event held in June. The ladies decorated the home, putting up lacy curtains and flowers everywhere that Marnie collected throughout the years, and they served a wonderful array of food to the guests. Not only was the home decorated beautifully, but Marnie ensured that Jennifer, Leanne and Sarah were dressed to the nine's and wore either a fancy hat or a fascinator.

Jennifer, Leanne and Sarah benefit greatly from their Team Coordinator's happy personality and her dedication to them. Her presence has helped create a harmonious, happy environment for the three ladies and the staff who support them. Thank you for being such an amazing person, Marnie!



#### ECAT

Employee & Client Assistance Team  
403-819-0583

Phones do not accept text messages. Staff need to call

ECAT.



#### What's inside this issue:

VIRTUAL TRAINING PAGE 3-4

HEALTH & SAFETY MEETING MINUTES PAGE 7



#### Time Sheet

Hand-In

AUGUST 15, 2024

FOR ALL SHIFTS

WORKED AUGUST 1-15

AUGUST 28, 2024 FOR

ALL SHIFTS WORKED

AUGUST 16-31

SEPTEMBER 13, 2024

FOR ALL SHIFTS

WORKED SEPTEMBER

1-15

SEPTEMBER 30

FOR ALL SHIFTS

WORKED SEPTEMBER

16-30



#### HEALTH AND SAFETY MEETING

August 9th/ September

13th at 1:30 PM.

RPAC MEETING

August 13th/ September

10th at 10:30AM



ICE WILL BE CLOSED ON AUGUST 5, 2024 FOR THE CIVIC DAY LONG WEEKEND



Please direct all calls to the Employee Client Assistance

Team for that day.

403-819-0583

# POLICY REVIEW

## 3.5.1 HEALTH & SAFETY

The agency is committed to a Health and Safety Management System that protects its employees, clients, contractors, and the general public including their physical, psychological, and social well-being.

**PERSONNEL AT ALL LEVELS OF THE COMPANY INCLUDING MANAGERS, SUPERVISORS, FRONT LINE EMPLOYEES AND SUPPORT HOME OPERATORS ARE RESPONSIBLE AND ACCOUNTABLE FOR HEALTH AND SAFETY WITHIN I.C.E. THE SUCCESS OF THIS PROGRAM REQUIRES ACTIVE PARTICIPATION BY EACH PERSON, EVERY DAY.**

**Management** will demonstrate leadership in health and safety, develop health and safety policies and procedures, implement health and safety systems (hazard assessment and control, incident investigation, workplace inspections) and provide training, equipment and adequate resources for health and safety.

**Supervisors** will communicate expectations to employees, identify training needs and arrange/ provide training. They will provide on the job orientations, training, supervision and enforce compliance with I.C.E. policies and procedures.

**Employees and support home operators** will complete required training and follow I.C.E. policies and procedures; assess hazards; use designated safety controls and work in a healthy and safe manner.

**Visitors and Contractors** will conduct themselves in a responsible manner that maintains their own and other's health and safety and will follow I.C.E. policies and procedures while on I.C.E. work sites. (For additional information on Roles and responsibilities refer to 3.5. 2 Worker Right to Refuse Dangerous Work and Assignment of Responsibilities).

**I.C.E. EMPLOYEES AT ALL LEVELS AS WELL AS SUPPORT HOME OPERATORS ARE REQUIRED TO BE FAMILIAR WITH THE REQUIREMENTS OF ALBERTA HEALTH AND SAFETY LEGISLATION (INCLUDING OCCUPATIONAL HEALTH AND SAFETY AND WORKERS COMPENSATION LEGISLATION) AS IT RELATES TO THEIR WORK.**

I.C.E. believes that a healthy and injury free workplace is important and achievable with active cooperation by all involved parties.

\*Note that this policy is signed by Brandy Thompson, President of ICE

### GOALS:

- To provide effective leadership, management, and supervision of I.C.E. operations that communicates and reinforces healthy and safe practices and behaviours.
- To actively promote employee participation in health and safety at all levels of the organization.
- To ensure that ICE employees/ support home operators (SHO) are adequately qualified, suitably trained, and have sufficient experience to perform their work in a safe and effective manner.
- To achieve and maintain effective systems for:
  - 1) Identification of hazards and implementation of safety controls;
  - 2) Workplace inspections and quality assurance;
  - 3) Incident reporting, investigation, correction, and effective injury mitigation/ management.



**AUGUST TRAINING****Pre-Employment Training**

August 6, 7, 13, 14, 20, 21, 27, 28

**Food Safety Training**

August 2, 2024 (9:30AM-11:30AM)

**Promoting Safety Training**

August 7, 2024 (1:30PM-4:30PM)

**ADHD Training**

August 9, 2024 (9:30AM-11:30AM)

**Communications Training/Building Trust**

August 12, 2024 (1:30PM- 3:30PM)

**Promoting Safety Training**

August 12, 2024 (1:30PM-4:30PM)

**Dementia Training**

August 13, 2024 (10:00AM-11:00AM)

**Supervisory Skills Training**

August 14, 2024 (9:30AM-12:00PM)

**Down's Syndrome Training**

August 14, 2024 (10:00AM- 11:00AM)

**Individual Service Planning Training**

August 21, 2024 (9:30AM-12:30PM)

**Autism/Pervasive Developmental Disorder  
(non-specific) Training**

August 23, 2024 (9:30AM-11:30AM)

**Due Diligence for Supervisors & Managers Training**

August 23, 2024 (1:00PM-5:00PM)

**Communications Training/Emotional Intelligence**

August 26, 2024 (1:30PM- 3:30PM)

**Tourette's Syndrome Training**

August 27, 2024 (10:00AM- 12:00PM)

**Trauma Informed Care Training**

August 27, 2024 (1:00PM- 3:30PM)

**PTSD Training**

August 28, 2024 (2:30PM- 4:00PM)

**Manual Materials Handling**

August 30, 2024 (9:30am-12:30PM)

**SEPTEMBER TRAINING****Pre-Employment Training**

September 3, 4, 10, 11, 17, 18, 24, 25

**ADD/ADHD Training**

September 5, 2024 (1:30PM-3:00PM)

**HACD Training**

September 9, 2024 (1:00PM-5:00PM)

**Diabetes Training**

September 10, 2024 (10AM-12PM)

**Workplace Bullying and Harassment for  
Supervisors**

September 10, 2024 (1:30PM- 3:30PM)

**Down's Syndrome Training**

September 11, 2024 (9:30AM- 12:00PM)

**Parkinson's Disease Training**

September 11, 2024 (1:00PM-3:30PM)

**Harm Reduction Training**

September 12, 2024 (1:30PM- 4:00PM)

**PBI Training**

September 12, 2024 (10AM- 1:00PM)

**Communications Training- Civility &  
Respect/Resolving Conflict**

September 16, 2024 (1:30PM- 3:30PM)

**COPD/Asthma Training**

September 16, 2024 (1:30PM-3:30PM)

**Schizophrenia Training**

September 17, 2024 (10:00AM-12:00PM)

**Client Lifts & Transfers Training**

September 17, 2024 (1:00PM- 4:30PM)

**Abuse Prevention Training**

September 18, 2024 (1:30PM-3:30PM)

**Workplace Inspections Training**

September 20, 2024 (9:30AM- 4:30PM)

**Anxiety Training**

September 2, 2024 (9:30AM- 11:30AM)



## SEPTEMBER TRAINING (CONTINUED)

### Healthy Eating Training

September 23, 2024 (10:00AM-12:00PM)

### Epilepsy Training

September 23, 2024 (9AM-12PM)

### Cultural Appreciation/Blackfoot Training

September 24, 2024 (1:00PM- 5:00PM)

### Scam Awareness & Prevention for Clients Training

September 26, 2024 (1:30PM- 3:30PM)

### Incident Investigations Training

September 27, 2024 (9:30AM- 12:30PM)



## HURT AT WORK?

Employees and Support Home Operators are reminded of their responsibility

(as per legislation) to report all workplace injuries immediately to an ICE supervisor or manager. In the event of an injury, the employee will follow all agency policies and procedure.



While not all injuries are reportable to WCB, all injuries and work-related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow-up may be completed for the safety of all parties.



### ICE HAS CANADA LIFE RSP PLAN!

Refer to Policy 3.14.18 CANADALIFE RSP if you are eligible, ICE will match your contributions! To sign up, please contact Independent Counselling Enterprises at: 780-453-9664. For more information about Canada Life: <https://my.canadalife.com/sign-in> CANADA LIFE Helpdesk: 1-800-724-3402

## CERTIFICATE OF RECOGNITION (COR)

A Certificate of Recognition (COR) is awarded to employers who have developed a health and safety program that meets standards established by the Alberta Government and an accredited certifying partner. ICE'S certifying partner is the Continuing Care Safety Association (CCSA), and we are required to complete an audit of ICE's health and safety program each year to maintain our COR.

ICE has a strong focus on ensuring and promoting the health and safety of employees, clients, contractors, and all other parties who are involved in the work we do. Our goal is to accomplish many things through our COR program participation including but not limited to:

- Minimizing workplace injuries
- Meeting or exceeding legislative compliance
- Improving health and safety culture and participation

The audit process includes a review of documentation, interviews and observation tours. It is through the audit process by which ICE learns more about how our health & safety program is functioning including what our strengths are and where we can improve.

Once ICE receives the final copy of the audit report, it is reviewed, and an action plan is developed. The action plan allows ICE to address suggestions for improvement including areas for continuous improvement.

The results of the COR Audit can be found in any ICE Health & Safety Manual. These manuals are available at all residential and office sites. The COR Audit results are located in Part One – Section 6 under the heading “Certificate of Recognition (C.O.R) Audit”

ICE promotes continuous quality improvement within our health and safety program by encouraging engagement from all levels of employees, from frontline staff to the president.

**Everyone's health and safety is of the utmost importance; we are all responsible for working in a healthy and safe manner.**



# THANK YOU CARD WINNERS



## REMINDER!

WHEN AT THE OFFICE, FIELD STAFF ARE CLASSIFIED AS VISITORS FOR SAFETY AND SECURITY PURPOSES. PER POLICY 3.5.8 VISITORS/CONTRACTORS, ALL VISITORS ARE REQUIRED TO DOCUMENT THEIR ARRIVAL AND DEPARTURE ON A SIGN IN SHEET AVAILABLE AT THE RECEPTION DESK.

THE SIGN IN / OUT SHEET IS USED TO ENSURE EVERYONE WORKING IN THE OFFICE IS SAFE AND ACCOUNTED FOR IN THE EVENT OF AN EMERGENCY. PLEASE DO YOUR PART IN KEEPING EVERYONE SAFE BY REMEMBERING TO SIGN IN AND OUT.

**FOR MORE INFORMATION  
SEE POLICIES 3.5.8  
VISITOR/CONTRACTOR  
AND POLICY 3.9.1 SITE  
SECURITY.**



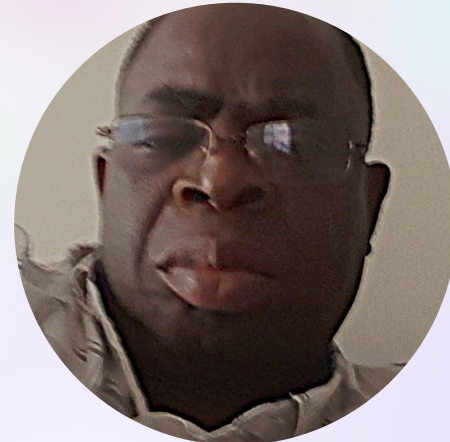
## REFERRAL INCENTIVE RECIPIENT

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



Wehazit G

Received a thank you card for the extra deep cleaning she completed when a client was moving out. Your attention to detail is appreciated!



David A.

Received a thank you card for ensuring the client's health and safety when removing an old bed from the home.



Victor A.

Received a thank you card for ensuring the health and safety of the client was of top priority when removing old furniture from the program.

**REFERRAL INCENTIVE WINNER**



Wegdan (Juju) M



**Wehazit G, Niven O, Parminder K, Frederick A and Edmond S** all received a thank you card for being flexible with their schedules and accepting last minute shifts.

**Blessen A** received two thank you cards for being flexible with her schedule and accepting last minute shifts.

**Andrew I and Simi M** received thank you cards for adjusting their schedules to allow for a co-worker to attend the Health and Safety Meeting.

**Wehazit G, Florence N, Jeff S and Edmond S** all received a thank you card for being flexible with their schedules and accepting last minute shifts.

**Wehazit G, Don B, Ijeoma A and Tsegay G** all received a thank you card for assisting a client with unpacking and setting up their new home.

**Alaba O, Omolade O and Jasbir G** all received a thank you card for the extra support they provided for the emotional well-being of two clients who recently became roommates.

## ICE Calgary Congratulates Long Term Employees!!!

Name	Years	Date
Beatrice K.	12	August 09, 2024
Ruth A.	10	August 20, 2024
Joyce D.	10	August 26, 2024
Victor A.	6	August 21, 2024
Justina A.	6	August 21, 2024
Parminder K.	6	August 23, 2024
Mona Liza C.	5	August 16, 2024
Navneet G.	2	August 19, 2024
Simi M.	1	August 24, 2024
Stephanie N.	19	September 06, 2024
Edwin J.	11	September 13, 2024
Aji M.	9	September 03, 2024
Shelly R.	9	September 24, 2024
Marcello M.	8	September 8, 2024
Anoop M.	7	September 12, 2024
Temitope A.	4	September 17, 2024
Eva L.	2	September 25, 2024

Give us a



and a follow on Facebook!



# FOLLOW

US ON FACEBOOK

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@INDEPENDENTCOUNSELLINGENTERPRISES

### Looking for Answers?

<https://www.canada.ca/en/health-canada.html>

Health Canada is responsible for helping Canadians maintain and improve their health. It ensures that high-quality health services are accessible, and works to reduce health risks.

<https://www.albertahealthservices.ca/findhealth/service.aspx?id=1001957>

Linking Albertans to a wide range of health information and service options.

<https://work.alberta.ca/occupational-health-safety.html>  
<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>  
<https://work.alberta.ca/occupational-health-safety/resources.html>

Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities. The OHS site provides access to a wide range of information bulletins and on-line training options.

<https://www.albertahealthservices.ca/findhealth/service.aspx?id=1001957>

Stay up to date on the most frequent information on COVID-19 in the province of Alberta.

<http://www.icenterprises.com/>

The ICE website has some important links on the main page for your reference as well as posted job opportunities and access to the ICE Page.



## HEALTH AND SAFETY MEETING MINUTES

June 14, 2024

(MINUTES EDITED FOR PUBLICATION)

**Review of Calgary Health and Safety Investigations****Incident Investigations for Injury, Health, and Property Damage:**

Zero investigations reviewed by the Calgary Health and Safety Committee (HSC).

**Near Miss Investigations:** Zero near miss investigations reviewed by the Calgary HSC.

**HSC Recommendations:** None.

**Review of Edmonton Health & Safety Investigations****Incident Investigations for Injury, Health, and Property Damage:**

Three investigations reviewed by the Edmonton HSC. **Incidents included:** Staff obtained a sliver from a doorknob, slips on stairs, and client striking a staff member on the head.

**HSC Additional Recommendations:** None.

**Near Miss Investigations:** There were two near miss investigations reviewed by the committee. **Incidents included:** A community member walking into a client's apartment, staff tripping on stairs.

**HSC Recommendations:** None.

**Review of South Health & Safety Investigations****Incident Investigations for Injury, Health, and Property Damage:**

There were two investigations reviewed by the South Health and Safety Committee. **Incidents included:** A dog jumping on a staff and biting them, and staff's vehicle being sideswiped by a community member. **HSC Recommendations:** None.

**Near Miss Investigations:** There was one near miss investigation reviewed by the South Health and Safety Committee. **Incident included:** Staff found a bin of paint thinner inside an unmarked and slightly open paint container.

**HSC Recommendations:** None.

**COR Audit/Action Plan**

**Reviewed:** 5.01, 5.03, and 5.09. **Discussion:** Reviewed strength comments noted in element 5.

**Formal (Master) Hazard Assessment and Control Document (HACD)**

**Reviewed:** Pg 17-18 Accessing Community

**Committee Recommendations:** None

**Policy**

**Reviewed:** Investigations of Internal Injury Incidents/Near Miss.

**Emergency Response Plans**

(Regional committees to review a sample of ERP drills and identify recommendations for improvement)

**Emergency Response Plan Reviewed:** #9 Flooding Water Damage Level 1- Single Household/Office Location Affected.

**Number of drills reviewed:** Two

**Additional Committee Recommendations:** Use multiplication to assess risk level instead of addition. Under action taken after the event, rephrase the third bullet point by taking out 'supply' as it is a repetition.

**Next Meeting Date: July 12, 2024**

## HEALTH AND SAFETY MEETING MINUTES

July 17, 2024

(MINUTES EDITED FOR PUBLICATION)

**Review of Calgary Health and Safety Investigations****Incident Investigations for Injury, Health, and Property Damage:**

Zero investigations reviewed by the Calgary Health and Safety Committee (HSC).

**Near Miss Investigations:** Zero near miss investigations reviewed by the Calgary HSC.

**HSC Recommendations:** None.

**Review of Edmonton Health & Safety Investigations****Incident Investigations for Injury, Health, and Property Damage:**

Six investigations reviewed by the Edmonton HSC. **Incidents included:** Client striking a staff member, slips from icy and snowy walkways, motor vehicle accidents and a staff member being found unresponsive.

**HSC Additional Recommendations:** Employee medical emergency added to policy 3.5.11, ERP#22 Medical Emergencies added to Health and Safety Binder Part 1 in the 2024 manual updates.

**Near Miss Investigations:** There were two near miss investigations reviewed by the committee. **Incidents Included:** Smoke detector missing from program and staff bumping their head on a chandelier when standing up from sitting at a table.

**HSC Recommendations:** None.

**Review of South Health & Safety Investigations****Incident Investigations for Injury, Health, and Property Damage:**

None.

**Near Miss Investigations:** None

**HSC Recommendations:** None.

**COR Audit/Action Plan**

**Reviewed:** Elements 7.03, 7.07, 8.01, 8.03, 8.05, and 8.06.

**Discussion:** Reviewed the strengths noted in 7.07, 8.03, and 8.05 as well as suggestions for improvement (SFI) from 7.03, 8.01, and 8.06.

**Formal (Master) Hazard Assessment and Control Document (HACD)**

**Reviewed:** Pg 19 – Elevator Use.

**Committee Recommendations:** None

**Policy**

**Reviewed:** 3.5.10 – Hazard Assessment and Control Document.

**Emergency Response Plans**

(Regional committees to review a sample of ERP drills and identify recommendations for improvement)

**Emergency Response Plan Reviewed:** # 10 Flooding – Level 2 Community Event.

**Number of drills reviewed:** Two

**Additional Committee Recommendations:** Under how ERP can be improved, ensure to record a detailed and clear response instead of 'client need some directions on what to do'. Move this response to the question regarding were there any problems. Adjust action plan title to better reflect content. For example, remove 'community' from the title of the ERP to avoid misunderstanding that the action plan is for flooding taken place in the community during a day program outing.

**Next Meeting Date: August 9, 2024**



## WHAT IS A HAZARD?

A hazard is defined as a source of or exposure to danger.

According to Alberta Occupational Health and Safety Legislation, all workers have the right to be informed of workplace hazards and the means to eliminate or control those hazards.

Per ICE Policy 3.5.9  
Eliminating/Mitigating/Controlling Work Site Hazards, employees are responsible for being aware of potential worksite hazards and how they may impact the overall health and safety of themselves and that of other employees and clients.

Employees are responsible to report and follow through in correcting, eliminating or controlling these hazards with assistance from their supervisor and communicating this process in the hazard section of the staff communication logbook. To reduce the chance of an incident occurring, the policy also includes items that can be considered a hazard.

### SOME EXAMPLES OF WORKPLACE HAZARDS ARE:

- An object that could fall from a height.
- A wet floor leading to a slip or fall.
- A chemical that has spilt.

### PER POLICY 3.5.9:

- To reduce the risk of fire there are to be no lit candles, lit fires in fireplaces and no lit fire pits in the yard in any residential program.
- There are to be no stick pins in common areas in any residential program. These may be used in the staff office and only if this is a contained room and able to be locked.
- In residential programs: For clients who choose to have a Christmas tree they will be required to purchase an artificial one. Artificial trees will also be required in any office setting.

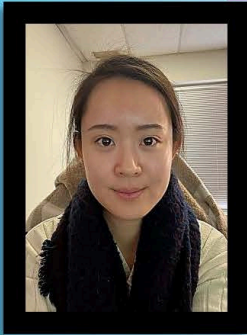
Another location to find hazard identification is the Master Hazard Assessment and Control Document. This document includes all tasks that an employee may be required to perform. Each task lists the hazards that may occur during its completion and what controls have been put in place to reduce the risk of that hazard. This document can be found in the Health and Safety Manual part 1 Section 1 Hazard Assessment and Control Document.

If you have questions on hazards or hazard identification, contact a Supervisor or a Health and Safety Committee Member.

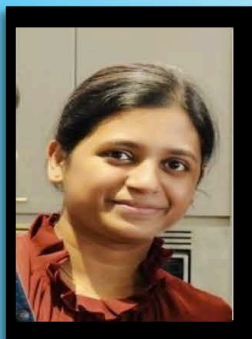




# ICE Calgary Health & Safety Committee



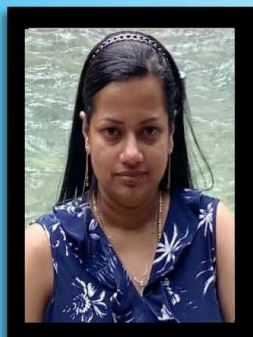
**Eva Lai**  
CR Manager/ QARM  
Employer Co-Chair  
(403) 219-8339



**Anu George**  
CR Manger  
Employer Member  
(403) 219-8343



**Joanne Dolo**  
Training/ Personnel Coordinator  
Employer Member  
(403) 219-8421



**Aji Michael**  
Community Support Coordinator  
Employer Member  
(403) 219-8356

**WHAT WE ARE:** A group of worker and employer representatives working together to identify and solve health and safety concerns. We also promote awareness and interest in health and safety. We provide support for the 3 basic rights that all Albertans have in protecting their health and safety:

- the right to know,**
- the right to participate,**
- and the right to refuse dangerous work.**

**WHY:** A health and safety committee benefits both employers and workers. A healthy and safe workplace cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage.

**It is also the law.** Occupational Health and Safety (OHS) legislation, passed in June 2018, mandates companies to have Health and Safety Committees/ Representatives.

**HOW:** The Health and Safety Committee works to improve your work environment by completing inspections; participating in and reviewing injury/illness/near miss investigations; reviewing policy and hazards; and acting based on these findings. We also bring forth worker concerns to management.

**WHEN:** In Calgary, the committee meets virtually the **second Friday of every month at 2pm**(confirmation is printed each month in the ICE Page).

If you are interested in attending a meeting, please contact any member of the committee at the contact numbers listed.

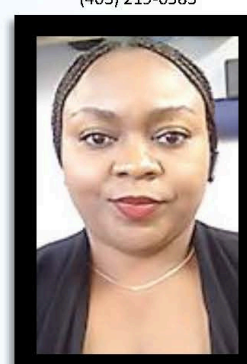
**If you have concerns about your own or another employee's safety, you are obligated to report it** (ICE policy 3.5.2 / OHS legislation). You may report these to your supervisor or manager, call an Employee Client Assistance Team (ECAT) supervisor, **contact a member of the Health and Safety Committee**, or drop a note into the health and safety box in the reception area of the Calgary office.



**Bev Jerrett**  
Res. Support Worker  
Worker Co-Chair  
(403) 219-0583



**Caroline Gattinger**  
Non-Res. Support Worker  
Worker Member  
(403) 219-0583



**Gbemisola Akano**  
Res. Team Leader  
Worker Member  
(403) 219-0583



**JOIN US!**



# *Behavioural* **Supports** CORNER

Have you given any thought to why things go so well at the start of a relationship (personal and business)?

When you meet someone new, you are curious and attentive; you reserve judgment. Without knowing what you are doing, you are probably engaging in the art of **active listening**, which makes the person being listened to feel valued and understood. Why not try practicing this art more often? Engage in active listening with your child, your spouse, your colleague, and your client.

## ***What is Active Listening?***

Listening in a way the person feels focused on and understood.

**Attending:** Patiently focusing on the person while listening

**Reflecting:** Restating, in snippets throughout the conversation, what the person has just said.

**Paraphrasing:** Restating a summary of what you have heard the person say when they have finished telling you something.

**For more information, email:**  
**Sue Gross-Client Behavioural Services Consultant at**  
**[sgross@icenterprises.com](mailto:sgross@icenterprises.com)**