

ICE PAGE

Making it Happen! - Support Social Inclusion

ECAT

Employee & Client
Assistance Team
403-819-0583

Phones do not accept
text messages. Staff
need to call ECAT.

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Time Sheet Hand-In

FEBRUARY 13, 2024
FOR ALL SHIFTS
WORKED BETWEEN
FEBRUARY 1ST AND
FEBRUARY 15TH.

FEBRUARY 28, 2024
FOR ALL SHIFTS
WORKED BETWEEN
FEBRUARY 16TH AND
FEBRUARY 29TH.

UPCOMING

HEALTH AND
SAFETY MEETING
TBD

RPAC MEETING
Feb 8th, 2024 at
10:30 AM.

ON SPOTLIGHT

Mackenzie K.

Mackenzie joined ICE South in 2023, making her one of our newest individuals in service! Mackenzie is a quiet young woman, who has quickly become very active in her community with the help and guidance from her staff. Mackenzie is discovering what she is most passionate about and making new social connections in her community. Mackenzie has been attending Special Olympics bowling weekly. She also attended the Pizza, Pops & Cops event run by Special Olympics. Through this new activity, Mackenzie made new friends, and they have made plans to attend an upcoming Lethbridge Hurricanes hockey game together!

Mackenzie is a full-time student at the Lethbridge College in Environmental Sciences, and she really enjoys learning! She has enjoyed all her courses at the college and said she likes to be able to learn new things and to experience college life.

Mackenzie is now gearing up to attend the Night to Shine event in February, where everyone gets to enjoy a prom experience and she is super excited about it. When not at various events, you can often find Mackenzie and staff checking out new restaurants, catching a new movie or taking a dip in the local pools around town. Despite just getting started with services, Mackenzie has been able to open up and explore her interests so much in a few short months. We look forward to seeing what Mackenzie accomplishes over the next year!



Janet L

Janet has been with ICE South since August 2023 and has been working with Mackenzie since the beginning. Janet has been able to support Mackenzie explore her community and try something new every week. Janet's bubbly personality and outgoing nature works perfectly to instill more confidence in Mackenzie when out in the community. Janet has been consistent in ensuring Mackenzie gains more self-confidence in being able to try different activities, foods, and events and learn what she likes or doesn't like. Janet has been a positive support and influence in Mackenzie's life! Thanks Janet!



ATTENTION ALL STAFF!

2023 T4's are now available on Dayforce. If you are experiencing difficulties and require assistance logging in to Dayforce, please contact drapati@icenterprises.com

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

ICE WILL BE CLOSED ON FEBRUARY
19th FAMILY DAY and
MARCH 29th GOOD FRIDAY



Please direct all calls to the Employee Client Assistance Team for that day.
403-819-0583

POLICY REVIEW

*Please note that selected sections of ICE Policies 3.3.4 and 2.3.14 are reproduced here. Please refer to the Policy Manual for the complete policy.

3.3.4 MANDATORY EMPLOYEE / SUPPORT HOME OPERATOR TRAINING

Water temperature monitoring for bath/shower and of the overall home training is mandatory for all field employees. Prior to employment, all employees must attend either an in-service (PET) or one to one training with their supervisor. All employees must pass the in-service written exam and be shadowed before being able to provide bath/shower assists. The shadow is to be administered annually thereafter in accordance to a general date for the agency which is February. Note that support home operators and their respite receive this training, must be shadowed, sign participation forms and be re-shadowed annually as above.

2.3.14 WATER TEMPERATURE MONITORING AND SAFE PRACTICES – BATH/SHOWER

For all clients requiring bath/shower assistance the temperature of the water must be taken and that temperature must not exceed 40 degrees Celsius prior to the client being immersed in the bathtub/shower. Note that temperatures below 35 degrees are not acceptable and will need to be adjusted. Any request to have a bath/shower temperature exceed the agency's acceptable temperature will only be considered if the client has a Client Water Temperature Assessment and an Exemption from Agency Acceptable Bath/Shower Water Temperature Form on their file that notes that they are independent.

- Failure by employees, Support Home Operators (SHO)/Respite to perform water temperature monitoring and documentation will warrant disciplinary action.
- If the employee/SHO/Respite is unable to locate the thermometer or a working thermometer is not present no bath/shower is to occur.

Monitoring Water Temperature – Assisted Bathing/Showering

This procedure will occur prior to EACH bath/shower:

1. The client is to remain outside of the bathtub or shower until the acceptable water temperature is achieved
2. For a bath:
 - a. Run the water and fill tub to the desired level. Always proceed by turning the cold water tap on first and then adding the hot water until a comfortable water temperature is reached. (Note: if one central dial commences with the cold water and turn the knob towards the hot water indicator.)
 - b. Agitate the water to evenly disperse tap water as the bathtub fills.
 - c. Measure the temperature of the water in the tub with the supplied digital thermometer.
3. For a shower:
 - a. Run the water. Always proceed by turning the cold water tap on first and then adding the hot water until a comfortable water temperature is reached. (Note: if one central dial commences with the cold water and turn the knob towards the hot water.)
 - b. Put the thermometer in a container and then place into the water spray of the shower.
 - c. Measure the water temperature with the supplied digital thermometer maintaining the placement of the container under the water spray.
4. Temperature of the water for a shower or bath must not exceed 40 degrees Celsius.
5. If not, the right temperature adjust the bath water by adding water and then repeat steps 2 and 4. If showering adjust the water taps and then repeat steps 3-4.
6. A second water temperature check is to be completed by the employee lowering their elbow approximately 5 centimeters into the water to ensure an appropriate comfort level. If the client is able, he/she may also do this step. Now it is safe to proceed.
7. Record temperature on the client Water Temperature Monitoring Log – Bath/Shower located in the bathroom.

8. Inform the client that if at any time during the bathing/showering process they feel the water is too hot or cold they should indicate to staff so that they may be immediately assisted out of the water.

9. Once the client is in the bath do not add water and do not leave the client unattended.

10. Repeat this procedure for every bath/shower assist in the home.

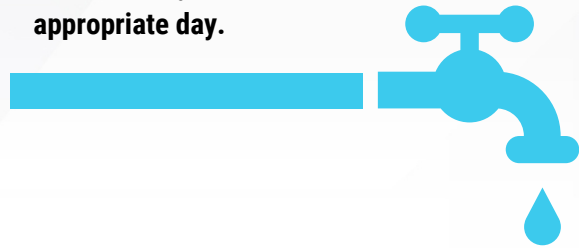
Residential Program

Employees will document the water temperature on the Water Temperature-Bathtub/Shower form located in the bathroom. Each client will have their own form. One form is to be completed for each month. Completed water temperature forms will be filed in the Daily Planner each month and a copy will be sent to the main office attached to the Monthly Safety Inspection checklist. Any concerns with changes in client health and safety related to bathing will be identified in a General Incident report and forwarded to the office.

Non-Residential Programs

- Employees will not provide this service where the guardian is present or another person is present who is an adult over the age of 18 years and whom the guardian has previously identified as capable of providing this type of care. For this type of client care to be provided it must be addressed at intake and documented in C-Views that bath/shower water temperature monitoring is required during service delivery.

- The employee is to document the water temperature of the bath/shower on the Schedule Outline for the program under the appropriate day.



February is Water Shadows Month

As per Policy 3.3.4, all ICE field employees are required to be administered a water shadow in the month of February. Such refreshers are critically important to the agencies ongoing efforts to facilitate the safety of the individuals in our care.

Those who supervise field staff are responsible to initiate, schedule and conduct the water shadow refreshers for those they supervise. In consultation with their supervisor, field employees are required to complete the water shadow refresher and sign a Training Participation form. Supervisors must submit all completed forms to the agency personnel department for data entry and tracking purposes. Failure to do so could result in employee files going on hold.

Please remember that the water temperature must not exceed 40 degrees Celsius or be lower than 35 degrees Celsius.

If you have questions regarding water shadows, contact your supervisor for clarification.

FOR MORE INFORMATION, PLEASE SEE POLICIES 2.3.14 WATER TEMPERATURE MONITORING AND SAFE PRACTICES - BATH/SHOWER, AND 2.3.15 WATER TEMPERATURE MONITORING AND SAFE PRACTICES - OVERALL FACILITY.

THANK YOU CARD WINNERS



Vaishaliben D. received a Thank You Card for reporting a health and safety concern and working with ECAT to resolve the hazard.



Sedem A. received a Thank You Card for reporting a health and safety concern and working with ECAT to resolve the hazard.

Rachel N, Gbemisola A, Jacques B. received a Thank You Card for safely finding alternatives for clients while ECAT worked to resolve a concern.

Edmond S. received two Thank You Cards for assisting the ECAT Team with resolving a hazard and for covering a shift extremely last minute on their night off.

Justin S. received two Thank You Cards for supporting clients in a difficult time to prepare for a holiday event and for completing extra cleaning duties to ensure appliances were working their best.

Beverly J. received a Thank You Card for taking on the position of Co-Chair in the Health and Safety Committee.

Juju M. received a Thank You Card for coming into work on a day off, and very last minute, to assist and support a client.

Comfort N. received a Thank You Card for going into a shift extremely last minute, very much assisting the ECAT team.

Lucille W. received a Thank You Card for taking great care and patience in their role and for always putting their best foot forward when assisting the client.

Simi M. received a Thank You Card for accepting very last-minute shifts to better assist the clients with programs.

Eva L. received a Thank You Card for Joining our companies Health and Safety Committee. Welcome to the team!

Anu G. received a Thank You Card for their extra support for the ECAT Team over a busy holiday season.

Frehiwot B and Cynthia A received a Thank You Card for very last minute changing their schedule to help another program out and being understanding.

Bukki O. received a Thank You Card for staying late for a client.

Jasbir G. received a Thank You Card for assisting the ECAT Team in adjusting their schedule to go into a shift earlier.

Hawa N. received a Thank You Card for switching their shift very last-minute on an extremely cold day with no hesitation when another client needed support.

Stella N. received a Thank You Card for their patience and understanding.

Linda D. received a Thank You Card for their extra support for the ECAT Team over a busy holiday break.

Jaqueline M. received a Thank You Card for assisting office staff in a chaotic situation and taking time to help a front-line staff in the process as well.

ICE Calgary Congratulates Long Term Employees!!!

Name	Years	Date
Megan J	13	Feb 15
Esteban A	12	Feb 01
Cynthia A	5	Feb 25
Judith O	5	Feb 25
Rebecca N	5	Feb 25
Pravitha M	3	Feb 01
Jean K	3	Feb 03
Ijeoma A	2	Feb 04
Kelly G	2	Feb 16
Stella N	2	Feb 28
Wehazit G	1	Feb 09
Kristine M	1	Feb 14
Baydohu J	1	Feb 17
Hawa N	1	Feb 17

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.

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!



Please note the following adjustments to the timesheet hand in dates
INDEPENDENT COUNSELLING ENTERPRISES



Time Sheet Hand In Dates and Pay Dates for 2024.

MONTH	TIME SHEETS	PAY DATE
December 2023	Hours for December 16th-31st Due January 2.....	Paid on January 10
January	Hours for January 1st-15th Due January 15th..... Hours for January 16th-31st Due January 31 st.....	Paid on January 25 Paid on February 9
February	Hours for February 1st-15th Due February 13th..... Hours for February 16th-29th Due February 28th.....	Paid on February 23 Paid on March 8
March	Hours for March 1st-15th Due March 15th..... Hours for March 16th-31st Due March 28th	Paid on March 25 Paid on April 10
April	Hours for April 1st-15th Due April 15th..... Hours for April 16th-30th Due April 30th.....	Paid on April 25 Paid on May 10
May	Hours for May 1st-15th Due May 14th..... Hours for May 16th-31st Due May 30th.....	Paid on May 24 Paid on June 10
June	Hours for June 1st-15th Due June 14th..... Hours for June 16th-30th Due June 27th.....	Paid on June 25 Paid on July 10
July	Hours for July 1st-15th Due July 15th..... Hours for July 16th-31st Due July 30.....	Paid on July 25 Paid on August 9
August	Hours for August 1st-15th Due August 15th..... Hours for August 16th-31st Due August 28th	Paid on August 23 Paid on September 10
September	Hours for September 1st-15th Due September 13th..... Hours for September 16th-30th Due September 30th	Paid on September 25 Paid on October 10
October	Hours for October 1st-15th Due October 15th..... Hours for October 16th-31st Due October 30th.....	Paid on October 25 Paid on November 8
November	Hours for November 1st-15th Due November 15th..... Hours for November 16th-30th Due November 29th.....	Paid on November 25 Paid on December 10
December	Hours for December 1st-15th Due December 13th Hours for December 16th-31st Due December 31st.....	Paid on December 24 Paid on January 10, 2025



Do you have any ideas for changes to ICE's Policy Manual? If you do, then here is your chance!
Every 3 years, ICE completes a comprehensive review of the Policy manual. All employees and people in service are welcome to suggest any changes to the manual. Please submit your suggested changes by sending them via e-mail to glane@icenterprises.com.
Your email needs to include the policy number and section and the specific changes you suggest.
Submission of any changes must be in by May 30, 2024.

FEBRUARY TRAINING

Pre-Employment Training

February 6,7,13,14,20,21,27, 28 2024

ISP Training

February 2, 2024 (9:30 AM-12 PM)

Sleep Apnea Training

February 2, 2024 (10 AM-10:30 AM)

Documentation and Reporting Practices for Non-Res Staff

February 2, 2024 (1:30 PM- 3:30 PM)

Dementia Training

February 5, 2024 (1:30 PM- 2:30 PM)

PBI Training

February 5, 2024 (1:30 PM- 3:30 PM)

Communication Training- Psychologically Safe Interactions

February 6, 2024 (10 AM- 11:30 AM)

Abuse Prevention Training

February 7, 2024 (10 AM- 12 PM)

Asthma/COPD Training

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

Documentation and Reporting Practices for Res Staff

February 9, 2024 (10 AM- 11:30 AM)

Promoting Safety Training

February 12, 2024 (1 PM- 4 PM)

Conduct Disorder Training

February 13, 2024 (10 AM-12 PM)

Communication Training: Conflict Resolution

February 13, 2024 (1 PM- 4 PM)

Clients Lifts and Transfers Training

February 14, 2024 (2:30 PM- 5 PM)

Anxiety/ Depression Training

February 16, 2024 (9:30 AM- 11:30 AM)

Communication Training: Building Trust

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

Abuse Prevention Training

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

Autism/Pervasive Developmental Disorder (Non-Specific) Training

February 21, 2024 (10 AM- 12 PM)

ADHD Training

February 22, 2024 (1 PM- 3 PM)

Schizophrenia and Psychosis Training

February 22, 2024 (1:30 PM- 3:30 PM)

Bed Bug Prevention Training

February 23, 2024 (9:30 AM- 10:30 AM)

Due Diligence for Supervisors and Managers Training

February 23, 2024 (9:30 AM- 1 PM)

Incident Investigations Training

February 23, 2024 (1 PM- 5 PM)

PBI Training

February 23, 2024 (1:30 PM- 4:30 PM)

Social Inclusion and Community Access Training

February 26, 2024 (9:30 AM- 11:30 AM)

Healthy Eating and Food Safety Training

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

Diabetes Training

February 27, 2024 (10 AM- 12 PM)

Epilepsy Training

February 27, 2024 (10 AM- 12 PM)

FASD Training

February 28, 2024 (10 AM- 12 PM)

Communication Training: Emotional Intelligence

February 28, 2024 (1 PM- 4 PM)

March Training

Pre-Employment Training

March 5,6,12,13,19,20,26,27 2024

Abuse Prevention Training

March 4, 2024 (1 PM- 3 PM)

Trauma Informed Care Training

March 4, 2024 (1:30 PM- 3:30 PM)

Substance Abuse Training

March 8, 2024 (9:30 AM- 11:30 AM)

PBI Training

March 4, 2024 1 PM- 3 PM)

HACD Training

March 13, 2024 (1 PM- 5 PM)

Manual Materials Handling Training

March 13, 2024 (9:30 AM- 12:30 PM)

Workplace Inspections Training

March 15, 2024 (9:30 AM- 4:30 PM)

Harm Reduction Training

March 15, 2024 (9:30 AM- 11:30 AM)

Communication Training: Supporting Task Improvement

March 15, 2024 (1 PM- 3 PM)

Bi-Polar Training

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

Clients Lifts and Transfers Training (Power Point)

March 20, 2024 (1 PM- 4:30 PM)

Abuse Prevention Training

March 21, 2024 (1:30 PM- 3:30 PM)

Workplace Bullying and Harassment for Supervisors Training

March 22, 2024 (1:30 PM- 3:30 PM)

Brain Aneurysm Training

March 22, 2024 (9:30 AM- 11:30 AM)

Documentation and Reporting Practices for Non-Res Staff

March 27, 2024 (10 AM- 12 PM)



HEALTH AND SAFETY MEETING MINUTES

January 10, 2024

(MINUTES EDITED FOR PUBLICATION)

3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health, and Property Damage (Calgary): The Calgary H&S Committee will review Internal Incident Investigations in the next meeting.

3.3 Evaluation of completed near miss investigations (Calgary): The Calgary H&S Committee will review Near Miss Investigations in the next meeting.

3.5 COR Audit Review: External COR audit was held in June 2023.

South Meeting Minutes: Reviewed High Behavior section pgs. 10-11 Working with Client- Away Without Leave/AWOL. **HSC Recommendations:** No additional recommendations. Reviewed pgs. 12-13 Self-Injurious Behaviors. **HSC Recommendations:** No additional recommendations.

3.7 Policy review: 3.5.3 Health and Safety Committee

3.8 COVID 19 Pandemic Response: Members were reminded that new boosters were available as of October 16, 2023 and they could get their Covid-19 Booster and Flu Shot at the same time.

3.10 Emergency Response Plan Review: Planned to Review/Discuss the Emergency Response Action Plan #14 – Snow Storm, Blizzard, Ice Storm, however this was moved to the next meeting due to time constraints.

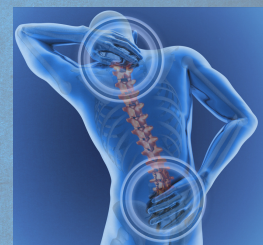
Next Meeting Date: February 9 @ 9:30 am

February is MSI/RSI Prevention Month

February is Musculoskeletal Injury (MSI) and Repetitive Strain Injury (RSI) awareness month. MSI and RSI are the most common types of injury in the health care industry. MSI/RSI's are caused by the repetitive motion of handling materials and clients. These injuries cause damage to the muscles, tendons, ligaments, joints, nerves, blood vessels or related soft tissue. These are commonly recognized as strains, sprains and inflammation that are caused or aggravated by work activities.

MSI/RSI injuries can appear suddenly (i.e. from a single incident that causes the injury) or can appear gradually over time. The list below has some common signs and symptoms:

- Pain that is persistent, severe, or worsening.
- Pain that radiates throughout the affected area.
- Symptoms are keeping you from sleeping at night.
- Swelling, and redness
- Difficulty moving the body part.



If you believe you may have a MSI/RSI the most important thing you can do is report it to your Supervisor, or Health and Safety Specialist. Early detection can help prevent the injury from progressing and prevent lost time.

The best ways to prevent MSI/RSI's from happening is to recognize hazards in the workplace. All ICE staff are responsible for identifying hazards and reporting hazards that do not have controls in place. Hazard recognition helps the agency to implement control measures to eliminate or reduce the hazards. Training is offered to employees to ensure they understand how to use the control measures that have been implemented.

A reminder that MSI training is provided by ICE. See the ICE page for training dates or reach out to your supervisor for more information. There is also additional information to consult in the Health and Safety Binder Part Two Section C Back Care and Policy Manual. Together we can work together to prevent MSI/RSIs in the workplace.

Looking for Answers? Below are some online links you may find of assistance:

<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.

TAKE STEPS TO PROTECT YOURSELF AND OTHERS.

All individuals who have respiratory virus symptoms and/or test positive for any respiratory illness (e.g. COVID-19, influenza) should stay home until all the following criteria are met:

- symptoms have improved; AND
- the individual is feeling well enough to resume normal activities; AND
- the individual has been free of fever for 24 hours without the use of fever reducing medication.

ACTION: You can use an at-home COVID-19 rapid test if you have access to one

- For information on how to do a rapid test and understanding the results visit [Rapid testing at home](#).
- Rapid tests are available for free at some pharmacies.

ACTION: Take steps to minimize the spread of respiratory viruses.

In order to minimize transmission of respiratory viruses and keep each other safe, the following is recommended:

- Cover coughs, sneeze into a bent elbow, wear a mask if sick, or have recently been sick.
- Wear a mask for 10 days from the onset of symptoms (even if the symptoms have resolved or improved) when in indoor settings.
- Wear a mask when around anyone who is at risk for severe outcomes from respiratory virus infections (e.g. elderly or immunocompromised).
- Frequent and careful hand hygiene.
- Clean and disinfect surfaces regularly.
- Anyone who is feeling unwell should avoid visiting acute care or continuing care settings except when necessary (e.g. to receive emergency care) and if possible, avoid contact with anyone who may be at high risk of severe outcomes (e.g. elderly or immunocompromised individuals).

ACTION: Follow these tips to help manage your symptoms at home.

Most people recover from respiratory illness without special treatment and can manage mild symptoms at home.

- Drink plenty of fluids to replace those you lost and to make your throat feel better. Drink enough fluids to keep your urine pale yellow.
- To help clear a stuffy nose, breathe moist air from a hot shower or a sink filled with hot water.
- For a stuffy nose, use salt water (saline) nose drops or rinses to loosen the dried mucus.
- Raise your head with an extra pillow if coughing keeps you awake at night.