

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.

What's inside this issue:

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STAFF APPRECIATION EVENT PAGE 10

Time Sheet Hand-In

JUNE 14, 2024 FOR ALL SHIFTS WORKED JUNE 1-15

JUNE 27, 2024 FOR ALL SHIFTS WORKED JUNE 16-30

JULY 15, 2024 FOR ALL SHIFTS WORKED JULY 1-15

JULY 30, 2024 FOR ALL SHIFTS WORKED JULY 16-31

UPCOMING HEALTH AND SAFETY MEETING

June 14th/ July 12th 2024 at 2:00 PM.

RPAC MEETING June 11th/ July 9th 2024 at 210:30AM

ON SPOTLIGHT

Sandy & Jason

Sandy and Jason became roommates over a decade ago and since then, have become close friends. The staff fostered building a relationship right off the bat with the men as they learned about each other's hobbies, finding they both have some similar interests! They like listening to music and visiting their favourite places together.



Jason celebrates all occasions in a big way, decorating their home with streamers, banners and balloons any chance he gets. This bright perspective livens up any holiday or special event.

Sandy is close with his family, especially with his mother, and shares these experiences with Jason. Each week, the men have a special tradition with Jason's family sharing dinner which brings joy to both Sandy and Jason. Both men have introduced each other to their friends and have a big social circle. They can often be found catching up with the latest news either chatting on the phone or meeting in person. Jason and Sandy's support staff have worked on building this positive rapport between the men and their support systems as they know the importance of these relationships in building resilience and meaningful connections that will last a lifetime.



Michael G.

Michael has been with ICE Edmonton and supporting Sandy and Jason since 2021. Sandy and Jason greatly benefit from their Team Coordinator's mild-mannered personality and serene demeanor. His calm presence and gentle tone of voice serve as a soothing influence, effectively helping them to relax and de-escalate during moments of stress or tension. This supportive presence contributes to a harmonious atmosphere, promoting peace and tranquility in their shared living space. His gratitude is greatly appreciated by those he works with and the clients he serves! It's evident that his dedication, collaborative spirit, and leadership qualities have made a significant impact on the agency and the well-being of Sandy and Jason. By embodying these values and consistently providing excellent support, he has contributed to creating a positive and nurturing environment for everyone involved. Thank you for the amazing work you do Michael!



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 JULY 1, 2024 FOR THE CANADA DAY LONG WEEKEND



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

POLICY REVIEW

3.5.10 HAZARD ASSESSMENT AND CONTROL DOCUMENT

The Hazard Assessment and Control Document Master (HACD) is a living document that details all hazards known to the employees of Independent Counselling Enterprises and the controls in place to mitigate the hazards. Employees at all levels of the organization are involved in the creation and updating of this document.

A copy of the HACD Master will be available at all sites where more than one employee works, in all Health and Safety Binders, and in every office. All employees are responsible to ensure that the document remains an accurate reflection of the hazards and controls of the agency.

The Master Hazard Assessment and Control Document is separated into 4 sections based on job duties, including: General, Working with High Behaviors, Office Related Work and Non-Residential Services.

FOR RESIDENTIAL SETTINGS:

The HACD Master is tailored at each site to include site-based assessment and control information that details the hazards specific to that setting. Community Support Coordinators / Team Coordinators or the appropriate Manager will update the site-based hazard assessment when the Master HACD changes or when changes are required to address hazards at the specific site. This includes circumstances listed in changes to the Master HACD or when there is a need for changes to be made (E.g., change in location, change in client). The site-specific hazard assessment and control document is reviewed and signed off on the Review / Revision Record located in the Health and Safety Binder. Program staff complete this process monthly at team meetings or sooner if there are changes in site hazards / controls. It is also reviewed and signed off with program staff when annual site-specific revisions based on the Master HACD annual revisions are completed.

New employees will be advised about the HACD Master and how to assess hazards in the workplace during Pre-employment Training. All employees will be required to review their section on the HACD Master in their probationary period. Employees will be informed of their site-specific hazards and controls during orientation.

FOR NON-RESIDENTIAL SETTINGS:

A Hazard Assessment Checklist (as part of the Non-Residential Random Inspection) will be completed by a supervisor or designate in each new work site. All employees working in these sites will be provided a copy of the non-residential section of the HACD Master. These employees are responsible for ongoing hazard assessment and reporting new hazards to a supervisor utilizing this information and their “Identify Hazards/Utilize Controls” card distributed at the beginning of non-residential shifts. For each location, each regular non-residential worker will document on a Schedule 1 outline that this was completed. Any relief employee working in these programs will validate these hazards on a contact note. Hazards of these sites will be documented in C- Views and reviewed with each new employee at the time of booking.

Please note that selected sections of ICE Policy 3.5.10 are reproduced here. Please refer to the Policy manual for the complete policy.

THANK YOU CARD WINNERS



Gbemisola A. received a thank you card for immediately reporting a workplace hazard and taking steps to mitigate the risk.



Jody H. received a thank you card for being flexible with his schedule on short notice.



Oluwabukola O. received a thank you card for following safety precautions when there was a power outage.



Omolade O. received a thank you card for all of the extra work she completed to make sure a clients items where packed and labelled for their move.



Thank You

HAS A CO-WORKER GONE ABOVE AND BEYOND AND SHOWN OUTSTANDING COMMITMENT AND DEDICATION WHILE WORKING FOR ICE? STAFF CAN RECOGNIZE ANOTHER EMPLOYEE BY WRITING THEM A THANK-YOU CARD AND HAVE THEM ENTERED TO WIN MONTHLY PRIZES FEATURED IN THE ICE PAGE! IF A PERSON IS NOMINATED FOR HEALTH & SAFETY ACHIEVEMENTS AT LEAST THREE TIMES FROM DIFFERENT SOURCES IN A YEAR, THEY HAVE A CHANCE TO WIN A CASH PRIZE!
SO, TAKE A MOMENT AND THANK A CO-WORKER TODAY! IT CAN PAY OFF TO SAY THANK-YOU FOR A JOB WELL DONE.

Justina A, Randy D, Esteban A, Lucille W, Gideon G, Jacques B all received thank you cards for being flexible with their schedules and accepting adjustments to their scheduled shifts.

Tsegay G received 3 thank you card for being flexible with his schedule and accepting last minute shifts.

Edmond S received a thank you card for being flexible with his schedule and accepting last minute shifts.

Gbemisola A received a thank you card for always making sure her clients needs are met and another thank you card for working on her day off to ensure a clients move out of the home went safely.

Frehiwot B, Oluwabukola O and Caroline N all received thank you cards for attending to the clients needs while at Urgent Care.

Jody H received a thank you card for monitoring the fridge and freezer to ensure food safety during a power outage.

Oluwabukola O all received thank you card for following safety precautions while changing a lightbulb in the kitchen.

Jacques B received a thank you card for making sure the carpet was cleaned before a new client moved into the home.

ICE Calgary Congratulates Long Term Employees!!!

Name	Years	Date
Bill Damer	29	June 7, 2024
Bhupinder Mann	9	June 19, 2024
Gideon gatembo	9	June 22, 2024
Vaishaiben Dave	8	June 23, 2024
Caronline Nganga	7	June 21, 2024
Jeanine Nibizi	2	June 15, 2024
omolade Ojebode	2	June 17, 2024
Belinda Clack	1	June 6, 2024
Don Beringer	26	July 23, 2024
George Kabeja	19	July 1, 2024
Andrew Idahosa	14	July 27, 2024
Brigitte Linitzki	7	July 4, 2024
Kevin Makar	7	July 11, 2024
Elise Richter	6	July 24, 2024
Jeff Schwarzer	6	July 25, 2024
Jacques Bruyere	6	July 25, 2024
Lucille Walters	5	July 29, 2024
Gabriel Aigbe	2	July 5, 2024
Obioma Nwangwa	2	July 11, 2024
Ange Sabiteka	2	July 14, 2024
Chijoke Okafor	2	July 15, 2024
Gabriel Akpan	1	July 11, 2024
Niven Osman	1	July 13, 2024
Adebowale Ajere	1	July 24, 2024
Olabode Ogundele	1	July 28, 2024

JUNE TRAINING

Pre-Employment Training

June 4, 5, 11, 12, 18, 19, 25, 26, 2024

Schizophrenia Training

June 3, 2024 (9:30AM-10:30AM)

Substance Abuse Training

June 3, 2024 (10:30AM- 11:30AM)

PBI Training

June 3, 2024 (2PM- 5PM)

Osteoporosis Training

June 6, 2024 (1:30PM- 2:30PM)

ADHD Training

June 7, 2024 (9:30AM- 10:30AM)

Brain Injury Training

June 7, 2024 (10:30AM- 11:30AM)

Autism/Pervasive Developmental Disorder- Non-Specific Training

June 7, 2024 (1:30PM- 3:30 PM)

Abuse Prevention Training

June 11, 2024 (10AM- 12PM)

FASD Training

June 13, 2024 (10AM- 12PM)

Tourette's Syndrome Training

June 13, 2024 (2PM- 3:30PM)

Epilepsy Training

June 14, 2024 (9:30AM- 11:30AM)

Sleep Apnea Training

June 14, 2024 (1:30PM- 2:30PM)

COPD Training

June 14, 2024 (2:30PM- 3:30PM)

Bi-Polar Disorder Training

June 18, 2024 (10AM- 12PM)

Trauma Informed Care

June 18, 2024 (1PM- 4PM)

Documentation & Reporting Practices (non-res)

June 18, 2024 (2PM-3:30PM)

Due Diligence for Supervisors and managers

June 19, 2024 (1PM-5PM)

Communications Training- Emotional Intelligence

June 19, 2024 (9AM-12PM)

OCD/PTSD Training

June 20, 2024 (10AM- 12PM)

Promoting Safety Training

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

Manual Material Handling

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

Cerebral Palsy Training

June 25, 2024 (9AM- 11AM)

Diabetes Training

June 25, 2024 (1PM- 3:30PM)

Down's Syndrome Training

June 26, 2024 (1PM- 3PM)

Anxiety/Depression Training

June 27, 2024 (9:30AM- 11:30AM)

Incident Investigations Training

June 27, 2024 (1PM- 4:30PM)

CPI Training

June 28, 2024 (9AM- 5PM)

JULY TRAINING

(Partial Schedule)

Pre-Employment Training

July 2, 3, 9, 10, 16, 17, 23, 24, 30, 31, 2024

HACD Training

July 9, 2024 (1PM-5PM)

Clients Lifts & Transfers Training

July 10, 2024 (1PM-4PM)

Documentation & Reporting Practices (non-res)

July 16, 2024 (2PM-3:30PM)

WVHB Prevention for Supervisors

July 17, 2024 (10AM-12PM)

Abuse Prevention Training

July 19, 2024 (1:30PM-3:30PM)

HEALTH AND SAFETY MEETING MINUTES

April 25, 2024

(MINUTES EDITED FOR PUBLICATION)

3.1 Review of 'Regional Health and Safety Meeting Minutes (sections 3.2 and 3.3).**A) Section 3.2. Completed Incident Investigations for Injury, Health, and Property Damage:**

Edmonton Meeting Minutes: December 21, 2023: Staff was descending stairs when they missed one step and twisted their right foot.

Incident Investigation Recommendations: Staff will review reporting procedures with the manager. Review policies 2.7.2, 2.7.3, and 3.5.5.

HSC Recommendations: Safety Tips for Stairwells to prevent slips, trips, and falls to be added to the Health and Safety manual.

December 28, 2023: Staff did not feel comfortable taking the bus when dark to get a set of keys cut for the program.

Incident Investigation Recommendations: Manager to review policy 3.5.2 with employee to ensure understanding of work refusals. Manager to review job description with staff including provision of "other duties as assigned."

HSC Recommendations: No additional recommendations.

B) Section 3.3 Completed Near Miss Incident Investigations:

Edmonton Meeting Minutes: No investigations reviewed.

South Meeting Minutes: February 24, 2024- Staff removed smoke detector after it continued to chirp after battery change.

Incident Investigation Recommendations: Reviewed with staff the practices and procedures for issues with smoke/carbon monoxide detectors, replaced batteries with brand name (i.e., Duracell) batteries and ensured interconnection between detectors functional.

HSC Recommendations: **No additional recommendations.**

3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage

(Calgary): November 29, 2022: Staff cut her thumb while preparing dinner, which resulted in a laceration.

Incident Investigation Recommendations: Educate on knife safety through online videos and reviewing the HACD for handling sharps.

HSC Recommendations: No additional recommendations.

January 13, 2024: Staff was wearing latex gloves while shoveling leaves off the patio when they felt pain in their left pinky finger. The task was done during inclement weather temperature (-30C).

Incident Investigation Recommendations: Staff attended Promoting Safety. Staff reviewed the health and safety manual part 2: winter weather preparation and safe walkways and snow shoveling.

HSC Recommendations: No additional recommendations.

3.3 Evaluation of completed Near Miss Investigations (Calgary):

January 8, 2023: Staff was cleaning a tall cabinet when a sharp blade flew towards staff.

Incident Investigation Recommendations: Supervisor asked staff to clean all areas of the home, including on top and behind shelves to look for other sharp objects. Staff reviewed Policy 3.5.9 Eliminating/Mitigating/Controlling Worksite Hazards regarding storage of sharps. Future Random Inspections and Environmental Quality Audits are to include more thorough searches for potential sharps, including on top of cabinets and in common areas.

HSC Recommendations: No additional recommendations.

April 19, 2023: Staff observed an altercation between community members in the parking lot and reported it to management. The next day, news accounts reported that the community member was using a hammer to assault other community members in the parking lot.

Incident Investigation Recommendations: Staff were reminded to be cautious when entering or exiting the building right after the incident. Staff at program reviewed Part 2 of the Health and Safety Binder, specifically Section D: Walking and Parking Safety at their next meeting.

HSC Recommendations: No additional recommendations.

June 7, 2023: Staff broke a glass while emptying the dishwasher. The staff was not injured.

Incident Investigation Recommendations: General HACD Use of Dishwasher and Dishwashing – Manual (Hand Washing Dishes).

HSC Recommendations: No additional recommendations.

3.5 COR Audit Review: The health and safety committee reviewed the COR audit element 2.

3.6 Hazard Assessment and Control document (H.A.C.D.):

Reviewed pages 7-8 Meetings/Communication (clients, guardians, funders, or other persons associated with service).

HSC Recommendations: combined "Notification and documentation of clients / site hazards in" and "C-views shared when shifts are booked" in once sentence under administrative controls. Reviewed pages 9-10 Driving.

HSC Recommendations: No additional recommendations.

3.10 Emergency Response Plan Review: Reviewed Action Plan #2 Workplace Violence, Harassment and Bullying – Work Contact (guardian, client family member, employee co-worker) and Community Member.

HSC Recommendations: No additional recommendations.

Next Meeting Date: May 10, 2024

HEALTH AND SAFETY MEETING MINUTES

May 10 2024

(MINUTES EDITED FOR PUBLICATION)

Review of Calgary Health and Safety Investigations: Incident Investigations for Injury, Health, and Property Damage: No investigations reviewed.

Review of Edmonton Health & Safety Investigations:

Incident Investigations for Injury, Health, and Property Damage: There were 2 investigations reviewed by the Edmonton Health and Safety Committee. **Incident included:** Staff complaining of pain in their knee, and staff slipping and falling on ice. There were no additional recommendations from the committee.

Near Miss Investigations: There was 1 near miss investigations reviewed by the committee. This incident involved a client becoming aggressive after seeing a needle for their vaccination. There were no additional recommendations from the committee.

Review of Northwest Health & Safety Investigations:

Incident Investigations for Injury, Health, and Property Damage: There was 1 investigation reviewed by the Northwest Health and Safety Committee. This incident involved staff sweeping snow with a broken broom resulting in a cut. There were no additional recommendations for this investigation.

Review of South Health & Safety Investigations:

Incident Investigations for Injury, Health, and Property Damage: No meeting held in April.

Near Miss Investigations: No meeting held in April.

COR Audit/Action Plan: The health and safety committee reviewed the COR audit elements 3 and 4.

What was reviewed: Element 3 Hazard Control 3.08 - 3.10

Discussion: Reviewed strengths and SFIs for both elements.

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

What was reviewed: Calgary is assigned pages 1-38 of the General HACD. Reviewed pages 11-12 Driving with Clients. Reviewed pages 13-14 Use of Public Transportation. Reviewed pages 15-16 Outdoor Activities.

Any changes requested or required: Page 12: to clarify what "external driving training course" mean. HSC suggests adding "recommend" before "external driving training course".

Page 13: HSC suggests rephrasing "Make sure you can hear to be able to identify advancing hazards" to "Be attentive to your surrounding for potential hazards". Suggestions for upcoming yearly HACD review: None.

Policy:

Policy number and name reviewed: 3.5.3 Health and Safety Committee Discussion

Discussion: New members reviewed Terms of Reference.

Emergency Response Plans:

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

Number of drills reviewed: None

Any recommendations for improvement: N/A

Emergency response plan reviewed: # 21 Operational Disruptions – Telecommunications/Phone lines.

Any recommendations for improvement: Under resource requirements, HSC suggests adding Hazards ID cards for non-res programs.



Next Meeting Date: June 14, 2024



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.

SUMMER SAFETY

Summer will soon be upon us and Albertans will be enjoying the season by being outdoors and partaking in many wonderful outdoor events and activities! Safety is a key ingredient for enjoying the season responsibly and the focus must be on keeping yourself and the clients safe during the summer season.

Here are some key tips for enjoying your summer safely:

- **Stay cool and hydrated! Higher temperatures can increase your risk of sunstroke and heat exhaustion.**
- **Make sure to drink lots of water and other non-caffeinated beverages.**
- **Wear light coloured clothing and seek shade often.**
- **Open doors and windows and use fans to promote air circulation throughout your home, but keep blinds closed.**
- **Eliminate extra heat sources, turn off excess electronics and appliances.**
- **Take cold showers or baths, soak your hands and feet in cold water, spritz yourself with cold water and place ice packs or wet towels on your pulse points (inside of wrists, back of the neck and behind the knees).**
- **Visit public buildings with air conditioning, like libraries, art galleries, movie theatres, museums and shopping malls.**
- **Practice good sun safety and avoid sunburns by using sunscreen with a Sun Protection Factor (SPF) of at least 30. Apply liberally to all uncovered skin, especially your nose, ears, neck, hands, feet and lips. Apply it generously 20 minutes before going outside and apply at least every two hours (apply more often if you are sweating). If the UV index is 3+ sunscreen should be applied. Sunscreen is not applied due to temperature but on the UV index (the level of ultraviolet radiation) which is rated from 0 to 11.**
- **Wear a hat to protect the top of your head and sunglasses to keep your eyes safe from the sun's glare.**
- **Limit your sun exposure on hot days, especially between 10am and 2pm as this is when the sun's rays are most intense.**
- **Protect yourself from injury by wearing a helmet while using wheeled vehicles including bicycles, rollerblades and skateboards. Make sure your helmet is snug fitting, level from front to back, sits an inch above your eyebrows and you can fit two fingers between your chin and the strap.**
- **Summer weather conditions in Alberta can change fast so remember to keep an eye on the sky. Severe weather like heavy winds, hailstorms or tornadoes can be life-threatening. Before you head out, be sure to check the weather forecast. Keep a phone, radio or other mobile device nearby for updates on weather and weather alerts.**
- **Cover up with light-coloured clothing, this is less attractive to mosquitoes and helps you spot ticks easier.**
- **Wear insect repellent but apply sunscreen first. After being outside, check yourself, and your clients for any ticks or bug bites. If you find a bug bite, follow proper instructions to treat it quickly to reduce the chance of infection or disease. You can find treatment instructions at [MyHealth.Alberta.ca](https://myhealth.alberta.ca) or by calling Health Link at 811.**

USING THESE TIPS WILL HELP KEEP YOU AND YOUR CLIENTS SAFE THESE SUMMER MONTHS. FOR MORE INFORMATION SEE YOUR HEALTH AND SAFETY MANUAL PART 2.

Do you know your rights?

Per the Alberta Occupational Health and Safety Act, workers have three main rights: **the right to know, right to participate and right to refuse dangerous work.**

The right to know includes information about your health and safety in the workplace. The right to participate gives workers the right to participate in joint health and safety committees and decisions about the health and safety of the company.

Workers have the following rights:

- The right to know
- The right to participate
- Right to refuse dangerous work

Remember!!

These rights can be found in Alberta Occupational Health and Safety legislation.

The right to refuse dangerous work refers to undue hazards at the work site. Undue hazards are defined as hazards that pose a serious and immediate threat to the health and safety of a person, such as a gas leak or a building collapsing.

For more information, please consult Policy 3.5.2 Worker Right to Refuse Dangerous Work and Assignment of Health and Safety Responsibilities.

HURT AT WORK?



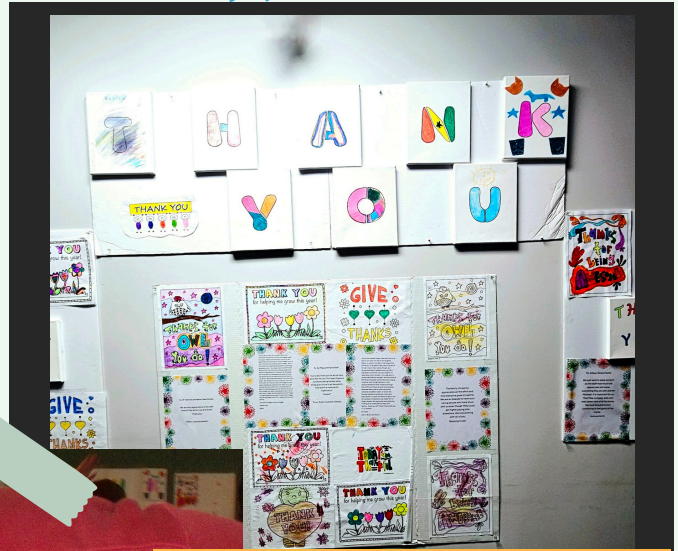
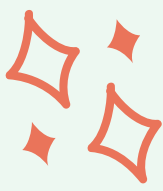
Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report all workplace injuries immediately to an ICE supervisor or manager. In the event of an injury, the employee will follow all agency policies and procedure.

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.



STAFF APPRECIATION EVENT MAY 22, 2024

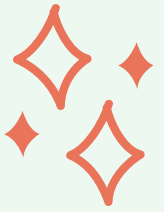
May 20-26 was declared as “Community Disability Services Professional Appreciation Week” in the province of Alberta and ICE Calgary hosted a Staff Appreciation Event on May 22 to show our appreciation and support to our wonderful and hardworking staff.



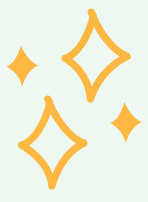
Some of our clients made beautiful art to celebrate the staff that support them!



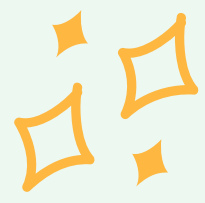
Tanya, Maggie, Bev and Amanda



Susan and Bev



Jasbir, Omolade, Alaba, Niven, Wegdan, Susan



Thank you for all you do!!!

On behalf of the management of ICE and the clients we serve, THANK YOU for all meaningful work you do each and every day. ICE recognizes your commitment, your dedication and your passion!

