

ICE PAGE

Making it Happen! - Support Social Inclusion

ECAT

Employee & Client Assistance Team
780-461-7236
Phones do not accept text messages. Staff need to call ECAT.

What's inside this issue:

VIRTUAL TRAINING PAGE 4

HEALTH & SAFETY MEETING MINUTES PAGE 5-6

TC/CSC TRAINING INFORMATION PAGE 7

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 12th/ July 10th 2024 at 1:30 PM.

RPAC MEETING June 19th/ July 17th 2024 at 2:00 PM

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. 780.461.7236

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



Freddy N.



Jiddu G.



Enisa D.



Doreen K.



Rony S.



Elizabeth T.



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.

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 10, 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:****Calgary Meeting Minutes:** May 11, 2023: Staff was frying a burger and oil splashed onto staff's hand.**Incident Investigation Recommendations:** Review the importance of using the appropriate utensils for cooking with the staff at the team meeting. Staff will attend the next Promoting Safety Training.**HSC Recommendations:** No additional recommendations.September 30, 2023: Staff worked a shift and made a report of back pain at end of shift. No specific incident occurred, mentions of doing all the chores for that shift, then pain started.**Incident Investigation Recommendations:** Review chores list and ensure that chores are evenly distributed among staff. Review HACD: bed making, washing/mopping floors, vacuuming, laundry tasks and general housekeeping tasks.**HSC Recommendations:** No additional recommendations.October 24, 2023: Staff was shoveling snow in front porch of residence when a stranger and their dog walked by the dog seeming aggressive, ran up to staff and jumped on staff. Dog bit staff on leg, then returned to owner.**Incident Investigation Recommendations:** Notify the building manager.**HSC Recommendations:** No additional recommendations.**Northwest Meeting Minutes:** No investigations reviewed.**South Meeting Minutes:** No investigations reviewed.**B) Section 3.3 Completed Near Miss Incident Investigations:****Calgary Meeting Minutes:** October 25, 2023: Staff were walking out of the building when a small icicle fell from above and hit staff. Staff not injured.**Incident Investigation Recommendations:** Review expectations at unit meeting.**HSC Recommendations:** No additional recommendationsDecember 7, 2023: Staff bumped a table with a chair leg and caused a glass water bottle to fall and shatter on the ground.**Incident Investigation Recommendations:** Communicate expectations with office staff, safe places for breakable items.**HSC Recommendations:** No additional recommendations.**Northwest Meeting Minutes:** No investigations reviewed.**South Meeting Minutes:** February 24, 2024: Staff removed a smoke detector when it would not stop chirping 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 (Edmonton):** December 13, 2023: Staff complaining of pain in their right knee.**Incident Investigation Recommendations:** Supervisor to discuss benefit option with staff regarding physiotherapy. Ergonomic assessment to be completed.**HSC Recommendations:** No additional recommendations.January 29, 2024: Staff slipped and fell on ice on the sidewalk while walking to work.**Incident Investigation Recommendations:** H&S Committee member to review A-4 Safe Practices for Control of Slips, Trips, and Falls at next meeting.**HSC Recommendations:** No additional recommendations.**3.3 Evaluation of completed Near Miss Investigations (Edmonton):**May 19, 2023: Client became aggressive after seeing the needle for their vaccination.**Incident Investigation Recommendations:** Update client positive approaches and train all staff on latest updates.**HSC Recommendations:** No additional recommendations.**3.5 COR Audit Review:** Review 2023 COR Element 3 Hazard Control 3.05 – 3.07**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed Pages 57-58 Household Maintenance: Changing Light Bulbs, Use of a Ladder, Use of Floor Mats.**HSC Recommendations:** Remove extra "mats" under Inspections section. Add Resource Section and move "See Appendix A-4" to this this section. As well add "C3 Ladders- Climbing Up and Down Safely" to Resource Section.

Pages 59-60 Seasonal Yard Work:

HSC Recommendations: Under Resources add "B4 Scalds and Burns- Awareness, Prevention, and First Aid" and "B17 Wildfire Smoke 101". Move Appendix A-3 to Resources Section. Under PPE add bug spray, sunscreen and weather appropriate clothing (i.e., hats). Add Environmental to hazards, including sunburn, weather conditions (extreme heat/cold). Update gasoline under hazards to include half and half gasoline/oil mixture as some yard tools use this instead of pure gasoline.**3.7 Policy Review:** 3.6.4 Workplace Violence and Bullying/Harassment**3.10 Emergency Response Plan Review:** Reviewed Action Plan Template #21- Operational Disruptions (Phone Lines)**HSC Recommendations:** No additional recommendations.**Next Meeting Date: May 8, 2024**

HEALTH AND SAFETY MEETING MINUTES

March 13, 2024

(MINUTES EDITED FOR PUBLICATION)

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

Summary: There were 8 investigations reviewed by the Calgary Health and Safety Committee. **Incidents included:** Client's behaviour including pushing and punching staff, MSI's from helping clients move, slips on ice and staff wearing latex gloves while shoveling snow. There were no additional recommendations from the committee for these events.

Near Miss Investigations: There were 6 near miss investigations reviewed by the committee. **Incidents included:** A knife falling off a cabinet while staff cleaned, glass containers breaking while falling off ledges, altercations between community members, cigarette disposal units caught smoldering, and staff using a knife to open a can. There were no additional recommendations.

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

There were 3 investigations reviewed by the Edmonton Health and Safety Committee. **These included:** Staff obtaining a sliver from a doorknob, staff tripping on stairs and falling, and client aggression after being refused a spray bottle filled with chemicals. There were no additional recommendations from the committee.

Near Miss Investigations: There were 2 near miss investigations reviewed by the committee. **These included:** a community member walking into a client's apartment, turning on lights then leaving and staff falling while ascending stairs. There were no additional recommendations for these investigations.

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. **Incidents included:** staff sweeping snow with a broken broom resulting in a cut. There were no additional recommendations for this investigation.

COR Audit/Action Plan:

What was reviewed: Element 3 Hazard Control 3.08 - 3.10

Discussion: Included conversation on having other evidence of repairs throughout the office including in office emails, and ECAT notes to show policy is being followed in regard to repairs.

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

What was reviewed: Pg 61 - 62 Seasonal Events and Pg 63 - 64 Snow Shoveling

Any changes requested or required: Seasonal Events: Change "circuit" to "outlet", add policy 3.5.12 Fire Safety to policies. Under resources add new section E information (EA-EA4), and MSI training. Change name to Indoor Seasonal Events.

Snow Shoveling: Add MSI training to resources. Change wear proper footwear to match other HACD PPE sections. Suggestions for upcoming yearly HACD review: Move Appendixes from safe work practices to resources. Add 4.4.2 to policies for all HACD similar policy to 3.5.9.

Policy:

Policy number and name reviewed: 4.4.2 Risk Management

Discussion: Should be added to all HACD alongside policy 3.5.9 under policies.

Emergency Response Plans:

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

Number of drills reviewed: 2

Any recommendations for improvement: N/A

Emergency response plan reviewed: #1 Workplace Violence, Harassment and Bullying by a Client.

Any recommendations for improvement: N/A

Next Meeting Date: June 12, 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.

INTERESTED IN CAREER ADVANCEMENT?

INDEPENDENT COUNSELLING ENTERPRISES TC/CSC TRAINING MAY BE FOR YOU!

Would you like to become a Team Coordinator (TC) or Community Support Coordinator (CSC) at ICE?

A TC or CSC is the direct supervisor for staff working in residential and non-residential programs. They report directly to a CR Manager. To be a supervisor in the Community Rehabilitation unit, you must pass Team Coordinator/Community Support Coordinator Training. This training is 20 modules which will be scheduled weekly starting in July.

What you will learn in this training:

- Individual Service Planning
- Positive Behaviour Supports
- Medication Administration for Supervisors
- Hazard Assessment and Control
- Workplace Inspections
- Due Diligence for Supervisors
- Payroll
- General/Critical Incident Reporting and Response
- Client Files
- Abuse Prevention and Response at the Supervisory Level
- Operations Manual Review
- Documentation Skills from a Supervisory Perspective
- Workplace Violence, Bullying and Harassment for Supervisors
- Communications Training
- Client Risk Management
- C-Views Training
- Personnel/Booking

To apply, please drop off a Letter of Intent to your Regional ICE Office or send an email to glane@icenterprises.com. In your letter, state the reason you are interested in applying for Team Coordinator/Community Support Coordinator Training.

Please note that applications will be accepted **up to June 30, 2024**. To apply, you must have worked full-time with ICE for at least 3 months. Employees who are currently in Team Leader positions or have demonstrated leadership in other ways will be given preference. Note that successful completion of the training doesn't guarantee a TC/CSC position, but candidates who completes the training will be given preference for any available positions.

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.

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.

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.

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.

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!





STAFF APPRECIATION BBQ MAY 22, 2024

May 20-26 was declared as “Community Disability Services Professional Appreciation Week” in the province of Alberta and ICE hosted a Staff Appreciation BBQ 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!



Manager of Administration Greg L. and Regional Manager Erwin E. cooking up some delicious hotdogs!



TL Kevin K. and CR Manager Rhonda C.



President Brandy T. and TC Elizabeth Y.

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!



TC Saidu C., TC Frezghi T., TC Abiel K., QARM Brent B.