

ICE PAGE

Making it Happen! - Supporting Social Inclusion
ON SPOTLIGHT

What's inside this issue:

VIRTUAL TRAINING
PAGE 3-4

HEALTH & SAFETY MEETING MINUTES
PAGE 6

Time Sheet Hand-In

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

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

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

NOVEMBER 29
FOR ALL SHIFTS WORKED SEPTEMBER 16-30

HEALTH AND SAFETY MEETING

October 9th/ November 13th at 1:30 PM.

RPAC MEETING

October 16th / November 20th at 2PM

ICE WILL BE CLOSED ON OCTOBER 14, 2024 FOR THANKSGIVING LONG WEEKEND

Please direct all calls to the Employee Client Assistance Team for that day.
780.461.7236

CHRIS & CHARITY

Chris has been with ICE since 2006. Chris is a caring, funny and outgoing gentleman who has been focused on living his best life! One of his goals in the past was to be able to have a long term relationship one day. Through the support he received from his family, and ICE staff, Chris was able to utilize different methods which led him to meeting Charity. Charity then moved to Lethbridge to be with Chris, and joined ICE in 2014. Charity is a very creative woman, who loves to crochet, knit, sew and loom, and has made her own great strides to having success in her life.

Chris and Charity were married in July 2015, and have had the full support of both of their families to ensure they live a happy married life together. They live independently with their two cats with Chris' mom living nearby to offer additional support as they need, and have supports through ICE to work on their individual goals, and goals together as a couple.

Chris has had a lot of success in his employment in the past. Recently he wanted to expand his skills and enrolled in the RISE (Reaching Independence through Skills and Employment) program offered in Lethbridge. Following the program, he started volunteering at a local senior's facility and the Lethbridge food bank and has been enjoying doing that for over a year now! Chris is also learning how to share in the responsibilities and chores of living with a partner with the support of staff. Chris has been working on doing things without his wife so he can learn the importance of having separate time to do the things they both want to focus on. He recently obtained a YMCA pass so him and Charity can attend any time they want to.

Charity has had her own successes recently. Charity also joined the RISE program, as she saw the skills that Chris had built during his time in the program. Following completion of the program, Charity was able to find employment and has been enjoying doing that part time! Following some life setbacks, Charity's been working on getting back to living a more active lifestyle so she's been attending classes at the YMCA, working on her swimming and going for lots of walks. Charity also realized a lot of her social network was joined with Chris' so she has been steadily working on finding activities and groups to be a part of, with the support of her staff, to develop her own individual social network as well. Charity continues to build a network of people who order her crafts from her and she is able to sell on a regular basis.

Individually, both Charity and Chris are amazing people, and together they're a great couple. Chris has often said how proud he is of his wife, and his marriage! Staff frequently comment how incredible it is to see them handle life and marriage challenges together and separately so well, and working with both or either Chris or Charity is always a good time since both are dedicated to learning and obtaining new skills but have fun doing it!

ELZA

Elza has been employed with ICE South since 2016 and has worked to support a number of individuals over the years. Elza has worked with both Chris and Charity for a awhile; supporting them together and independently on their goals. Elza has a great relationship with individuals and knows how to help people work on their goals while having a good time doing it. Her individuals appreciate her compassion, and ability to develop positive and natural working relationships!



Chris and Charity



POLICY REVIEW

2.3.9 Infection Control & Cross Contamination

Employees will employ good personal hygiene and hand washing techniques throughout their contact with all clients. Employees having direct contact with bodily fluids (blood, fecal matter, urine, vomit, mucous etc.) will follow Standard Precautions including wearing disposable gloves and other personal protective equipment during client contact.

Materials contaminated with bodily fluids will be double bagged in plastic bags and sealed for disposal.

Employees will be informed when working with a client with an infectious disease or condition, to the best of our knowledge.

Employees have the right to refuse to work with a particular client if they feel they are at risk for contracting any infectious disease or there is a danger to their physical well-being.

Employees who have been diagnosed with an infectious disease must notify I.C.E. management immediately/prior to their next shift assignment.

I.C.E. will follow infectious disease control protocols for the protection of the employees and the clients as outlined by Public Health.

All I.C.E. employees receive food safety training.

Outbreak of Illness - In the event of client illness, the client's personal physician/medical professional is to be consulted. The physician's orders are to be followed.

Employees will receive any suggested/recommended training to keep the environment safe and prevent further spread of the illness.

As per Alberta Health Services (A.H.S.) should an outbreak occur, it will be reported to A.H.S.

If an employee suspects that he/she has had direct contact with the bodily fluids of an infected person, the following should occur:

- Ensure personal safety is established
- Flush the area of contact with cool, clear water for 10 minutes;
- Notify and report to your immediate supervisor;
 - Supervisor to inform the Health and Safety Specialist/appropriate I.C.E. personnel;
- Document details on an Incident Reporting Form (CI or GI)
 - Seek medical attention from your physician.

In residential settings operated by I.C.E. the following will apply:

- Clients and employees are to be encouraged/assisted to practice good personal hygiene and hand washing techniques. Employees to provide reminders or assistance as required, washing hands before meals and after using the washroom. Established personal hygiene regime is to be maintained and followed.
- Each client's laundry is to be done separately and is to include personal linens and towels. Laundry is to be done minimally once per week.
- Housekeeping schedules are to be devised and documentation is to occur, either directly on the schedule or in the logbook as to who performed and what housekeeping task was performed. Cleaning schedules are to ensure that resident's rooms are cleaned minimally once per week and as needed. Bathtubs and bathmats are to be cleaned after each use. Appropriate cleansers and sanitizers are to be used.
- Refer to Food Regulation as part of the Public Health Act for regulations regarding safety in the kitchen. Refer also to food safety training in Pre-employment Training.

*(Please note that selected sections of ICE Policy 2.3.9 are reproduced here. Please refer to the Policy Manual for the complete policy).

ICE • OCTOBER 2024 • EDMONTON •
OCTOBER TRAINING

Pre-Employment Training

October 1, 2, 8, 9, 15, 16, 22, 23, 29, 30

Brain Injury Training

October 1, 2024 (1:00AM-2:00PM)

Substance Abuse Training

October 1, 2024 (2:00PM-3:00PM)

Bipolar Disorder Training

October 2, 2024 (1:30PM-2:30PM)

Sleep Apnea Training

October 2, 2024 (2:30PM- 3:30PM)

Anxiety Training

October 3, 2024 (9:30AM-11:30AM)

CPI Training

October 3, 2024 (9:00AM-5:00PM)

Hypotonia Training

October 4, 2024 (9:30AM-11:30AM)

Communication Training - Psychologically Safe Interaction

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

Avoiding Power Struggles

October 8, 2024 (10:00AM-12:00PM)

Epilepsy Training

October 8, 2024 (1:00PM-2:00PM)

Burnout and Compassion Fatigue

October 9, 2024 (10:30AM- 12:00PM)

Diabetes Training

October 8, 2024 (2:00PM- 3:00PM)

ADD/ADHD Training

October 10, 2024 (9:30AM-11:00AM)

Northern Report Writing Training

October 11, 2024 (1:30PM- 3:30PM)

Conduct Disorder Training

October 15, 2024 (10:30am-12:00PM)

Social Inclusion Training

October 15, 2024 (10:00AM-11:30AM)

Client Training: Abuse Prevention, Positive Relationship & Rights

October 15, 2024 (1:30PM- 2:30PM)

Scam Awareness & Prevention for Clients Training

October 15, 2024 (1:00PM- 3:00PM)

Promoting Safety Training

October 16, 2024 (1:00PM- 4:30PM)

Psychosis Training

October 16, 2024 (10:00AM-11:30AM)

Abuse Prevention Training

October 17, 25 2024

Cultural Appreciation - Cree Training

October 18, 2024 (9:30AM-1:00PM)

Transgender Awareness Training

October 18, 2024 (9:30AM-11:30AM)

Supervisory Skills Training

October 18, 2024 (2:00PM-4PM)

Cerebral Palsy Training

October 21, 2024 (1:00PM-3:30PM)

Cultural Appreciation: Blackfoot Peoples Training

October 22, 2024 (1:00PM-5:00PM)

Client Lifts and Transfers

October 23, 2024 (1:00PM-12:00PM)

Autism Training

October 28, 2024(1:30PM-3:30PM)

LGBTQIA2+ Training

October 28, 2024(1:30PM-4:30PM)



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!

NOVEMBER TRAINING

Pre-Employment Training

November 5, 6, 12, 13, 19, 20, 26, 27

Substance Abuse Training

November 4, 2024 (2:00PM-3:00PM)

Brain Injury Training

November 4, 2024 (3:30PM-4:30PM)

Workplace Violence, Bullying and Harassment for Supervisors

November 5, 2024 (1:30PM-4:30PM)

Abuse Prevention Training

November 8, 2024 (1:30PM- 3:30PM)

Schizophrenia Training

November 12, 2024 (10:00AM- 12:00PM)

Food Safety Training

November 13, 2024 (10:00AM-11:30AM)

Workplace Inspection Training

November 15, 2024 (9:30PM- 4:30PM)

Parkinson's Training

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

Due Diligence for Supervisors & Managers

November 19, 2024 (1:00PM- 5:00PM)

Documentation and Reporting Practices (CR Residential)

November 20, 2024 (1:30PM-3:30PM)

Schizophrenia Training

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

Client Lifts & Transfers Training

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

Incident Investigation Training

November 21, 2024 (1:00PM-5:00PM)

Manual Materials Handling Training

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

Hypertension Training

November 25, 2024 (1:30AM-3:30PM)

Bipolar Disorder Training

November 29, 2024 (9:30AM-11:30AM)

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.



Give us a



and a follow on Facebook!



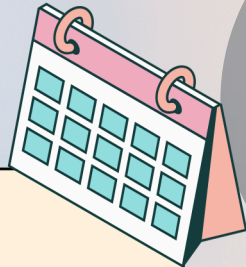
FOLLOW

US ON FACEBOOK



@INDEPENDENTCOUNSELLINGENTERPRISES

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.

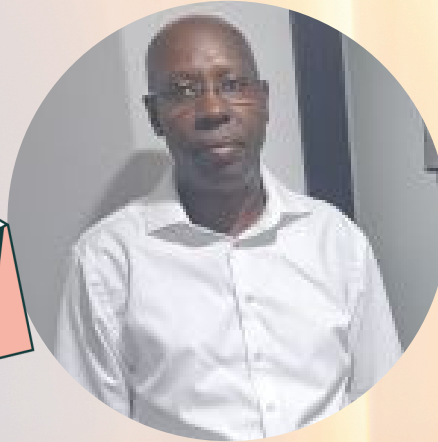
THE SIGN IN / OUT SHEET IS USED TO ENSURE EVERYONE WORKING IN THE OFFICE IS SAFE AND ACCOUNTED FOR IN THE EVENT OF AN EMERGENCY. PLEASE DO YOUR PART IN KEEPING EVERYONE SAFE BY REMEMBERING TO SIGN IN AND OUT.

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



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



Pontien N.



Mary E.



Eleni D.



Benny V.



Albert G.



Saulat H.

HEALTH AND SAFETY MEETING MINUTES

August 7, 2024

(MINUTES EDITED FOR PUBLICATION)

Review of Edmonton Health & Safety Investigations

Incident Investigations for Injury, Health, and Property Damage: No investigations reviewed.

Near Miss Investigations: There were 2 near miss investigations reviewed by the Edmonton Health and Safety Committee. **Incidents included:** Staff informed management the scent of cleaning chemicals used in the program were problematic for them. Staff arrived at office to find reception coffee machine had been left on from the night before and coffee had not been removed from the pot.

Incident Investigation Recommendations: Scent Free sign posted in program, chemicals changed over to fragrance or scent free. Program updated to state scent free in C-Views. A "Reminder to turn off the coffee machine" sign at reception desk was introduced, and staff received updated instruction and updated procedures on turning off the coffee pot.

HSC Recommendations: No additional recommendations.

Review of Northwest Health & Safety Investigations.

Incident Investigations for Injury, Health, and Property Damage: Zero investigations reviewed by the Northwest HSC.

Near Miss Investigations: Zero near miss investigations reviewed by the Northwest Health and Safety Committee.

Review of South Health & Safety Investigations

Incident Investigations for Injury, Health, and Property Damage: Zero investigations reviewed by the South HSC.

Near Miss Investigations: Zero near miss investigations reviewed by the South Health and Safety Committee.

COR Audit/Action Plan: What was reviewed: Element 4 Joint Work Site HSC and Health and Safety Representatives 4.09 – 4.12 **Discussion:** COR to begin on August 12, 2024. Spoke about COR Action Plan items and discussed suggestions for improvement noted by the auditor.

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

What was reviewed: Pg 73-74 Use/Maintenance of Oxygen Tanks, Pg 75 Use of Gloves – Exposure to latex from contact with latex gloves.

Any changes requested or required: Pg 73-74 Use/Maintenance of Oxygen Tanks - Add Musculoskeletal Injury Prevention training to resources. Pg 75 Use of Gloves – Exposure to latex from contact with latex gloves. - Add Guide For Prevention Management and Control located in Section E of the Health and Safety Manual part 2 to resources.

Suggestions for upcoming yearly HACD review: No suggestions at this time.

Policy Reviewed: 3.5.3 Health and Safety Committee. **Discussion:** Discussed Terms of Reference to be reviewed after 2024 Policy Review is complete.

Committee Member Training: All member training is up to date.

Emergency Response Plans: #4 Workplace Violence – Bomb Threat, Robbery, Home Invasion

Number of drills reviewed: Three.

Emergency Response Plan Reviewed: No recommendations at this time.

Next Meeting Date: September 18, 2024

HEALTH AND SAFETY MEETING MINUTES

September 18, 2024

(MINUTES EDITED FOR PUBLICATION)

Review of Calgary Health and Safety Investigations

Incident Investigations for Injury, Health, and Property Damage: There was 1 investigation reviewed by the Calgary Health and Safety Committee. **Incidents included:** Staff hit their head on the wall while supporting supporting a client as they were falling, which resulted in the staff member experienced a headache.

Near Miss Investigations: Fluorescent light lens broke when it fell on the ground while employee was replacing a lightbulb in the lunchroom office.

HSC Recommendations: No recommendation at this time.

Review of Edmonton Health & Safety Investigations

Incident Investigations for Injury, Health, and Property Damage: There was 1 incident reviewed by Edmonton HACD. **Incident included:** Staff was walking with a client to an appointment when they slipped and fell in an icy crosswalk.

HSC Recommendations: None

Near Miss Investigations: No investigations reviewed.

Review of South Health & Safety Investigations Incident Investigations for Injury, Health, and Property Damage: No investigations to be reviewed.

HSC Recommendations: None.

Near Miss Investigations: No investigations to be reviewed.

HSC Recommendations: None.

COR Audit/Action Plan

Reviewed: : Element 4 Joint Work Site Health and Safety Committees and Health and Safety Representatives 4.13-5.03.

Discussion Reviewed: Discussed the opportunity for HSC recommendations to be made via committee members. COR Audit update – Observation tours and interviews have been completed, in process of completing elements and writing report.

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

Reviewed: Pg 76-77 Personal Care of Client, Pg 78-79 Client Lift/Transfer, Client Repositioning; Wheelchair use/ramp use; Assisting with client mobility.

Committee Recommendations: Pg 76-77 Addition of MSI training to resources, capitalize Hepatitis, Pg 78-79 Add MSI training and Client Lifts and Transfers training to resources.

Suggestions for upcoming yearly HACD review: : The 2024 HACD is to be completed by September 30, 2024.

Policy

Reviewed: Policy number and name reviewed: 3.5.5 Employee Work Related Injury, Illness and Near Misses. 2024 Policy Review is in progress.

Emergency Response Plans

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

Number of drills reviewed: Three.

Emergency Response Plan Reviewed:#5 Personnel Risk – Pandemic – Shortage/Loss of Staff

Additional Committee Recommendations: No recommendation at this time.

Next Meeting Date: October 9, 2024

Have you changed your
detector batteries?



Reminder that smoke,
combination and carbon
monoxide detector batteries
need to be changed in
October.

Remember to Fall Back

As the days grow shorter this fall, we can expect to turn our clocks back. At 2am Sunday November 3, daylight savings will take place, gaining us one hour of daytime as the clocks fall back. As you prepare for the upcoming time change, here are a few tips to help you adjust.

- **Go to bed and get up at the same time.** Get at least seven hours of sleep on the days before and after the transition. The closer you stick to this routine, the quicker your body will adjust.
- **Practice good habits before bedtime,** ensure to eliminate caffeinated drinks 4-6 hours before bedtime. Avoid working out within four hours of bedtime as raising your core temperature can make it harder to fall asleep.
- **Get more light!** Having exposure to morning sunlight on the Sunday after the time change can help regulate your internal clock. Having less daylight affects our mood and energy levels. It is best to make time to enjoy the outdoors during the morning and early afternoon. Other options are using a light therapy box to mimic the sun's light.



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.

Influenza

What is influenza? Influenza is an infection of the nose, throat, and lungs that is caused by a virus.

One of the best ways to protect yourself from influenza is to get a yearly flu shot.

Some of the symptoms of influenza can include:

- Fever and chills
- Sore throat or cough
- Headache
- Muscle aches
- Poor appetite
- Feeling tired

In early October anyone who lives, works, goes to school or visits Alberta can get the influenza immunization for free. Myros Pharmacy will also be offering flu shots again this October to our office and residential employees and clients. Albertan's five years of age and older are encouraged to book their vaccinations at a local pharmacy. To schedule an appointment, call 811 or book online at atahs.ca/influenza.

Influenza can spread through infected persons sneezing, coughing or even talking. Infection can spread before symptoms even begin. Here are some ways to stop influenza from spreading:

- Get the influenza vaccine every year.
- Wash your hands with warm water and soap or use an alcohol-based hand sanitizer often.
- Cover your cough or sneeze into your arm or a tissue, not your hand.
- Stay home when you are sick.

Behavioural Supports CORNER

Dr. David Pitonyak says “behaviours are messages which can tell us important things about (peoples’) lives” and he offers a list of Ten Things You Can Do to Support a Person with Difficult Behaviours.

1. **Get to know the person.** It seems so obvious but what do you really know about the person you are supporting?
2. **Remember that all behaviour is meaning-FULL.** Difficult behaviours result from unmet needs.
3. **Help the person build a support plan.** Do you know what goals your client has set for themselves?
4. **Develop a support plan for the person’s supporters.** What is your plan to help your client to achieve their goals?
5. **Don’t assume anything.** Don’t assume your client cannot do something for themselves. Help your client to do something rather than doing it for them. Yes, it will take more time but that is what our work is all about.
6. **Relationships make all the difference.** “Loneliness is the most significant disability of our time.” How are you helping your client to make connections with others? A paid staff is not a true friend.
7. **Help the person to develop a positive identity.** We all need to be needed. Help your client to give back to others and to their community.
8. **Instead of ultimatums, give choices.** Get to know what your client likes. What makes them feel better when they are feeling big feelings? Soft music? Silence? A walk? Deep breathing? When you see that your client is becoming upset or overly excited about something ask, “Bob, it seems like you are getting upset. Would you like to go for a walk or listen to some soft music?”
9. **Help the person to have more fun.** Is your client having any fun? What did they do today that brought them joy?
10. **Establish a good working relationship with the person’s primary health care physician.** If it is part of your job to attend a physician appointment with your client, ensure that you are well prepared before you go. Write a list of things you need to talk about. Make this list with your client.

Don’t forget about the “Happiness Assessment” created by Karyn Harvey. Ask Sue for a copy! It will truly help you to get to know the person with whom you are working.

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



Winter Preparation



As the leaves begin to fall in Alberta one thing is for certain, snow will soon be upon us. Although colder weather comes as no surprise, many people are not ready for its arrival. Here are examples of a few things you can do to prepare yourself for the upcoming weather changes.....

- Dress warmly in layers, including hats, scarves, and gloves. Multiple layers keep the body insulated and can be removed during warmer weather.
- Ensure all client winter clothing fits and is good condition. Replace any damaged or lost items as needed.
- Make sure to consume warm liquids throughout cold days to keep inner temperatures regulated.

The chance for slips, trips, and falls also increases during the chilly weather change. Below are some ways to prevent falling on slippery or uneven surfaces in or out of the home.

- Ensure that there are good housekeeping standards in the home (E.g., regular chore lists are completed), including cleaning all spills immediately, and mopping or sweeping debris from floors.
- Removing obstacles from walkways and always keeping walkways free of clutter.
- Remember to wear proper footwear as per Policy 3.8.6, as well have ice cleats available for outings when weather is not its best.
- Take your time and pay attention to where you are going.
- Adjust your pace to suit the walking surface (E.g., wet, rough, icy sloped or cluttered).
- Follow the AHS Walk like a Penguin posting, go slowly when travelling, bend your knees and walk flat footed while taking shorter shuffle like steps.
- Remember to contact landlords in case of uncleared/icy sidewalks and parking lots.

No one can stop the onset of colder weather but by following these suggestions, you will be ready for when it arrives.

