

# ICE PAGE

Making it Happen! - Support Social Inclusion

## ECAT

Employee & Client Assistance Team  
403-634-8805

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

## What's inside this issue:

VIRTUAL TRAINING PAGE 4-5

HEALTH & SAFETY MEETING MINUTES PAGE 6-7

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## Time Sheet Hand-In

AUGUST 15TH 2023 FOR ALL SHIFTS WORKED BETWEEN AUGUST 1ST AND AUGUST 15TH.

AUGUST 31ST 2023 FOR ALL SHIFTS WORKED BETWEEN AUGUST 16TH AND AUGUST 31ST.

## UPCOMING

HEALTH AND SAFETY MEETING  
Aug 1st/ Sept 5th,  
2023 at 9:00 AM.

RPAC MEETING  
Aug 2nd/ Sept 6th,  
2023 at 3:00 PM.

UNIT MEETING  
Aug 16th/ Sept 20th  
2023 at 3:00 PM.

## ON SPOTLIGHT

### TODD

Todd joined ICE in 2018. He is a very independent person who is easy going, polite and kind. Todd is an adviser and advocate for riders on the PARDS (Peace Area Riding for the Disabled Society) executive board. PARDS uses equine therapy to help people feel healthy and strong. Todd is a very social person and has made many friends over the years. He always meets people he knows when he is out in the community. Sometimes his conversations with friends make his trips to the mall a little longer, but he knows this and plans for it. Todd has a great memory and can tell you many important dates, such as when he joined ICE!



Todd spends a lot of time with his family and they meet up for dinner once a week. Last year, Todd went on an Alaskan cruise with his family. He said one of the highlights was being able to go on the Ketchikan Duck tour. This included riding on a vehicle that travelled on land and into the water. What an experience! Todd stated that another interesting part of the trip was to be able to ride a streetcar through the streets of Skagway. Todd met so many new friends while sailing on the sea!

Todd's hours as a housekeeper with a motel were reduced during the pandemic, working only once a week. Todd, with supports from his staff, worked very hard to find a new job. He recently started working at a restaurant as a dishwasher and kitchen help. Todd is really enjoying his new job and he uses the Handi-bus as his means to get to and from his job.

Todd's staff, Melody, helps Todd with his daily living skills and they enjoy going to the Coffee Club at the library, attending appointments or walking on the track at the Eastlink Centre. Todd's favorite pastime is to hang out and people watch at a few of his favorite place such as Subway, or to enjoy a Caramel Ribbon Crunch from Starbucks.

Todd's plans for the future include going on a holiday to Duncan BC to visit his uncle, and to travel to Edmonton to visit family and friends. He is also looking into getting a tattoo! He is still trying to decide what he would like to get.



### MELODY

Melody started working with ICE just about a year ago and has worked in various positions. Melody is light hearted and really enjoys finding the positive in most scenarios. She is very adaptable and willing to try new things. Melody and Todd have a great relationship and she truly enjoys supporting Todd. Melody often uses humor as a motivator and this compliments Todd's personality very well.

Together they do meal planning for the week, preparing healthy meals and grocery shopping.. They have developed and set a routine for Todd to clean his apartment and continuously keep it neat and tidy! Melody also helped Todd secure his current employment at the restaurant and she continues to support him as he is learning his new role.



### 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 AUGUST 7th, 2023 CIVIC DAY/ SEPTEMBER 4th, 2023 LABOUR DAY



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

403.634.8805

# POLICY REVIEW

\*(Please note that selected sections of ICE Policy 2.4.1 are reproduced here. Please refer to the Policy Manual for the complete policy).

## **2.4.1 GUIDELINES FOR PLANNING ACTIVITIES**

1. Independent Counselling Enterprises activities are planned to be effective, as well as safe, in their operation.
  
2. General guidelines apply in planning activities:
  - Involve the client in planning activities;
  - Consider the client's abilities and interests in relation to the activity;
  - Consider the client's likely level of safety and well-being while participating in the activity;
  - Determine the relationship of the activity to the client's cultural and religious choice;
  - Ensure the activity fits in with other scheduled activities and daily routines;
  - Ensure activities are developmentally appropriate;
  - Plan the activity in incremental steps (i.e. putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition;
  - Address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities;
  - Arrange an appropriate meeting place. Have phone numbers and other information available ahead of time;
  - All group activities require supervisor review and approval before they take place;
  - In the event of an emergency (i.e., accident or injury) employees are to ensure they have all emergency contact names/phone numbers including their supervisor and ECAT/911 to call for immediate assistance (see Policy 2.7.3 Critical and General Incidents and Policy 3.3.6 Employee and Client Assistance Team (ECAT) Supervision
  
3. Aquatic activities must include the following precautions:
  - The presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
  - Use of a safety floatation jacket by all participants in a raft, boat or canoe;
  - Constant and direct supervision of clients during all activities around water.
  
4. Overnight trips are not to be planned for any client unless the employee/SHO receives approval from their supervisor.

## ICE THANK YOU CARD INCENTIVE WINNERS



**Mariko Yamada** has been taking on Team Leader responsibilities during a period of transition at a residential program. She has ensured medication deliveries are on schedule, maintained communication with guardian and with the supervisor. Thank you so much!



**Adut Kureng** supported an individual with moving. This included ensuring all the effort was put in to leave his previous residence clean and she ensured safety during the moving process. You're amazing!

*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.

## August Training

**Northern Report Writing Training**  
August 2, 2023 (9:30 AM- 11:30 AM)

**Pre-Employment Training**  
August 1,2,8,9,15,16,22,23,29,30 2023

**CPI Training**  
August 9, 2023 (9 AM- 5 PM)

**ADHD Training**  
August 4, 2023 (9:30 AM- 11 AM)

**Trauma-Informed Care Training**  
August 10, 2023 (1:30 PM- 3:30 PM)

**Autism Training**  
August 11, 2023 (10 AM- 11 AM)

**Epilepsy Training**  
August 11, 2023 (11 AM- 12 PM)

**Idiopathic Pulmonary  
Fibrosis/Osteoporosis/Dysphasia Training**  
August 10, 2023 (12 PM- 1 PM)

**Hoarding Training**  
August 14, 2023 (1 PM- 2 PM)

**Incident Investigation Training**  
August 14, 2023 (1 PM- 5 PM)

**Hypertension Training**  
August 14, 2023 (2 PM- 3 PM)

**Brain Injury Training**  
August 14, 2023 (3 PM- 4 PM)

**PBI Training**  
August 15, 2023 (10 AM- 12 PM)

**Down's Syndrome Training**  
August 16, 2023 (11 AM- 12 PM)

**Oppositional Defiance Disorder Training**  
August 16, 2023 (12 PM- 1 PM)

**Obsessive Compulsive Disorder Training**  
August 16, 2023 (1 PM- 2 PM)

**Musculoskeletal Injury Prevention- Manual  
Materials Handling Training**  
August 17, 2023 (9:30 AM- 12:30 PM)

**Culture Appreciation- Indigenous of  
NWT/NU Training**  
August 18, 2023 (9:30 AM- 12:30 PM)

**Somatization Training**  
August 18, 2023 (9:30 AM- 11:30 AM)

**Abuse Prevention Training**  
August 21, 2023 (1:30 PM- 3:30 PM)

**COPD Training**  
August 24, 2023 (1:30 PM-2:30 PM)

**Sleep Apnea Training**  
August 24, 2023 (2:30 PM-3:30 PM)

**Due Diligence for Supervisors and  
Managers Training**  
August 25, 2023 (9:30 AM- 12:30 PM)

**Cerebral Palsy/Dysphasia Training**  
August 28, 2023 (1:30 PM-3:30 PM)





## September Training

### **Autism/Pervasive Developmental Disorder- Non-Specific Training**

September 1, 2023 (9:30 AM- 11:30 AM)

### **Pre-Employment Training**

September 5,6,12,13,19,20,26,27 2023

### **Diabetes/Healthy Eating Training**

September 7, 2023 (1:30 PM- 3:30 PM)

### **PBI Training**

September 8, 2023 (10 AM- 12 PM)

### **Workplace Violence, Bullying and Harassment for Supervisors Training**

September 11, 2023 (1 PM- 3 PM)

### **Documentation and Reporting Practices (Non-Res) Training**

September 14, 2023 (1:30 PM- 3:30 PM)

### **Clients Lifts and Transfers Training**

September 14, 2023 (1:30 PM- 3:30 PM)

### **Alzheimer's and Dementia Training**

September 15, 2023 (9:30 AM- 11:30 AM)

### **Abuse Prevention Training**

September 15, 2023 (10 AM- 12 PM)

### **HACD Training**

September 18, 2023 (1 PM- 5 PM)

### **Workplace Inspections Training**

September 22, 2023 (9:30 AM- 4:30 PM)

### **Anxiety/Depression Training**

September 25, 2023 (1:30 PM- 3:30 PM)



## **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 procedures.

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 WINNER**

**REBECCA AROK**



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!

## HEALTH AND SAFETY MEETING MINUTES

June 6, 2023

(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: October 5, 2022:** Staff began to feel ill during meeting, caused by fragrance in the room. **Incident Investigation Recommendations:** Remind group that fragrances are not to be worn per ICE policy. Group size to be considered while planning location of meetings. **HSC Recommendations:** No additional recommendations.

**Calgary Meeting Minutes:** No investigations reviewed.

**B) Section 3.3 Completed Near Miss Incident Investigations**

**Edmonton Meeting Minutes: July 25, 2022:** Client used racial slurs against staff and punched a hole in the wall due to frustration. **Incident Investigation Recommendations:** Retrain staff on client PRP and Risk Assessment.

**HSC Recommendations:** No additional recommendations.

**October 18, 2022:** Staff lost key to locking filing cabinet. **Incident Investigation Recommendations:** Write down location where key will be kept. Advise supervisor of this location and keep keys there. **HSC Recommendations:** No additional recommendations.

**Calgary Meeting Minutes:** No investigations reviewed.

**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (South):** No investigations reviewed.

**3.3 Evaluation of completed near miss investigations (South):** No investigations reviewed.

**3.5 COR Audit Review:** Reviewed COR Action Plan Element 2-Hazard Assessment- Sections 2.03, 2.04, 2.07 and 2.14.

**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed pgs. 100-101 "Staff Illness at Work". **HSC Recommendations:** No additional recommendations. Reviewed pgs. 102-103 "Exposure to Pets". **HSC Recommendations:** No additional recommendations. Reviewed pgs. 104-105 "Exposure to Insects/Pests". **HSC Recommendations:** No additional recommendations.

**Edmonton Meeting Minutes:** Reviewed pages 15-16. **HSC Recommendations:** Remove 3.5.15 from policies and remove practice social distancing.

**Calgary Meeting Minutes:** Reviewed pgs. 10-13 in the Office section. **HSC Recommendations:** Recommended to include a biological hazard section on pages 10 and 11 as office equipment is shared.

**3.7 Policy Review:** Reviewed Policy 3.5.9- Eliminating/Mitigating/Controlling Work Site Hazards

**3.8 COVID 19 Pandemic Response:** Vaccine bookings can be made using the following link <https://myhealth.alberta.ca/Topic/Immunization/Pages/book-appointment.aspx>

**3.10 Emergency Response Plan Review:** Review Action Plan Template #13 –Severe Weather-Tornadoes and Thunderstorms **HSC Recommendations:** No additional recommendations.

**Next Meeting Date: July 4, 2023 @ 9am**

### 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>

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

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

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

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

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



## HEALTH AND SAFETY MEETING MINUTES

July 4, 2023

(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: January 6, 2023:** Staff's car was hit by another vehicle while traveling back from an outing. **Incident Investigation Recommendations:** Review Policy 2.7.3 and 3.5.5. **HSC Recommendations:** No additional recommendations.

**February 3, 2023-** Staff strained their back while pulling out the washing machine to clean behind. **Incident Investigation Recommendations:** Staff will review section C "Back Care" in the Health and Safety manual and staff will complete a participation form. Staff will take Musculoskeletal Injury Prevention. **HSC Recommendations:** No additional recommendations.

**May 15, 2023-** Client became agitated after being told to go to bed. **Incident Investigation Recommendations:** Specific client training provided by the manager, guardian to purchase an air conditioner. **HSC Recommendations:** No additional recommendations.

**Calgary Meeting Minutes:** No investigations reviewed.

**Northwest Meeting Minutes:** No meeting held in June 2023.

**B) Section 3.3 Completed Near Miss Incident Investigations**

**Edmonton Meeting Minutes: December 13, 2022:** Client crossed street while stop sign was activated causing staff to follow them. **Incident Investigation Recommendations:** Update personal profile to include the recent unanticipated behaviour of concern. Update client risk assessment to include new unanticipated behaviour of concern.

**HSC Recommendations:** No additional recommendations.

**December 17, 2022:** Staff heard noises that sounded like footsteps and sniffing in area after office was closed.

**Incident Investigation Recommendations:** Installation of security cameras in ECAT/training rm area. Retraining for ECAT security procedures. **HSC Recommendations:** No additional recommendations.

**January 19, 2023:** Client playing audio too loud causing noise hazard to staff. **Incident Investigation Recommendations:** Update to the Orientation Manual noting the potential hazard of exposure to excessive noise, updates to the site specific HACD, C-Views booking notes updated, program staff to review updated Positive Approaches, and updated Orientation Manual. **HSC Recommendations:** No additional recommendations.

**Calgary Meeting Minutes:** No investigations reviewed.

**Northwest Meeting Minutes:** No meeting held in June 2023.

**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (South): No investigations reviewed.****3.3 Evaluation of completed near miss investigations (South):**  
No investigations reviewed.

**3.5 COR Audit Review:** COR scheduled to begin July 10, 2023.

**3.6 Hazard Assessment and Control document (H.A.C.D.): Reviewed pgs. 106-107 "Mice Infestations". HSC Recommendations:** No additional recommendations. Reviewed pg. 108-109 "Lifting, Moving, Cleaning Furniture, etc". **HSC Recommendations:** **No additional recommendations.** Reviewed pg. 110 "Paperwork (Documentation by Hand)". **HSC Recommendations:** No additional recommendations.

**Edmonton Meeting Minutes:** Reviewed pages 17-18. **HSC Recommendations:** No additional recommendations.

**Calgary Meeting Minutes:** Reviewed pgs. 14-17 in the Office section and Appendix A-2. **HSC Recommendations:** Add biological hazard section to pages 15 and 16. Rephrase terminology in Appendix A-2 (Safe Practices for Handling Behaviour Escalations) such as "use a calm direct tone" instead of "directive" and "Risk Behaviour" instead of "Acting Out."

**3.7 Policy Review:** Reviewed Policy 3.5.11- Emergency Procedures (All Services) & Emergency Preparedness Plans (Residential Programs/Support Homes).

**3.8 COVID 19 Pandemic Response:** Vaccine bookings can be made using the following link <https://www.albertahealthservices.ca/topics/page17295.asp>  
x

**3.10 Emergency Response Plan Review:** Reviewed Action Plan Template #15 –Severe Weather-Earthquakes. **HSC Recommendations:** No additional recommendations.

**Next Meeting Date: August 1, 2023 @ 9:30am**



Creating  
Excellence  
Together

## EXCITING CET ACCREDITATION NEWS!!

### *What is CET?*

**CET Accreditation – Creating Excellence Together – is a way to evaluate our service to ensure we are meeting the very highest standards of care.**

### *What happens in CET Accreditation?*

**CET Accreditation – Creating Excellence Together – is a way to evaluate our service to ensure we are meeting the very highest standards of care.**

**In June, ICE successfully completed the CET Accreditation survey, along with the surveys for Complex Needs and Respite! We are now waiting on the reports.**

**The feedback was really positive .**

## *Good job team!*



### WHAT IS A HEALTH AND SAFETY COMMITTEE?

Though many staff have been informed of the Health and Safety Committee at ICE, the question may still remain. What is a Health and Safety Committee, and what exactly do they do?

As defined in the ICE Health and Safety Committee mandate; " a Health and Safety Committee (HSC) is a group of worker and employer representatives working together to identify and solve health and safety concerns at the work site as well as promote awareness and interest in Health and Safety."

The HSC participates in many distinct aspects of safety for all ICE employees. Some of these items include the following:

- Receipt, consideration and disposition of health and safety concerns and complaints with respect to the health and safety of workers.
- Participate in the review and assessment of the HACD.
- Assist in the development and promotion of programs for health and safety education and information and to provide feedback regarding agency training courses.
- Develop and promote measures that protect the health and safety of persons at the worksite and to evaluate the effectiveness of the measures.
- Participate in investigations of serious health & safety injuries, illnesses, incidents, and near misses.
- Conduct and review agency inspections.
- Review and suggest recommendations for change in regard to ICE policies.

**For more information, see Policy 3.5.3 Health and Safety Committee, or speak to your Health and Safety representative.**



# 2023 Master Hazard Assessment & Control Document

According to OHS Legislation, all workers have the right to be informed of workplace hazards and the means to eliminate or control those hazards. A way to be involved in identifying hazards in your workplace is by being involved in the updates to the site-specific hazard assessment. These updates share information with your coworkers about the hazards in their workspace and how to mitigate them.



Some examples of hazards are:

- Updates to client protocols, medical or behaviours.
- Environmental conditions including icy or damaged walkways.
- Equipment that may be broken.
- Lack of workplace ergonomics



The Hazard Assessment and Control Document is a living document and can be updated by anyone.

**A few ways that you can revise this document are:**

- Participation in monthly team meetings.
- Addressing hazards by updating the site-specific sections of the HACD.
- Speaking with your supervisor or manager about hazards in the workplace.

**Non-Residential staff can review and provide suggestions for this document in the reception area of your closest office, or by calling your supervisor.**

**Residential teams will review and complete the site-specific portion of the HACD. The 2023 Hazard Assessment & Control Document must be completed no later than September 30, 2023.**

**A copy of the HACD can be found in the front section of the Health & Safety Manual. The Health and Safety Manuals are in all residential programs, in every supervisor's office and in the reception area of all ICE offices.**

IN LOVING  
*memory of*



## **GENEVE FAUSAK**

IT IS WITH HEAVY HEARTS THAT WE ANNOUNCE THE PASSING OF OUR FORMER PRESIDENT, GENEVE FAUSAK. GENEVE RECENTLY RETIRED FROM A CHALLENGING YET REWARDING LIFE OF WORK, LEAVING AN INDELIBLE MARK ON HER INDUSTRY AND A LEGACY OF CARE AND SUPPORT. OUR LIVES WILL BE EMPTIER WITHOUT HER SHARP WIT, COMPASSION, AND SENSE OF HUMOR. GENEVE TOUCHED AN INCREDIBLE NUMBER OF LIVES THROUGH ICE, HELPING COUNTLESS PEOPLE WHO HAD BEEN IMPACTED BY DISABILITY. SHE SUCCESSFULLY COMBINED CARING WITH BUSINESS ACUITY, EMPLOYING HUNDREDS IN THIS FIELD.

GENEVE BEGAN WORK AT ICE IN APRIL 1996. SHE STAYED WITH THE COMPANY FOR 27 YEARS, THE LONG TIME CHIEF OPERATING OFFICER AND THEN OWNER/PRESIDENT.

GENEVE WAS INCREDIBLY PROUD OF THE COMPANY AND THE WORK DONE. GENEVE REMAINS THE GOLD STANDARD OF DECISION MAKING AT ICE, AND WE WILL WORK HARD TO ENSURE HER LEGACY ENDURES THERE.

# Prevent the spread of COVID-19

- ✓ **Wash your hands frequently**

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- ✓ **Avoid touching your eyes, nose and mouth**

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- ✓ **Cover your cough using the bend of your elbow or a tissue**

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- ✓ **Avoid crowded places and close contact with anyone that has fever or cough**

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- ✓ **Stay at home if you feel unwell**

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- ✓ **If you have a fever, cough and difficulty breathing, seek medical care early – but call 811 first or use the self-assessment tool**

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- ✓ **Get vaccinated!**

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