

ICE PAGE

Making it Happen! - Supporting Social Inclusion

ON SPOTLIGHT

The Ladies of Avalon

Introducing Leanne, Jennifer and Sarah, the ladies of the Avalon Program. The ladies of Avalon, along with those who support them, recently hosted a lovely High Tea event in their home. Cookies and other delicacies were prepared by the ladies and served with tea and homemade hot chocolate using the finest China! A truly whimsical event that was enjoyed by all!



Leanne, Sarah, Jennifer

Jennifer has been with ICE since 2003. She is a lively, loving soul who uses her wit and humour to make those around her laugh! Jennifer is a very accepting person with a fearless and adventurous attitude. She loves trying new and exciting things. She enjoys going to church, swimming, creating art, and playing cards and board games. Anyone who is lucky enough to meet Jennifer, has made a forever friend.

Leeanne is Avalon's matriarch, and has been in service with ICE since 1999. Leanne is concerned for the well being of others and she watches over everyone in the Avalon home. She has a great sense of humour. She is gentle and loving, and her smile warms your heart. Leanne lives a very active life, she loves going to church, swimming, walking, having picnics, playing games, watching movies, reading, writing and listening to music with her roommates and staff. Leanne has a unique sense of fashion, and she loves dressing up and fixing her hair.

Sarah is a vivacious and affectionate young lady who genuinely cares for everyone around her. Sarah is the newest addition to the Avalon home, and she is currently teaching her staff some basic sign language. Sarah has a passion for food and cooking and baking are her favorite hobbies. She also loves shopping and has a flare for fashion, noticing everyone and what they are wearing, and she is always the first to compliment! Sarah loves people, going to church, swimming, visiting her family, and walking with her roommates and staff. She is very helpful in everything she does and a true joy to be around.

The staff at Avalon state that all three ladies are a blessing to be with and they learn so much from them. There is a sense of mutual respect and genuine care in the Avalon home and the staff love working with the ladies of Avalon immensely.

Marnie W.

Marnie W. has been with ICE since 2001 and began supporting Jennifer, Leanne and Sarah this past year. Marnie is a bubbly, outgoing individual with a myriad of wonderful ideas to keep the ladies of Avalon happy and entertained. She has a genuine passion for the disability industry and has worked tirelessly to ensure that those she serves are living their best possible lives!

Marnie was the mastermind behind the High Tea event held in June. The ladies decorated the home, putting up lacy curtains and flowers everywhere that Marnie collected throughout the years, and they served a wonderful array of food to the guests. Not only was the home decorated beautifully, but Marnie ensured that Jennifer, Leanne and Sarah were dressed to the nine's and wore either a fancy hat or a fascinator.

Jennifer, Leanne and Sarah benefit greatly from their Team Coordinator's happy personality and her dedication to them. Her presence has helped create a harmonious, happy environment for the three ladies and the staff who support them. Thank you for being such an amazing person, Marnie!



ECAT Employee & Client Assistance Team
403-634-8805

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

What's inside this issue:

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HEALTH & SAFETY MEETING MINUTES PAGE 6-7

Time Sheet Hand-In

AUGUST 15, 2024 FOR ALL SHIFTS

WORKED AUGUST 1-15

AUGUST 28, 2024 FOR ALL SHIFTS WORKED AUGUST 16-31

SEPTEMBER 13, 2024 FOR ALL SHIFTS WORKED SEPTEMBER 1-15

SEPTEMBER 30 FOR ALL SHIFTS WORKED SEPTEMBER 16-30

HEALTH AND SAFETY MEETING

August 6th/ September 3rd at 9:00AM.
RPAC MEETING
August 7th/ September 4th at 3:00PM

ICE WILL BE CLOSED ON AUGUST 5, 2024 FOR THE CIVIC DAY LONG WEEKEND



Please direct all calls to the Employee Client Assistance Team for that day.
403-634-8805

POLICY REVIEW

3.5.1 HEALTH & SAFETY

The agency is committed to a Health and Safety Management System that protects its employees, clients, contractors, and the general public including their physical, psychological, and social well-being.

PERSONNEL AT ALL LEVELS OF THE COMPANY INCLUDING MANAGERS, SUPERVISORS, FRONT LINE EMPLOYEES AND SUPPORT HOME OPERATORS ARE RESPONSIBLE AND ACCOUNTABLE FOR HEALTH AND SAFETY WITHIN I.C.E. THE SUCCESS OF THIS PROGRAM REQUIRES ACTIVE PARTICIPATION BY EACH PERSON, EVERY DAY.

Management will demonstrate leadership in health and safety, develop health and safety policies and procedures, implement health and safety systems (hazard assessment and control, incident investigation, workplace inspections) and provide training, equipment and adequate resources for health and safety.

Supervisors will communicate expectations to employees, identify training needs and arrange/ provide training. They will provide on the job orientations, training, supervision and enforce compliance with I.C.E. policies and procedures.

Employees and support home operators will complete required training and follow I.C.E. policies and procedures; assess hazards; use designated safety controls and work in a healthy and safe manner.

Visitors and Contractors will conduct themselves in a responsible manner that maintains their own and other's health and safety and will follow I.C.E. policies and procedures while on I.C.E. work sites. (For additional information on Roles and responsibilities refer to 3.5. 2 Worker Right to Refuse Dangerous Work and Assignment of Responsibilities).

I.C.E. EMPLOYEES AT ALL LEVELS AS WELL AS SUPPORT HOME OPERATORS ARE REQUIRED TO BE FAMILIAR WITH THE REQUIREMENTS OF ALBERTA HEALTH AND SAFETY LEGISLATION (INCLUDING OCCUPATIONAL HEALTH AND SAFETY AND WORKERS COMPENSATION LEGISLATION) AS IT RELATES TO THEIR WORK.

I.C.E. believes that a healthy and injury free workplace is important and achievable with active cooperation by all involved parties.

*Note that this policy is signed by Brandy Thompson, President of ICE

GOALS:

- To provide effective leadership, management, and supervision of I.C.E. operations that communicates and reinforces healthy and safe practices and behaviours.
- To actively promote employee participation in health and safety at all levels of the organization.
- To ensure that ICE employees/ support home operators (SHO) are adequately qualified, suitably trained, and have sufficient experience to perform their work in a safe and effective manner.
- To achieve and maintain effective systems for:
 - 1) Identification of hazards and implementation of safety controls;
 - 2) Workplace inspections and quality assurance;
 - 3) Incident reporting, investigation, correction, and effective injury mitigation/ management.

AUGUST TRAINING**Pre-Employment Training**

August 6, 7, 13, 14, 20, 21, 27, 28

Food Safety Training

August 2, 2024 (9:30AM-11:30AM)

Promoting Safety Training

August 7, 2024 (1:30PM-4:30PM)

ADHD Training

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

Communications Training/Building Trust

August 12, 2024 (1:30PM- 3:30PM)

Promoting Safety Training

August 12, 2024 (1:30PM-4:30PM)

Dementia Training

August 13, 2024 (10:00AM-11:00AM)

Supervisory Skills Training

August 14, 2024 (9:30AM-12:00PM)

Down's Syndrome Training

August 14, 2024 (10:00AM- 11:00AM)

Individual Service Planning Training

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

**Autism/Pervasive Developmental Disorder
(non-specific) Training**

August 23, 2024 (9:30AM-11:30AM)

Due Diligence for Supervisors & Managers Training

August 23, 2024 (1:00PM-5:00PM)

Communications Training/Emotional Intelligence

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

Tourette's Syndrome Training

August 27, 2024 (10:00AM- 12:00PM)

Trauma Informed Care Training

August 27, 2024 (1:00PM- 3:30PM)

PTSD Training

August 28, 2024 (2:30PM- 4:00PM)

Manual Materials Handling

August 30, 2024 (9:30am-12:30PM)

SEPTEMBER TRAINING**Pre-Employment Training**

September 3, 4, 10, 11, 17, 18, 24, 25

ADD/ADHD Training

September 5, 2024 (1:30PM-3:00PM)

HACD Training

September 9, 2024 (1:00PM-5:00PM)

Diabetes Training

September 10, 2024 (10AM-12PM)

**Workplace Bullying and Harassment for
Supervisors**

September 10, 2024 (1:30PM- 3:30PM)

Down's Syndrome Training

September 11, 2024 (9:30AM- 12:00PM)

Parkinson's Disease Training

September 11, 2024 (1:00PM-3:30PM)

Harm Reduction Training

September 12, 2024 (1:30PM- 4:00PM)

PBI Training

September 12, 2024 (10AM- 1:00PM)

**Communications Training- Civility &
Respect/Resolving Conflict**

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

COPD/Asthma Training

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

Schizophrenia Training

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

Client Lifts & Transfers Training

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

Abuse Prevention Training

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

Workplace Inspections Training

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

Anxiety Training

September 2, 2024 (9:30AM- 11:30AM)

SEPTEMBER TRAINING (CONTINUED)**Healthy Eating Training**

September 23, 2024 (10:00AM-12:00PM)

Epilepsy Training

September 23, 2024 (9AM-12PM)

Cultural Appreciation/Blackfoot Training

September 24, 2024 (1:00PM- 5:00PM)

Scam Awareness & Prevention for Clients Training

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

Incident Investigations Training

September 27, 2024 (9:30AM- 12:30PM)

**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.

**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

CERTIFICATE OF RECOGNITION (COR)

A Certificate of Recognition (COR) is awarded to employers who have developed a health and safety program that meets standards established by the Alberta Government and an accredited certifying partner. ICE'S certifying partner is the Continuing Care Safety Association (CCSA), and we are required to complete an audit of ICE's health and safety program each year to maintain our COR.

ICE has a strong focus on ensuring and promoting the health and safety of employees, clients, contractors, and all other parties who are involved in the work we do. Our goal is to accomplish many things through our COR program participation including but not limited to:

- Minimizing workplace injuries
- Meeting or exceeding legislative compliance
- Improving health and safety culture and participation

The audit process includes a review of documentation, interviews and observation tours. It is through the audit process by which ICE learns more about how our health & safety program is functioning including what our strengths are and where we can improve.

Once ICE receives the final copy of the audit report, it is reviewed, and an action plan is developed. The action plan allows ICE to address suggestions for improvement including areas for continuous improvement.

The results of the COR Audit can be found in any ICE Health & Safety Manual. These manuals are available at all residential and office sites. The COR Audit results are located in Part One – Section 6 under the heading “Certificate of Recognition (C.O.R) Audit”

ICE promotes continuous quality improvement within our health and safety program by encouraging engagement from all levels of employees, from frontline staff to the president.

Everyone's health and safety is of the utmost importance; we are all responsible for working in a healthy and safe manner.

THANK YOU CARD WINNERS

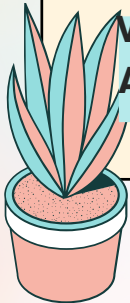


REMINDER!

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.**



Learine N.

Learine went above and beyond to support a non-residential client over the last several months as the client was preparing to move. Thank you Learine for your endless efforts and hard work!



Nrip R.

Nrip informed the supervisor regarding water temperature fluctuations in a residential program ensuring that the safety of the individuals was addressed in a timely and effective manner. Thanks Nrip!

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!



REFERRAL INCENTIVE WINNERS

- COLLINS K.**
- PADMA R.**
- EMMANUEL A.**
- ELFIS K.**
- BENJAMIN O.**
- SEMIU H.**
- HARKA G.**



HEALTH AND SAFETY MEETING MINUTES

June 4, 2024

(MINUTES EDITED FOR PUBLICATION)

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

Zero investigations reviewed by the Calgary Health and Safety Committee (HSC).

Near Miss Investigations: Zero near miss investigations reviewed by the Calgary HSC.

HSC Recommendations: None.

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

Three investigations reviewed by the Edmonton HSC. **Incidents included:** Staff member had a sliver imbed in their finger, slips on stairs and client struck staff on the head.

HSC Additional Recommendations: Employee medical emergency added to policy 3.5.11, ERP#22 Medical Emergencies added to Health and Safety Binder Part 1 in the 2024 manual updates.

Near Miss Investigations: There were two near miss investigations reviewed by the committee. **Incidents included:** A community member walked into a client's apartment, and staff slipped on a staircase.

HSC Recommendations: None.

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

There were zero investigations reviewed by the South Health and Safety Committee. **HSC Recommendations:** None.

Near Miss Investigations: There were zero near miss investigation reviewed by the South Health and Safety Committee.

HSC Recommendations: None.

COR Audit/Action Plan

Reviewed: Element 8 – Emergency Response 8.05, 8.06 and 8.07

Discussion: A residential program in South had experienced a client request to conduct a fire drill during the day this month; this was noted on the follow up of the fire drill completed – the next day the Team Lead completed an additional fire drill as recommended.

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

Reviewed: Pg 14 Opening, Sorting, and Routing Mail, Pg 15 Making Coffee – Large Machine – Reception / Upstairs Common Coffee Areas, Pg 16 Ascending / Descending Stairs.

Committee Recommendations: None

Suggestions for upcoming yearly HACD review: 2024 Formal review of the Hazard Assessment and Control Document is to be completed this month. All suggestions should be forwarded to Health and Safety.

Policy

Reviewed: 4 3.5.1 Health & Safety and Policy 3.5.2 Worker Right to Refuse Dangerous Work and Assignment of Health and Safety Responsibilities

Discussion: Reviewed importance of these policies and knowledge of what responsibilities each position holds when it comes to Health and Safety.

Emergency Response Plans

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

Emergency Response Plan Reviewed: #2 Workplace Violence, Harassment and Bullying (WVHB) by a Work Contact (i.e. guardian, client family member, employee co-worker) or Community Member

Discussion: Discussion occurred about the importance of listing the name and number of the Emergency Response Plan reviewed as there are Plans with similar names; to ensure appropriate drill is being completed, staff to name and number the drill to avoid confusion.

Number of drills reviewed: Two

Additional Committee Recommendations: None.

Next Meeting Date: July 2 2024

HEALTH AND SAFETY MEETING MINUTES

July 2, 2024

(MINUTES EDITED FOR PUBLICATION)

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

Zero investigations reviewed by the Calgary Health and Safety Committee (HSC).

Near Miss Investigations: Zero near miss investigations reviewed by the Calgary HSC.

HSC Recommendations: None.

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

Six investigations reviewed by the Edmonton HSC. **Incidents included:** Client behaviour including striking a staff member, slips from icy and snowy walkways, motor vehicle accidents including staff members being rear ended and community members making a left-hand turn in front of the staff members vehicle and a staff member being found unresponsive.

HSC Additional Recommendations: Employee medical emergency added to policy 3.5.11, ERP#22 Medical Emergencies added to Health and Safety Binder Part 1 in the 2024 manual updates.

Near Miss Investigations: There were two near miss investigations reviewed by the committee. **Incidents included:** Smoke detector missing from program and staff bumping their head on a chandelier when standing up from sitting at a table.

HSC Recommendations: None.

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

There was one investigations reviewed by the South Health and Safety Committee. **Incidents Included:** Staff reported soreness in their hands from pushing a wheelchair.

HSC Recommendations: None.

HEALTH AND SAFETY MEETING MINUTES- Continued

July 2, 2024

(MINUTES EDITED FOR PUBLICATION)

Near Miss Investigations: There were zero near miss investigation reviewed by the South Health and Safety Committee.

HSC Recommendations: None.

COR Audit/Action Plan

Reviewed: Element 9 – Incident Investigation- 9.02, 9.04 and 9.09

Discussion: Reviewed strengths noted in 9.02, 9.04 and 9.09 as well as Suggestions for Improvement (SFI) from 9.04.

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

Reviewed: Pg 17 Opening office/ first to arrive to worksite, Pg 18 Termination / Hiring, Pg 19 Portable Heater Use.

Committee Recommendations: None

Suggestions for upcoming yearly HACD review: 2024 HACD annual revisions have been distributed and are scheduled to be completed by September 30, 2024.

Policy

Reviewed:Policy 3.5.6- Investigations of Internal Injury Incidents/Near Misses

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

Number of drills reviewed: One.

Emergency Response Plan Reviewed: #15- Severe Weather- Earthquakes

Recommendations: None

Give us a



and a follow on Facebook!



Next Meeting Date: August 6, 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.

WHAT IS A HAZARD?

A hazard is defined as a source of or exposure to danger.

According to Alberta Occupational Health and Safety Legislation, all workers have the right to be informed of workplace hazards and the means to eliminate or control those hazards.

Per ICE Policy 3.5.9
Eliminating/Mitigating/Controlling Work Site Hazards, employees are responsible for being aware of potential worksite hazards and how they may impact the overall health and safety of themselves and that of other employees and clients.

Employees are responsible to report and follow through in correcting, eliminating or controlling these hazards with assistance from their supervisor and communicating this process in the hazard section of the staff communication logbook. To reduce the chance of an incident occurring, the policy also includes items that can be considered a hazard.

SOME EXAMPLES OF WORKPLACE HAZARDS ARE:

- An object that could fall from a height.
- A wet floor leading to a slip or fall.
- A chemical that has spilt.

PER POLICY 3.5.9:

- To reduce the risk of fire there are to be no lit candles, lit fires in fireplaces and no lit fire pits in the yard in any residential program.
- There are to be no stick pins in common areas in any residential program. These may be used in the staff office and only if this is a contained room and able to be locked.
- In residential programs: For clients who choose to have a Christmas tree they will be required to purchase an artificial one. Artificial trees will also be required in any office setting.

Another location to find hazard identification is the Master Hazard Assessment and Control Document. This document includes all tasks that an employee may be required to perform. Each task lists the hazards that may occur during its completion and what controls have been put in place to reduce the risk of that hazard. This document can be found in the Health and Safety Manual part 1 Section 1 Hazard Assessment and Control Document.

If you have questions on hazards or hazard identification, contact a Supervisor or a Health and Safety Committee Member.

Behavioural **Supports** CORNER

Have you given any thought to why things go so well at the start of a relationship (personal and business)?

When you meet someone new, you are curious and attentive; you reserve judgment. Without knowing what you are doing, you are probably engaging in the art of **active listening**, which makes the person being listened to feel valued and understood. Why not try practicing this art more often? Engage in active listening with your child, your spouse, your colleague, and your client.

What is Active Listening?

Listening in a way the person feels focused on and understood.

Attending: Patiently focusing on the person while listening

Reflecting: Restating, in snippets throughout the conversation, what the person has just said.

Paraphrasing: Restating a summary of what you have heard the person say when they have finished telling you something.

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