

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:

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Time Sheet Hand-In

JUNE 15TH 2022 FOR ALL SHIFTS WORKED BETWEEN JUNE 1ST AND JUNE 15TH.

JUNE 30TH 2022 FOR ALL SHIFTS WORKED BETWEEN JUNE 16TH AND JUNE 30TH.

UPCOMING

HEALTH AND SAFETY MEETING
June 7th/July 5th, 2022 at 9:00 AM.

RPAC MEETING
June 1st/July 6th, 2022 at 2:00 PM.

UNIT MEETING
June 15th/July 20th, 2022 at 2:00PM

ON SPOTLIGHT

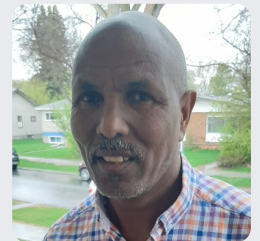
DALE D

Dale knows what it means to bring people together, grow his social inclusion, and build a strong community. We are happy to spotlight the amazing community work Dale has been involved in this past year. Dale has been with ICE since January 2001, and from the beginning Dale has been conversive and sociable. He is a great communicator and loves to have conversation with many people. Dale enjoys the company of others and is always willing to lend a hand. Dale helps build a better community by helping his neighbors keep things "beautiful". Dale assists with snow removal, mowing the grass and preparing gardens. Dale's staff support him in the community and Dale prides himself on his independence. Dale always enjoys the company of staff when he's working to beautify the neighborhood. He has many interests, but his primary interest is that he loves to help people. Dale has become friends with his neighbors and everyone in his community knows him. When he is out in the neighborhood, it is not uncommon to see people waving, stopping to chat, or offering Dale a smile, and Dale is quick to give it right back to them. Dale also loves to draw, color and paint. He will often gift his artwork and painting to his friends! He takes pride in his work, and he is a very thoughtful person that will make most who cross his path smile.



SOLOMON A

Solomon Alawi has been working with Dale since September 2020. He supports Dale all week and has shown great interest and ability supporting Dale and his roommate. Solomon takes Dale on DAT's, to the malls, for volunteer work, to church, and to places of Dale's interest. Solomon also supports Dale when he attends the Nina Haggerty Art Gallery program two to three times a week. Recently, he introduced Dale to a new Day Program at Prosper Place. A special thank you goes out to Dale's support staff, as they remain dedicated, crucial, prominent companion for Dale, and their hard work is appreciated.



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, 2022, CANADA DAY



Please direct all calls to the Employee Client Assistance Team for that day. 403.634.8805

ICE THANK YOU CARD INCENTIVE WINNERS



Akol Akol responded very quickly to a client emergency medical situation and supported the individual with his needs for the duration of his condition. Your efforts are very much appreciated! Congratulations!



Leanne Higa maintained her professionalism, and great work ethic, in a difficult situation. The whole residential team banded together! Leanne brought concerns to the attention of her supervisor efficiently and effectively. Thank you for being an amazing team member!

POLICY REVIEW

3.5.10 HAZARD ASSESSMENT AND CONTROL DOCUMENT

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

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.

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 the site-specific document. 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.

In 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.

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.

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.

JUNE/JULY VIRTUAL TRAININGS

Pre-Employment Training

June 1,7,8,14,15,21,22,28,29, 2022 (9:00AM to 4:00PM)

PTSD Training

June 3, 2022 (9:30PM to 11:30PM)

Substance Abuse Training

June 3, 2022 (1:30PM to 3:30PM)

Communication Training - Civility and Respect/Conflict Resolution

June 6, 2022 (10:00PM to 12:00PM)

Somatization Training

June 6, 2022 (1:00AM to 2:30PM)

HACD Training

June 7, 2022 (1:00PM to 5:00PM)

ADHD Training

June 9, 2022 (1:30PM to 3:30PM)

Depression Training

June 13, 2022 (1:00PM to 3:00PM)

Abuse Prevention Training

June 14, 2022 (10:00AM to 12:00PM)

Hypertension Training

June 15, 2022 (10:00AM to 11:30AM)

Communications Training: Supporting Task Improvement Training

June 15, 2022 (1:30PM to 2:30PM)

Autism/Pervasive Developmental Disorder - Non Specific Training

June 20, 2022 (10:00AM to 12:00AM)

Promoting Safety Training

June 20, 2022 (1:30AM to 4:30PM)

Lifts and Transfers Training - PowerPoint

June 21, 2022 (9:30AM to 12:00AM)

Epilepsy Training

June 21, 2022 (1:00PM to 3:00PM)

Diabetes Training

June 22, 2022 (10:00AM to 12:00PM)

Communications Training - Psychologically Safe Interactions

June 22, 2022 (10:30PM to 12:00PM)

Communications Training - Building Trust

June 22, 2022 (1:00PM to 3:00PM)

Abuse Prevention Training

June 22, 2022 (1:30PM to 3:30PM)

Due Diligence for Supervisors and Managers Training

June 24, 2022 (9:30AM to 12:00PM)

Schizophrenia Training

June 27, 2022 (10:30AM to 11:30AM)

Asthma Training

June 27, 2022 (1:00AM to 2:00AM)

PBI Training

June 28, 2022 (10:00AM to 12:00PM)

Musculoskeletal Injury Prevention - Manual Materials Handling

June 28, 2022 (1:00PM to 4:00PM)

Brain Injury Training

June 29, 2022 (10:00AM to 12:00PM)

Communications Training - Emotional Intelligence

June 29, 2022 (1:00PM to 3:00PM)

OCD/Hoarding Training

June 30, 2022 (1:30PM to 3:30PM)

Pre-Employment Training

July 5,6,12,13,19,20,26,27, 2022 (9:00AM to 4:00PM)

Abuse Prevention Training

July 12, 2022 (10:00AM to 12:00PM)

Communication Training - Civility and Respect/Conflict Resolution

July 12, 2022 (1:00PM to 3:00PM)

PBI Training

July 13, 2022 (10:00AM to 12:00PM)

Substance Abuse Training

July 14, 2022 (1:30PM to 3:30PM)

FASD/ODD Training

July 15, 2022 (9:30AM to 11:30AM)

Incident Investigations Training

July 15, 2022 (1:00PM to 5:00PM)

Scam Awareness and Prevention for Clients Training

July 19, 2022 (1:30PM to 3:30PM)

Trauma Informed Care Training

July 21, 2022 (1:30PM to 3:30PM)

Workplace Inspections Training

July 22, 2022 (9:00AM to 4:00PM)

Healthy Eating/Diabetes Training

July 22, 2022 (9:30AM to 11:30AM)

Autism/Pervasive Development Disorder Training

July 25, 2022 (1:30PM to 3:30PM)

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!



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.

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.

**HEALTH AND SAFETY MEETING MINUTES
APRIL 5, 2022
(MINUTES EDITED FOR PUBLICATIONS)**

3.1 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Completed Incident Investigations for Injury, Health and Property Damage

Edmonton – March 9, 2022- Meeting Minutes:
August 23, 2021

Staff swerved vehicle to avoid hitting a pedestrian and struck another vehicle. **Incident Investigation Recommendations:** Staff to review Policy 2.4.5 Use of Staff Vehicles and Policy 3.1.6 Mandatory Auto Insurance Coverage. **Health and Safety Committee Recommendations:** No additional recommendations.

September 6, 2021

Staff strained back while moving client's new bed. **Incident Investigation Recommendations:** Manager to speak with staff about choosing not to lift heavy items without assistance. **Health and Safety Committee Recommendations:** No additional recommendations.

November 20, 2021 – Client Behavior – Client completed his dialysis appointment as scheduled. Client then began showing verbal aggression towards the dialysis staff and towards staff. Client took a pair of medical clamps and boarded DATS. Client began waving the clamps in his hand, taunting another DATS passenger. Redirection failed. The DATS driver assisted the other passenger to exit the bus and called the police and the client gave the clamps back. **Incident Investigation Recommendations:** Team Coordinator to review PBI strategies, and client's PPP with staff. Manager to follow up with DATS access pending DATS investigation. **Health & Safety Committee Recommendations:** No additional recommendations.

January 4, 2022

Staff was travelling and stopped at a red light. While waiting for the light to turn green, a minivan was unable to stop, hitting the staff's right back bumper. Both parties moved to a side road and exchanged information. There were no physical injuries from the accident. **Incident Investigation Recommendations:** Staff to review the Winter Driving section in the Health & Safety Manual. **Health and Safety Committee Recommendations:** No additional recommendations.

January 14, 2022

Staff parked her car and was walking across the parking lot when she slipped on ice. **Incident Investigation Recommendations:** Staff will review Section 1 in the Health & Safety Manual re: Winter Safety. **Health and Safety Committee Recommendations:** Edmonton committee suggested a review of the 'walking like a penguin' posting.

Calgary – March 2, 2022- Meeting Minutes:

No completed incidents investigations to review.

Northwest – March 10, 2022- Meeting Minutes:

February 8, 2022

Staff arrived on shift and when walking into the program to retrieve the salt slipped on the icy sidewalk. **Incident Investigation Recommendations:** Staff reminded to salt the sidewalks regularly, and that the staff on shift should be completing it rather than the oncoming staff. HACD section on snow shoveling was reviewed with all staff. **Health and Safety Committee Recommendations:** No additional recommendations.

3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 Completed Near Miss Investigations

Edmonton – March 9, 2022- Meeting Minutes:

No completed near miss investigations for review.

Calgary – March 2, 2022- Meeting Minutes:

October 14, 2021

Staff was at a four way stop with two passengers. Staff waited for their turn to turn left. When staff proceeded into the intersection, they realized that a truck was in their lane and came close to hitting staff's vehicle. Staff pulled over into a truck stop to ensure everyone was okay and to debrief. **Incident Investigation Recommendations:** Mission Possible Training; however, the staff resigned from ICE. Reviewed orientation practices with supervisors. **Health and Safety Committee Recommendations:** No additional recommendations.

December 2, 2021

Staff noticed the oven burner was left on within 15 minutes of their shift. Staff turned off the burner and monitored it for a few minutes to ensure that it had adequately cooled off. **Incident Investigation Recommendations:** Review HACD- use of electric stove & Appendix A safety for cooking. **Health and Safety Committee Recommendations:** No additional recommendations.

Northwest – March 10, 2022- Meeting Minutes:

January 22, 2022

Staff went downstairs to the staff office and noticed that the carpet was wet. Upon looking for the source it was discovered that the window well had a large amount of water and it was coming through the window. Staff immediately notified the landlord and ECAT.

Incident Investigation Recommendations: All house staff directed to review HACD section on Snow Removal and EAP#9 Flooding Single Household. **Health and Safety Committee Recommendations:** No additional recommendations.

3.2 Evaluation of Completed Internal Incident Investigations

January 16, 2022

Staff tested positive for COVID-19. **Incident Investigation Recommendations:** Retrain staff on COVID-19 protocols, appropriate use of provided PPE and review WCB reporting procedures. **Health and Safety Committee Recommendations:** No additional recommendations.

February 16, 2022

Client became verbally and physically aggressive. Police were contacted. PRN was administered. Client calmed down for the police to speak with him. Alternate guardian came and took the client home for the week. **Incident Investigation Recommendations:** Case conference with all stakeholders to determine appropriate supports at this time. Review PRN protocol, PRP and CI reporting procedures with SHO. **Health and Safety Committee Recommendations:** No additional recommendations.

3.3 Evaluation of Completed Near Miss Investigations

No completed near miss investigations for review.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns: No inspections held in March as a result of concerns brought forward.

3.4 B) Inspections completed: March 2022: Monthly Safety Inspection Checklists Completed: 7 Random Inspections Completed: 1- Meadow Lane (March 16, 2022) with 2 participants.

3.5 COR Audit Review- Reviewed Section 8 (8.02) and Section 9 (9.11) from 2021-2022 Report Recommendations presented at SWOT.

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

South Committee Reviewed: ICE South has been assigned review of the General Section (Pages 39-76) for the upcoming 2021-2022 meetings.

Reviewed pgs. 60-61 'Seasonal Yardwork'

Recommendations include: Recommended to add 'ticks' to exposure to environmental pests in the physical hazards section. Recommended to add chemical hazard section: Exposure to gasoline; EF-1, PC-4, HP-1, T-6, PR-2.

Reviewed pgs. 62-63- 'Seasonal Events'

Recommendations include: No additional recommendations.

3.7 Policy review

Reviewed updated policy changes for policies: 3.5.2, 3.5.3, 3.5.5, 3.5.6, 3.5.11 and 3.6.4 to reflect the changes made to the Alberta OHS Act, Regulations and Code (December 1, 2021).

3.8 Covid-19 Pandemic Response

- Continuous masking in all ICE programs is still in effect. Please ensure you are following the most updated COVID-19 Protocols. It is important to remember and to continue to practice all guidelines set out by AHS. Please visit <https://www.alberta.ca> for the most updated information in your area.
- Updated Office Safety Protocol was reviewed and distributed March 3, 2022.

3.9 Emergency Response Plan Review: Reviewed #7- Security Risks-Fraud, Theft and Vandalism. **Recommendations include:** Recommended for staff to register for the upcoming scam prevention for client's training that is being offered on April 28, 2022.

4.0 Other Business

4.1 Health and Safety Committee Training Updates: All committee members are up-to-date on training requirements. New Team Leader completed Workplace Inspections on March 25, 2022 and will be registering for all other applicable training.

4.2 Reminder to check personal and Residential First Aid kits and note any items that may be close to expiring to ensure that they are replaced. All residential infection control kits were brought back to the office for safe disposal and new kits were distributed to residential programs with a newly implemented expiry date: September 16, 2023.

4.3 Discussed that the final draft of the updated 2022 H&S Committee 'Terms of Reference' has now been sent to the President/COO and Manager of Operations for approval. If approved before the next meeting the committee will review again at that time, and if approved, then signatures will be obtained.

NEXT MEETING DATE: May 3, 2022 at 9am

**HEALTH AND SAFETY MEETING MINUTES
MAY 3, 2022
(MINUTES EDITED FOR PUBLICATIONS)**

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2. Completed Incident Investigations for Injury, Health and Property Damage 3.5 COR Audit Review- SWOT meeting is scheduled for June 7, 2022

Edmonton - April 13, 2022- Meeting Minutes:
January 8, 2022

While staff was attempting to use hand sanitizer, it sprayed into his eye. **Incident Investigation Recommendations:** Staff reviewed K1 (WHIMIS overview) section in the Health & Safety Binder. Staff reviewed SDS sheet for hand sanitizer. Location of hand sanitizer moved from the top of the filing cabinet to the kitchen counter. **Health and Safety Committee Recommendations:** No additional recommendations.

Calgary - April 6, 2022- Meeting Minutes: No completed incidents investigations to review.

Northwest - April 2022- Meeting Minutes: No meeting minutes available; committee unable to meet this month.

3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 Completed Near Miss Investigations

Edmonton - April 13, 2022- Meeting Minutes: No completed near miss investigations for review.

Calgary - April 6, 2022- Meeting Minutes: No completed near miss investigations for review.

Northwest - April 2022- Meeting Minutes: No meeting minutes available; committee unable to meet this month.

3.2 Evaluation of Completed Internal Incident Investigations: No completed incidents investigations to review.

3.3 Evaluation of Completed Near Miss Investigations: No completed near miss investigations for review.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns:
April 7, 2022

Staff reported evidence of bed bugs at the client residence, landlord and exterminator contacted. Exterminator completed treatment and will be recontacted after 30 days if issue not resolved. **Health and Safety Committee Recommendations:** No additional recommendations.

April 13, 2022

Staff reported evidence of a potential mice infestation at the client residence. Landlord was contacted and set-up traps. Continued follow-up and professional exterminator to be contacted if issue is not resolved.

Health and Safety Committee Recommendations: No additional recommendations.

3.4 B) Inspections completed:

April 2022: Monthly Safety Inspection Checklists Completed: 7
Random Inspections Completed: 1- NoFo (April 1, 2022) with 2 participants.

EQA: 1- NoFo (April 28, 2022) with 3 participants

3.6 Hazard Assessment and Control document (H.A.C.D.)
Review section (and provide recommendation(s) for changes if needed)

South Committee Reviewed: ICE South has been assigned review of the General Section (Pages 39-76) for the upcoming 2021-2022 meetings.

Reviewed pgs. 64-65 'Snow Shoveling'

Recommendations include: Recommended to add 'Ice Melter' as an engineering control, a chemical hazards section for exposure to ice melter and the SDS information from Section K.11 in the H&S manual (Part 2) as an available resource.

Reviewed pgs. 66-67- 'Medication Administration (Oral, Spray, Ointment)': **Recommendations include:** Add exposure to bacteria, viruses (COVID 19) in biological hazard and to include usage of N95/KN95 masks, face shields to PPE for administering spray medications.

3.7 Policy review: Reviewed updated policy changes for policy 2.1.7- Termination of Service from March 31, 2022.

3.8 Covid-19 Pandemic Response: Continuous masking in all ICE programs is still in effect. Please ensure you are following the most updated COVID-19 Protocols. It is important to remember and to continue to practice all guidelines set out by AHS. Please visit <https://www.alberta.ca> for the most updated information in your area.

3.9 Emergency Response Plan Review: Reviewed #20-Operational Disruptions-Utilities Interruptions (Power, Water and Heat). Recommendations include: N/A - no additional recommendations.

4.0 Other Business

4.1 Health and Safety Committee Training Updates: All committee members are up-to-date on training requirements. New Team Leaders have been registered for all applicable upcoming training. HAC training being offered May 3. Incident Investigations training on May 5 and Workplace Inspections on May 20. Newly implemented communications training has begun and additional dates listed for May 2022 and can be found on the Provincial Training Calendar.

4.2 Programs reminded that residential and SH EQA's will be scheduled throughout May/June 2022. Basement window drills will also be completed in May 2022.

4.3 Reviewed the updated 2022 H&S Committee 'Terms of Reference' and acquired signatures from all members.

4.4 Reviewed 'Distracted Driver Awareness' information from the April 2022 Newsletter.

4.5 Discussed proposal to change September's meeting date from September 6, 2022 at 9am to September 13, 2022 at 9am. Committee agreed to reschedule the meeting to September 13, 2022 at 9am.

NEXT MEETING DATE: June 7, 2022 at 9am

HEALTH AND SAFETY REVIEW

Do you know what a Near Miss is?

A near-miss is a potential hazard or incident in which no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred.

Reporting a Near Miss can ensure that future incidents and injuries are avoided. Below are two examples of a near miss and the reason why they would be reported as such:

Example #1 - An employee trips over an extension cord in the hallway. The employee manages to regain their balance before falling and does not sustain any injuries. This event constitutes a near miss because injuries could have occurred, ranging from a bruise to a broken bone. The extension cord creates an unsafe condition in the workplace.

Example #2 - To reach items on the highest shelf in the office storage room several employees choose to stand on lower shelves instead of using a ladder. Employees occasionally slip, but none have been injured. This event constitutes a near miss because serious injuries could have been sustained by the employees. Additionally, this act could have potentially caused damage to property (i.e. the storage room shelving unit).

For every near miss that is not investigated or reported, it's more likely there will be an accident.



WHAT ARE THE CORE SYMPTOMS OF COVID-19?

If you are over the age of 18 and have any of the following core symptoms, not related to a pre-existing illness or health condition, you are legally required to isolate. Stay home and away from other people until your symptoms get better.

CORE SYMPTOMS:

- new onset of cough or worsening chronic cough
- fever
- new or worsening shortness of breath or difficulty breathing
- runny nose
- sore throat
- loss of sense of smell or taste

WHO'S AT RISK:

- OLDER PEOPLE
- People with underlying medical problems like high blood pressure, heart problems, diabetes, asthma.

WHAT TO DO:

When you experience symptoms, use the self assessment tool for healthcare workers:
<https://myhealth.alberta.ca/journey/covid-19/Pages/HWAssessLanding.aspx>