

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.

ON SPOTLIGHT

JONATHAN K.

Jonathan has been with ICE South since 2003, making him one of ICE South's first clients! Jon is a kind man with a great eye for creativity. He is very active in his community and takes art classes, attends events, and participates in his community with staff support. Jon added his creative and artistic input into the new Lethbridge train and Oki signs which are now displayed around the city.



Jon attends art classes at CASA in Lethbridge on a consistent basis; clay art is his favorite art form to work with. He produces amazing clay pieces quickly and with incredible detail. He's made many art pieces for his friends, family, for himself and to donate to the office over the years. Much of his art is displayed proudly in his home. His staff is still amazed every time he knocks out a new project. Jon lives independently but has his family very close by for natural supports. Jon is very close with his family and takes part in lots of family vacations, and gatherings with his sibling and parents. They enjoy taking holidays together – last year was a trip to Florida and this year they're going to Seattle!

Jon also dedicates time to volunteer in his community with staff support– he volunteers at the Interfaith Food Bank putting together hampers, and with the City of Lethbridge, ensuring the doggie bag dispensers at the various parks around the city are always filled up. When Jon's not giving back to the community or making a new masterpiece of art, he also works on building his own skills in various areas. Recently he's been attending the "Read On" program at the library to increase his reading and writing skills with staff. Despite some health setbacks over the past couple years, Jon has been putting in effort and dedication to getting back to all the things he loves doing, and he's rocking it!

JEREMY O

Jeremy has been with ICE South since August 2017 and has been working with Jon since September 2018 so the two are very familiar with each other. Jeremy has been involved with developing a community calendar of city events taking place to help clients be more active in their communities and has a set routine helping Jon with volunteering at the food bank and the city and learning from Jon's art skills. Jeremy supports Jon with whatever may come up and motivates Jon to accomplish all he can and more. Thanks for your incredible work, Jeremy!



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 3, 2023, CANADA DAY



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

What's inside this issue:

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Time Sheet Hand-In

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

JUNE 30TH 2023 FOR ALL SHIFTS WORKED BETWEEN JUNE 16TH AND JUNE 30TH

UPCOMING

HEALTH AND SAFETY MEETING
June 6th/ July 4th, 2023 at 9:00 AM.

RPAC MEETING
June 7th/ July 5th, 2023 at 3:00 PM.

UNIT MEETING
June 28th/ July 19th 2023 at 3:00 PM.

POLICY REVIEW

*(Please note that selected sections of ICE Policy 3.5.1 are reproduced here. Please refer to the Policy Manual for the complete policy).

3.5.1 HEALTH AND 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.

Goals:

1. To provide effective leadership, management, and supervision of I.C.E. operations that communicates and reinforces healthy and safe practices and behaviors.
2. To actively promote employee participation in health and safety at all levels of the organization.
3. 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.
4. To achieve and maintain effective systems for:
 - Identification of hazards and implementation of safety controls;
 - Workplace inspections and quality assurance;
 - Incident reporting, investigation, correction, and effective injury mitigation/ management.

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 health and safety 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 others' 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 Worker's 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.

ICE THANK YOU CARD INCENTIVE WINNERS



Alexandria Butala utilized her First Aid training to administer abdominal thrusts to an individual who was choking. Alex was able to support him directly while also contacting 911 and guardian appropriately. Thank you so much for ensuring the individual you support was okay!



Emmanuel Amokwandoh has continuously stepped up, filled in where he can, and supported the rest of his team in his residential program through a difficult time. We can't thank you enough for your dedication!

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.

June Training

Communications Training-Emotional Intelligence

June 1, 2023 (1:30 PM- 3:30 PM)

Anxiety Training

June 2, 2023 (10 AM- 12 PM)

ASIST Training

June 5,6 2023 (8:30 AM-4:30 PM)

Epilepsy Training

June 5, 2023 (10 AM-11 AM)

Workplace Diversity Training

June 5, 2023 (1:30 PM-3:30 PM)

Pre-Employment Training

June 6,7,13,14,20,21,27,28 2023

Abuse Prevention Training

June 7, 2023 (9:30 AM- 11:30 AM)

ODD Training

June 7, 2023 (1 PM- 3 PM)

Promoting Safety Training

June 7,14,21,28 2023 (1 PM- 4 PM)

Sleep Apnea Training

June 8, 2023 (1:30 PM- 3:30 PM)

Bipolar Personality Disorder Training

June 12, 2023 (1:30 PM- 3 PM)

Brain Injury Training

June 13, 2023 (10 AM- 11 AM)

FASD Training

June 14, 2023 (10 AM- 11:30 AM)

PBI Training

June 14, 2023 (1 PM- 3 PM)

Borderline Personality Disorder Training

June 15, 2023 (1:30 PM- 3:30 PM)

Diabetes Training

June 19, 2023 (1:30 PM-3:30 PM)

Abuse Prevention Training

June 20, 2023 (10 AM-12 PM)

Documentation and Reporting Practices Training

June 20, 2023 (1:30 PM-3:30 PM)

Substance Abuse Training

June 21, 2023 (1 PM-3 PM)

Musculoskeletal Injury Prevention- Manual Materials Handling Training

June 23, 2023 (9:30 AM-12:30 PM)

Burn Out/compassion Fatigue Training

June 26, 2023 (1:30 PM-3:30 PM)

Cultural Appreciation-Indigenous of NWT/NU Training

June 29, 2023 (9:30 AM-1 PM)

Due Diligence for Supervisors and Managers Training

June 30, 2023 (9:30 AM- 12:30 PM)



July Training

Pre-Employment Training

July 4, 5, 11, 12, 18, 19, 25, 26 2023

Incident Investigation Training

July 4, 2023 (1 PM-5 PM)

Promoting Safety Training

July 5, 2023 (9 AM- 12 PM)

HACD Training

July 5, 2023 (1 PM- 5 PM)

Transgender Awareness Training

July 6, 2023 (1:30 PM- 3:30 PM)

Epilepsy Training

July 7, 2023 (10 AM- 12 PM)

Workplace Violence, Bullying and Harassment for Supervisors Training

July 11, 2023 (1 PM- 4 PM)

Schizophrenia Training

July 13, 2023 (1:30 PM-3:30 PM)

Abuse Prevention Training

July 14, 2023 (1 PM- 3 PM)

PTSD Training

July 20, 2023 (1:30 PM-3:30 PM)

Workplace Inspections Training

July 21, 2023 (9:30 AM- 4:30 PM)

Client Lifts and Transfers (Powerpoint) Training

July 26, 2023 (1 PM- 4 PM)

PBI Training

July 27, 2023 (1:30 PM- 3:30 PM)

Substance Abuse Training

July 31, 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

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**MAY 2, 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: May 13, 2022: Staff experiencing numbness/pain in their wrist. **Incident Investigation Recommendations:** Review Health and Safety policy with staff, complete ergonomic reassessment. **HSC Recommendations:** No additional recommendations.

Calgary Meeting Minutes: August 8, 2022: Staff felt pain in the top of their foot. **Incident Investigation Recommendations:** Reminded staff to watch their footing and continue to pay attention to surroundings. **HSC Recommendations:** No additional recommendations.

Northwest Meeting Minutes: November 27, 2022: Staff fell while walking in parking lot after their shift. **Incident Investigation Recommendations:** Policy 3.3.6 Employee and Client Assistance (ECAT) Supervision and HACD for Entering and Exiting work after Dark were reviewed. **HSC Recommendations:** No additional recommendations.

January 24, 2023: During an escalation client threw a cookie jar striking staff. **Incident Investigation Recommendations:** Breakable items were removed from counters and staff retrained on client's PRP and PPP. **HSC Recommendations:** No additional recommendations.

B) Section 3.3 Completed Near Miss Incident Investigations

Edmonton Meeting Minutes: August 19, 2022: Client attacked staff with a mop handle. **Incident Investigation Recommendations:** Team retraining, updated c-view notes. **HSC Recommendations:** No additional recommendations.

September 7, 2022: Cabinet began to tip when opened. **Incident Investigation Recommendations:** Staff to review policies 2.7.3, 3.5.5. Health and Safety to submit a memo for filing cabinet safety. **HSC Recommendations:** No additional recommendations.

Calgary Meeting Minutes: December 20, 2022: Staff called ECAT to decline a shift due to inclement weather (-36C with windchill). **Incident Investigation Recommendations:** Review policy 2.4.5.; 3.2.6; Winter is coming memo; D2 and I1 Winter safety; and Dangerous Work Refusal reporting process with staff. **HSC Recommendations:** No additional recommendations.

July 8, 2022: Staff almost hit by vehicle while backing up. **Incident Investigation Recommendations:** Staff reviewed Commuter Safety of the H&S binder and were reminded to avoid having discussions/distractions in the parking lot. **HSC Recommendations:** No additional recommendations.

Incident was reviewed at the RPAC meeting. **HSC Recommendations:** No additional recommendations.

Northwest March 9, 2023, Meeting Minutes: January 17, 2023: Staff was jumped on by a dog. **Incident Investigation Recommendations:** Team reviewed staff safety in elevator at team meeting. HACDs for Elevator Use and Exposure to Pets were updated and reviewed during team meeting. **HSC Recommendations:** No additional recommendations.

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

3.3 Evaluation of completed near miss investigations (South):

March 13, 2023: Staff vehicle was broken into. **Incident Investigation Recommendations:** Staff reported incident to the Police. **HSC Recommendations:** No additional recommendations.

3.5 COR Audit Review: Reviewed COR Action Plan Element 1- Management Leadership and Organizational Commitment- Sections 1.06 and 1.08.

3.6 Hazard Assessment and Control document (H.A.C.D.): Reviewed pgs. 97-98 Exposure to Allergens, Etc. **HSC Recommendations:** No additional recommendations. Reviewed pg. 99 Extended Workday. **HSC Recommendations:** No additional recommendations.

3.7 Policy Review: Reviewed Policy 3.5.2- Worker Right to Refuse Dangerous Work and Assignment of Health and Safety Responsibilities

3.8 COVID 19 Pandemic Response: Updated COVID protocols distributed April 4, 2023.

3.10 Emergency Response Plan Review: Reviewed Action Plan Template #9 -Flooding/Water Damage- Level 1- Single Household/Office Location and #10- Flooding- Level 2- Community Event. **HSC Recommendations:** No additional recommendations.

Next Meeting Date: June 6, 2023 @ 9am

DID YOU KNOW?

As written in Albertan Health and Safety legislation, workers have many responsibilities. These responsibilities are in place to not only keep yourself, but those around you safe as well.

As outlined in the Occupational Health and Safety Act, the obligations of worker are as defined:

- **Every worker shall while engaged in an occupation take responsibility to protect the health and safety of themselves and those around them.**
- **All workers will cooperate with their supervisor or employer to protect the health and safety of any persons in the direct work area.**
- **At all times, when required all workers will wear the recommended personal protective equipment.**
- **All workers will abstain from causing or participating in harassment or violence.**
- **Report to their supervisor any hazards, or unsafe acts that occur or have occurred.**
- **Participate in any training provided by the employer.**
- **Cooperate with any person exercising a duty imposed by the OHS Act, the regulations, and the OHS Code.**

For more information on your responsibilities please see policy 3.5.2 Worker Right to Refuse Dangerous Work and Assignment of Health and Safety Responsibilities.

Prevent the Spread of Infections



Cough or sneeze into your elbow or a tissue. Discard tissues immediately.



Don't touch your eyes, nose or mouth.



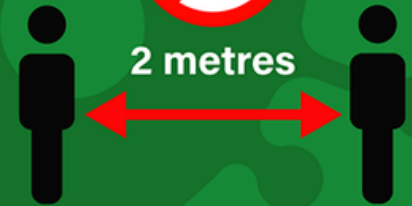
Wash your hands often with soap and water for at least 20 seconds, especially after being in public, blowing your nose, coughing or sneezing.



Clean and disinfect frequently touched surfaces, especially when someone is sick.



Stay home if you are sick.



Avoid close contact and keep at least 2 metres from others, whenever possible.