

ICE PAGE

Making it Happen! - Support Social Inclusion

ON SPOTLIGHT

CAREY B

Carey has been with ICE South since 2014. Carey is a kind man with a great sense of humor. He is very active in his community by volunteering and attending workshops at his day program. Carey has a job working at his day program's bottle depot that he's had for many years.

Carey has an active family life and enjoys spending time with his relatives. Over the summer he travelled to BC to visit family and then attended a camping family reunion in July. Carey also celebrated his 50th birthday this year! Family and friends travelled from across Alberta and BC to attend the party; including family members from Prince Edward Island!

Carey loves watching movies and playing sports. Cary attends Special Olympics with staff support and played a basketball tournament this year. He enjoys being outdoors and participating in group events. Carey has a standing weekly movie night with his staff where they go to the theatre to see the newest movie – Carey especially enjoys action and horror movies. Staff have facilitated 'picnics at the park' a couple times a month, which Carey really loves. He enjoys travelling and, before the pandemic, he travelled to Toronto, ON with a family member. His current goal and dream is to go to Nashville. With staff assistance, he is budgeting and saving money to make this dream a reality. We know you will get there Carey!



ELFIS K

Elfis has been with ICE South since 2019 and has been working with Carey since he started. In April 2022, Elfis became the Team Leader for the residential program where Carey lives. Elfis provides consistency and reliability to Carey and his roommate. Elfis' easy-going nature and care for the individuals he supports as well as his effectiveness with team communication is apparent everyday. Thank you Elfis for your smile, your attitude, and your compassion for the individuals in your care!



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 OCTOBER 10, 2022, THANKSGIVING DAY



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

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 3

HEALTH & SAFETY MEETING MINUTES PAGE 5, 6

COVID -19 INFORMATION PAGE 7-8

Time Sheet Hand-In

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

OCTOBER 31ST 2022 FOR ALL SHIFTS WORKED BETWEEN OCTOBER 16TH AND OCTOBER 31ST.

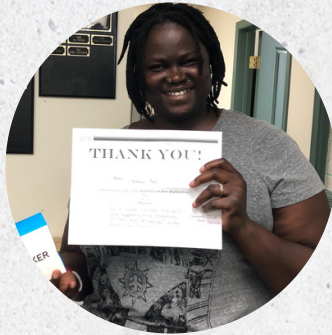
UPCOMING

HEALTH AND SAFETY MEETING Oct 4th/Nov 1st, 2022 at 9:00 AM.

RPAC MEETING Oct 5th/Nov 2nd, 2022 at 2:00 PM.

UNIT MEETING Oct 19th/Nov 16th, 2022 at 2:00PM

ICE THANK YOU CARD INCENTIVE WINNERS



Rebecca Arok has been incredibly flexible and supportive in covering last minute shifts in residential programs. You're an amazing team player! Thank you!

Jennifer Mallett helped put together a community calendar of local events that ICE clients can be a part of together - your creativity and dedication to your client's social inclusion is so appreciated. You rock!

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!



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.

OCTOBER / NOVEMBER VIRTUAL TRAININGS

PRE EMPLOYMENT TRAINING

OCTOBER 4,5,11,12,18,19,25,26 2022 (9:00AM to 4:00PM)

COMMUNICATION TRAINING- BUILDING TRUST

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

ASIST REFRESHER TRAINING

OCTOBER 7, 2022 (12:30 PM to 4:30 PM)

PBI TRAINING

OCTOBER 17, 2022 (1:00 PM to 3:00 PM)

EMOTIONAL INTELLIGENCE TRAINING

OCTOBER 17, 2022 (1:30 PM to 3:30 PM)

TRANSGENDER AWARENESS TRAINING

OCTOBER 21, 2022 (9:30 AM to 11 AM)

BURNOUT AND COMPASSION FATIGUE TRAINING

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

DUE DILIGENCE FOR SUPERVISORS AND MANAGERS TRAINING

OCTOBER 28, 2022 (9:30 AM to 1:30 PM)

EPILEPSY TRAINING

OCTOBER 31, 2022 (9:30 AM to 11:00 AM)



Pre-Employment Training

NOVEMBER 1,2,7,8,15,16,22,23,29,30 2022 (9:00 AM to 4:00 PM)

Workplace Inspections Training

NOVEMBER 4, 2022 (9:00 AM to 4:00 PM)

Northern Report Writing Training

NOVEMBER 9, 2022 (1:00 PM to 4:00 PM))

Cultural Appreciation: Indigenous Peoples of NWT/NU

NOVEMBER 18, 2022 (9:30 AM to 12:30 PM)

Workplace Violence Bullying and Harassment For Supervisors & Managers Training

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

Communication Training: Psychologically Safe Interactions

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

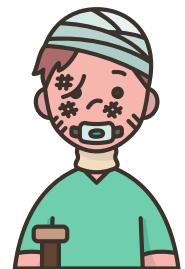
Musculoskeletal Injury Prevention- Manual Materials Handling Training

NOVEMBER 25, 2022 (9:30 AM to 12:00 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.

POLICY REVIEW

2.3.16 ASSISTIVE TECHNOLOGY (AT) AND / OR ENVIRONMENTAL INTERVENTION (EI)

*(Please note that selected sections of ICE Policy 2.3.16 are reproduced here. Please refer to the Policy Manual for the complete policy).

Independent Counselling Enterprises is committed to supporting their clients to acquire access, safely use and/or maintain AT and/or EI that will:

- Improve their ability to function in regards to daily living
- Help them gain control over their environment
- Promote inclusion in community settings

Assistive Technology (AT) is any item, piece of equipment, product, or system that is used to increase, maintain, or improve the clients' functional capabilities. AT could include walking aids, eating utensils, and communication systems.

Environmental Interventions (EI) refer to any environmental adjustments that are made to remove or overcome barriers that prevent or hinder access.

A qualified professional will be consulted to recommend the best device/solution and to monitor any devices. The qualified professional will authorize the use of any recommended assistive devices/interventions.

Before the clients access new AT and/or EI, there will be guidelines in place for the client, and employees/Support Home Operators/Respite to learn the appropriate use of the device. The clients/guardians, and agency employees will develop the guidelines outlining the intent, use, and maintenance and how to maximize the client's safety and independence. Guidelines Requirements for use will be reviewed annually.

On-going monitoring of AT and/or EI will be completed by staff with the involvement of the client, family member, parent, and guardian. Staff will receive training for the use and inspection of equipment. Training will include informal inspections of equipment prior to use and formal inspections as required, including daily inspections of ceiling tracks and Hoyer lifts, weekly/monthly safety inspections of wheelchairs, Monthly Safety Inspections, and Environmental Quality Audits.

Maintenance and repair schedules for equipment will follow supplier/professional recommendations to ensure continued safe functioning capabilities.

There are three categories of AT and/or EI:

- 1. Improves Autonomy:** Those that improve access through the use of aids to daily living but do not limit independence (e.g., wheelchairs, walkers, hearing aids).
- 2. Limits Autonomy for Health and Safety Reasons:** Those that limit independence for health and safety reasons (e.g., brakes or lap belts on wheelchairs to keep clients in an upright position). In circumstances where AT and/or EI restricts the individual's movement/independence in relation to health and safety, a Functional Assessment for Health and Wellness and a Health and Wellness Planned Restrictive Procedure for Health and Wellness will be required in addition to AT EI guidelines. The process for approval will include a review by RPAC and a qualified professional as well as informed consent by the individual and/or their guardian. The Health and Wellness Planned Restrictive Procedure will be reviewed a minimum of annually.
- 3. Limits Autonomy due to Behaviours of Concern:** Those that limit independence to address situations or behaviours of concern (e.g. seatbelts or shoulder harnesses on wheelchairs that restrain the client's movement).

Bathing Supports:

Support requirements will be identified during intake for individuals with the potential to present safety risks during bathing (e.g., mobility, seizures, and vision impairment). Any use of assistive technology and/ or environmental interventions will be determined by qualified professionals.

Individualized bathing procedures guidelines to address client safety concerns will be developed and outlined either in:

The Individual's:

- Assistive Technology - Environmental Intervention Guidelines
- In the Client section of the residential Orientation Manual and/or the Personal Profile.

**HEALTH AND SAFETY MEETING MINUTES
AUGUST 2, 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 – July 13, 2022- Meeting Minutes:
March 31, 2022**

As the staff was walking into the building to start their shift, they slipped on ice. **Incident Investigation Recommendations:** Staff to review Policy 2.7.3, 3.5.2, and 3.5.5. Staff to also review Section 1 Winter Safety in the Health & Safety binder.

Health and Safety Committee Recommendations: No additional recommendations.

**Calgary – July 13, 2022- Meeting Minutes:
February 16, 2022**

Staff was backing out of a parking stall when a community member continued and subsequently hit the back end of the staff's vehicle. **Incident Investigation Recommendations:** Staff reminded to check before backing out and try to get the driver's attention (i.e., honking). Staff reviewed Appendix A-5 Road Safety Practices "Safety Tips in the Parking lot." **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 – July 13, 2022- Meeting Minutes:
April 26, 2022**

Potential mice and mold were found at the client's residence. **Incident Investigation Recommendations:** Complete Field Level Hazard Assessment and update booking notes. Connect client to natural supports (safe housing). Staff to support the client in the community until hazards at home are safely addressed.

Health and Safety Committee Recommendations: No additional recommendations.

May 26, 2022

Office staff visited other office staff after being confirmed to have Covid-19 while not wearing a mask in the parking lot. **Incident Investigation Recommendations:** Review of Covid 19 Protocols and public health measures. Advised exposed staff to monitor for symptoms.

Health and Safety Committee Recommendations: No additional recommendations.

June 15, 2022

The outside office door was not closing due to building swelling caused by excessive rainfall. **Incident Investigation Recommendations:** Posting signs on the affected door about making sure it is closed properly upon entry and leaving. Email sent out to all office/ECAT staff to remind them about the safety of checking all doors upon entry and exit of the building.

Health and Safety Committee Recommendations: No additional recommendations.

3.3 Evaluation of Completed Near Miss Investigations

No Completed Near Miss Investigations to Review (no near miss investigations occurred as there were no miss incidents during this time frame).

3.4 Health and Safety Committee Inspections

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

**3.4 B) Inspections completed:
July 2022:**

Monthly Safety Inspection Checklists Completed: 6

3.5 COR Audit Review- COR action plan on track to be completed by the end of August 2022. COR audit for Edmonton/South documentation reviews and interviews scheduled to start September 19, 2022.

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. 72-73 'Blood and Bodily Fluid Clean-up/Exposure'
Recommendations include: No additional recommendations.

Reviewed pgs. 74-75 'Use/Maintenance of Oxygen Tanks'
Recommendations include: No additional recommendations.

3.7 Policy review

Reviewed Policy 3.5.9- Eliminating/Mitigating/Controlling Work Site Hazards

3.8 Covid-19 Pandemic Response

Please ensure you are following the most updated COVID-19 Protocols. It is important to remember and to continue to practice all guidelines. Please visit <https://www.alberta.ca> for the most updated information in your area.

On July 19, 2022, Alberta Health Services announced that a 4th dose (second booster) of a mRNA vaccine will be available for everyone 18 and older.

AHS has noted that vaccine protection against infection and illness declines over time and is lower with the highly transmissible variants. Clients and staff are encouraged to receive all doses you are eligible for as it boosts your immunity, which improves your protection against infection and severe outcomes, and limits the spread of the virus. Please check the vaccination status of your clients to see when appointments need to be booked. Remember, consent must be provided by the guardian for represented adults!

Appointments can be made starting by calling 811 or booking online (pharmacy or AHS clinic). Use the following link to book an appointment online:

<https://www.albertahealthservices.ca/topics/Page17295.aspx>

3.9 Emergency Response Plan Review: Reviewed #2- Workplace Violence - by a community member Recommendations include: No additional recommendations.

NEXT MEETING DATE: September 13, 2022 at 9am

**HEALTH AND SAFETY MEETING MINUTES
SEPTEMBER 13, 2022
(MINUTES EDITED FOR PUBLICATIONS)**

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 August 10, 2022, Meeting Minutes:

January 2, 2022 – ECAT noted there was no running water in the building and reported to the Health & Safety Specialist. **Incident Investigation Recommendations:** Provide ECAT with an office key that allows access to all areas of the building. Edmonton ECAT Laptop Information Guide Developed.

Health and Safety Committee Recommendations: no additional recommendations.

March 11, 2022 – While the staff was driving to drop off supplies at a program, another driver changed lanes without signaling and hit the staff's car. **Incident Investigation Recommendations:** Staff to review safe winter driving in the Health & Safety binder.

Health and Safety Committee Recommendations: no additional recommendations.

April 14, 2022 - The client became aggressive while the staff was preparing lunch. The escalation continued and one staff was struck on the cheek and the other staff was bitten on his arm. **Incident Investigation Recommendations:** Retraining to staff for client Planned Restrictive Procedure and Risk Assessment. **Health and Safety Committee Recommendations:** no additional recommendations.

B) Section 3.3 Completed Near Miss Incident Investigations

Edmonton August 10, 2022, Meeting Minutes:

May 5, 2022 - Staff reported that the client had been vomiting since returning from church. The client became violent and scratched staff. The skin was not broken and there were no scratch marks on the staff's arm. **Incident Investigation Recommendations:** Follow-up with the client's psychiatrist. **Health & Safety Recommendations:** no additional recommendations.

June 24, 2022 - Relief staff wore perfume to a program that is scent-free. **Incident Investigation Recommendations:** Indicate in c-views booking notes that the program is a no-scent zone. **Health and Safety Recommendations:** No additional recommendations.

July 12, 2022 - The smoke smell in East offices was quite strong on days when raining outside. **Incident Investigation Recommendations:** On site, Restoration Professional noted soot on the vent in the office and suggested closing the vent. Fans were placed in the office and in the east section to help with airflow while waiting on the restoration completion. **Health & Safety 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): No near-miss investigations reviewed.

3.4 Health and Safety Committee Inspections (include name of committee member(s) completing, program, issue, inspection type (E.g., RI) and # workers involved)

A) Inspections held because of health and safety concerns brought forward: N/A.

B) Inspections completed (E.g., EQA, RI, Office Inspection): Office Inspection completed August 31, 2022 with 7 participants. Annual renewals for Fire Extinguishers for Residential and SH's in progress.

Monthly Safety Inspections completed: 6

3.5 COR Audit Review: COR audit for Edmonton/South documentation reviews and interviews scheduled to start September 19, 2022.

3.6 Hazard Assessment and Control document (H.A.C.D.): The South region was assigned review of the General Section (Pages 39-76) for the 2021-2022 meetings and has completed their review section. The South Region has also received and completed the updated 2022 HACD revisions (all sections) with the exception of one residential program that still needs to be completed. Acquired annual revision signatures from all H&S Committee members at this meeting for the updated 2022 HACD Office H&S manual that has been completed.

Edmonton August 10, 2022 - Meeting Minutes: The Edmonton region has been assigned review of the Working with High Behaviour, Office, Non-Residential sections and Appendices for the 2021-2022 review. The committee reviewed pages 6-7 in the High Behaviour section.

Calgary August, 2022 – Meeting Minutes: The Calgary region has been assigned review of the General Section (pages 77-115) for the 2021-2022 review. No meeting held in August.

Northwest August 4, 2022 - Meeting Minutes: The Northwest region has been assigned review of the General Section (pages 1-38) for the 2021-2022 review. The committee reviewed pages 17-22.

3.7 Policy Review: Reviewed Policy 3.5.10-Hazard Assessment and Control Document

3.8 COVID 19 Pandemic Response: The COVID protocols have been updated and distributed, effective August 24, 2022. Some protocols have been discontinued. Please contact your direct Supervisor for clarification on any questions you may have regarding any of the changes. ICE will continue implementation of the Cleaning Checklist in applicable programs.

3.9 Outstanding Committee Member Training/ New Members – Review: All Committee members will be registering for refresher trainings, where applicable. Please refer to the ICE Provincial Training Calendar or the ICE Newsletter for upcoming training schedules.

3.10 Emergency Response Plan Review: (Regional committees to review the ERP drills and identify recommendations for improvement) – Reviewed Action Plan Template #8 – Security Risk-Information Theft, Sabotage, Cyber Hacks. HSC Recommendations: No additional recommendations.

Next Meeting Date: October 4, 2022 @ 9am

Have you had your booster shot?

The Government of Canada has approved the Moderna Spikevax Bivalent vaccine.

It targets both the original strain of COVID-19 as well as the Omicron Variant.

Individuals can receive a booster dose of the Moderna Spikevax Bivalent at a recommended interval of five months following a previous COVID-19 vaccine or previous COVID -19 infection.

The vaccine is available for anyone aged 18 or older and can be booked as of September 21, 2022 by calling 811 ,booking online (Pharmacy or AHS clinic), or contacting a physician's office.

To keep updated on COVID-19 please see the Government of Canada's website.
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid->



Use the following link to book an appointment online:

<https://www.alberta.ca/covid19-vaccine.aspx>

WHY IMMUNIZE AGAINST THE FLU?

**Immunization protects
you from disease. Get
protected, get
immunized!**

- Vaccines make your immune system stronger by building antibodies, which help prevent disease
- It protects you and the clients you care for
- Provides added protection for those who are at risk of severe complications from the flu
- Helps keep the flu from spreading to other people

For more information please
visit: <https://www.albertahealthservices.ca/influenza/influenza.aspx>

CERTIFICATE OF RECOGNITION



WHAT IS COR?

A Certificate of Recognition (COR) is awarded to employers who voluntarily develop health and safety management systems that meet established standards. Certificates are issued by the Alberta government and are co-signed by the Alberta Association for Safety Partnerships. Achieving and maintaining a valid COR allows employers such as ICE to qualify for financial incentives through the Worker's Compensation Board's Partnerships in Injury Reduction program. ICE management develops a vision of what health and safety should be for our company in order to manage risk.

WHEN & WHERE?

Our annual C.O.R. audit started on September 19, 2022, This year's audit will be completed in Lethbridge and Edmonton by our certified internal C.O.R. auditors. It will involve interviews with 87 ICE staff and a documentation review. This process is important to ICE management, employees, clients and community partners.

HOW?

From the audit information a comprehensive report is generated and submitted for approval to the Continuing Care Safety Association. The ICE C.O.R. audit report identifies areas where the company's Health and Safety Management System can be improved.

WHY?

ICE has chosen to participate in the C.O.R. Program to ensure continuous improvement of our Health and Safety systems. We have maintained our commitment to this goal and our COR certification for over 20 years. What are the benefits of having COR? Having an effective health and safety management system in place assists to minimize injuries and illnesses to employees involved in the work of ICE. Achievement of a Certificate of Recognition demonstrates that ICE has excellent Health and Safety systems in place and is consistently striving to improve them.

Annual C.O.R. action plans may involve development of new safety procedures, additions or revisions to policy and/or documentation and training initiatives