

ICE PAGE

Making it Happen! - Support Social Inclusion

ECAT

Employee & Client Assistance Team
403-819-0583

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

What's inside this issue:

VIRTUAL TRAINING PAGE 5

COVID -19 INFORMATION PAGE 9

Time Sheet Hand-In

APRIL 15, 2024 FOR ALL SHIFTS WORKED BETWEEN APRIL 1ST AND APRIL 15TH.

APRIL 30, 2024 FOR ALL SHIFTS WORKED BETWEEN APRIL 16TH AND APRIL 30TH.

UPCOMING

HEALTH AND SAFETY MEETING TBD

RPAC MEETING TBD

ON SPOTLIGHT

Merrie O'B

Merrie has been with ICE Calgary since March 2021. Merrie's interests include watching scary movies, listening to music, and dancing. She enjoys bowling with her roommate and helping staff around the home. Merrie is a fashionable lady, who likes shiny, bright coloured jewelry and she enjoys having the staff paint her nails and showing them off.



Merrie is a creative individual who, with staff support, likes to make cards for her family on special occasions and then Merrie and staff will walk to the mailbox to mail them. Merrie has a sweet tooth and enjoys when her family stops by with her favorite treats or to have lunch with her. Merrie likes to show everyone a picture of herself with all her sisters and she proudly displays this favourite photo in her bedroom.

Merrie enjoys celebrating all holidays, but especially her birthday, Christmas Eve, and Saint Patrick's Day. She loves all the special foods and treats and decorating her home. Merrie has shown great success over the last year and has been successful in learning and trying new things with staff support. With the support of her staff, Merrie continues to learn new life skills such as prepping healthy meals, helping with her laundry and taking part in the day-to-day tasks. Merrie specifically has enjoyed bowling once a week with her roommate and going mall walking.

Merrie is looking forward to the summer where she can go for walks in her community, go to the park for picnics, go for drives with her roommate and try new things with her staff.



Ngozi C

Ngozi has been a part of the ICE Calgary Team for 4 years. Ngozi is a positive individual and continues to find ways to support Merrie to meet her set goals. Ngozi has encouraged Merrie to join activities like bowling, Zumba, music and supports her to make cards for her family, meal prep and do laundry. What Ngozi enjoys most about her job is seeing how much Merrie has grown over the last 3 years.

When Ngozi is not working, she likes to spend quality time with her family, playing board games and going for walks with family, listening and dancing to faith-based music, reading different genres of books, cooking and trying out new recipes.



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 APRIL 1st EASTER MONDAY and MAY 20th VICTORIA DAY



Please direct all calls to the Employee Client Assistance Team for that day. 403-819-0583

POLICY REVIEW

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

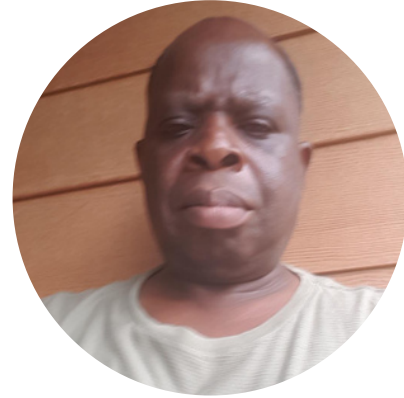
2.4.1 GUIDELINES FOR PLANNING ACTIVITIES

1. Independent Counselling Enterprises activities are planned to be effective, as well as safe, in their operation.
2. General guidelines apply in planning activities:
 - Involve the client in planning activities;
 - Consider the client's abilities and interests in relation to the activity;
 - Consider the client's likely level of safety and well-being while participating in the activity;
 - Determine the relationship of the activity to the client's cultural and religious choice;
 - Ensure the activity fits in with other scheduled activities and daily routines;
 - Ensure activities are developmentally appropriate;
 - Plan the activity in incremental steps (i.e. putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition;
 - Address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities;
 - Arrange an appropriate meeting place. Have phone numbers and other information available ahead of time;
 - All group activities require supervisor review and approval before they take place;
3. In the event of an emergency (i.e., accident or injury) employees are to ensure they have all emergency contact names/phone-numbers including their supervisor and ECAT/911 to call for immediate assistance
4. Aquatic activities must include the following precautions:
 - The presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
 - Use of a safety floatation jacket by all participants in a raft, boat or canoe;
 - Constant and direct supervision of clients during all activities around water.
5. Overnight trips are not to be planned for any client unless the employee/SHO receives approval from their supervisor. The following apply:
 - Approval must be given by the Manager in consultation with the C.O.O./President only after a written proposal has been submitted outlining the nature of the trip, the duration of the trip, expenses to be incurred (including employee monetary compensation with an agreement signed by the employee), location of nearest medical/emergency facilities and staffing during the time away.
 - Proposals are to be submitted a minimum of one week prior to the planned trip.
 - It is not expected nor is it this agency's policy that employees take clients on holidays.
 - Any time away must not be a financial hardship for the client and their personal budget must be able to support the holiday.
 - If funding is being requested from an outside source (i.e. Office of the Public Trustee) sufficient time must be provided in order to meet their documentation processes as per OPT Policy.
 - Guardians must be aware of and support the holiday and sign all necessary permission forms prior to the excursion.
 - Employees must have access to reliable communication such as a telephone or cell phone and contact the office once per day for an update.
 - If the location of the holiday is isolated, two employees must be present at all times.
 - A first aid kit must be carried.

THANK YOU CARD WINNERS



Tanya D received a thank you card for effectively implementing the Emergency Response Action Plan by avoiding a location where a gas leak occurred and taking a client to do alternative activities.



David A received a thank you card for going above and beyond by taking a clients laboratory sample to the laboratory on his own time to ensure it was submitted on time.



Ashley J received a thank you card for immediately taking herself and her client to another location when feeling unsafe in the community.



Aminata J received a thank you card for the extra care and support given to a client during a chaotic and frightening situation.

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!

ICE Referral Incentive Winners



Sedem Awadzi



Mona C and Ngozi C received thank you cards for being flexible with their schedules and accepting last minute shifts.

Jacques B received a thank you card for showing professionalism and initiative by rebooking a client's appointments and ensuring that the client was ready for their outing when the relief staff arrived.

Hawa N received three thank you cards for always making sure her clients needs are met and that they are safe and healthy and for the extra care and support given to a client during a chaotic and frightening situation.

Frehiwot B received two thank you cards for assisting a client with booking ACCESS so that she could attend a reading program, for being flexible with their schedules and accepting last minute shifts.

Frederick A, Alozi U and Alaba O all received thank you cards for being flexible with their schedules and picking up last minute shifts.

Tsegay G received two thank you cards for being flexible with their schedule and picking up last minute shifts.

ICE Calgary Congratulates Long Term Employees!!!

Name	Years	Date
Esther J	1	Apr 06
Jody H	15	May 05
Lorna K	13	May 17
Randy D	8	May 12
Gbemisola A	5	May 27
Tsegay G	3	May 25
Alexander N	1	May 15

Do you have any ideas for changes to ICE's Policy Manual? If you do, then here is your chance!

Every 3 years, ICE completes a comprehensive review of the Policy manual. All employees and people in service are welcome to suggest any changes to the manual. Please submit your suggested changes by sending them via e-mail to glane@icenterprises.com.

Your email needs to include the policy number and section and the specific changes you suggest. Submission of any changes must be in by May 30, 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.

APRIL TRAINING

Pre-Employment Training

April 2,3,9,10,16,17,23,24,30 2024

ADHD Training

April 3, 2024 (10 AM-11 AM)

Brain Injury Training

April 3, 2024 (1 PM-2 PM)

Epilepsy Training

April 3, 2024 (2:30 PM- 3:30 PM)

OCD/ODD/Conduct Disorder Training

April 5, 2024 (1:30 PM- 3:30 PM)

Sleep Apnea Training

April 8, 2024 (9:30 AM- 10AM)

Trauma Informed Care Training

April 8, 2024 (10 AM- 12 PM)

Brain Aneurism Training

April 8, 2024 (12 PM- 12:30 PM)

Borderline Personality Disorder Training

April 8, 2024 (12:30 PM- 1:30 PM)

PBI Training

April 12, 2024 (10 AM- 1 PM)

Abuse Prevention Training

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

Mental Health First Aid Training

April 15, 16 2024 (9 AM- 5 PM)

LGBTQIA2 Training

April 19, 2024 (9:30 AM- 12:30 PM)

Schizophrenia Training

April 19, 2024 (1:30 PM- 3:30 PM)

PTSD Training

April 22, 2024 (1 PM- 3 PM)

Abuse Prevention Training

April 22, 2024 (1 PM- 3 PM)

ISP Training

April 23, 2024 (1 PM- 4:30 PM)

Due Diligence for Supervisors and Managers Training

April 26, 2024 (9:30 AM- 1:30 PM)

Harm Reduction Training

April 26, 2024 (10 AM- 12 PM)

Substance Abuse Training

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

Transgender Identity Awareness Training

April 29, 2024 (1:30 PM- 3:30 PM)

MAY TRAINING

Pre-Employment Training

May 1,7,8,14,15,21,22,28,29 2024

HACD Training

May 1, 2024 (1 PM- 5 PM)

CPI Training

May 3, 2024 (9 AM-5 PM)

Workplace Violence, Bullying and Harassment for Supervisors Training

May 6, 2024 (1 PM- 3:30 PM)

Incident Investigations Training

May 10, 2024 (1 PM- 5 PM)

Abuse Prevention Training

May 14, 2024 (10 AM- 12 PM)

Clients Lifts and Transfers Training

May 14, 2024 (1 PM- 3:30 PM)

PBI Training

May 15, 2024 (1 PM- 4 PM)

Workplace Inspections Training

May 17, 2024 (9:30 AM- 4:30 PM)

Musculoskeletal Injury Prevention-Manual Materials Handling Training

May 17, 2024 (9:30 AM- 12:30 PM)

Promoting Safety Training

May 24, 2024 (1:30 PM- 4:30 PM)



ICE Calgary Health & Safety Committee



Chelsea Mann
Reception & Booking Coordinator
Employer Member Co-Chair
(587) 620-6231



Bev Jerrett
Res. Support Worker
Worker Co-Chair
(403) 219-0583

WHAT WE ARE: A group of worker and employer representatives working together to identify and solve health and safety concerns. We also promote awareness and interest in health and safety. We provide support for the 3 basic rights that all Albertans have in protecting their health and safety:
**the right to know,
the right to participate,
and the right to refuse dangerous work.**

WHY: A health and safety committee benefits both employers and workers. A healthy and safe workplace cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage.

It is also the law. Occupational Health and Safety (OHS) legislation, passed in June 2018, mandates companies to have Health and Safety Committees/ Representatives.

HOW: The Health and Safety Committee works to improve your work environment by completing inspections; participating in and reviewing injury/illness/near miss investigations; reviewing policy and hazards; and acting based on these findings. We also bring forth worker concerns to management.

WHEN: In Calgary, the committee meets virtually the **first Friday of every month at 9:30 am** (confirmation is printed each month in the ICE Page).

If you are interested in attending a meeting, please contact any member of the committee at the contact numbers listed.

If you have concerns about your own or another employee's safety, you are obligated to report it (ICE policy 3.5.2 / OHS legislation). You may report these to your supervisor or manager, call an Employee Client Assistance Team (ECAT) supervisor, **contact a member of the Health and Safety Committee**, or drop a note into the health and safety box in the reception area of the Calgary office.



Eva Lai
CR Manager
Employer Member
(403) 219-8339



Caroline Gattering
Non-Res. Support Worker
Worker Member
(403) 219-0583



Uduak Akpan
CR Manager
Employer Member
(403) 219-8337



Gbemisola Akano
Res. Team Leader
Worker Member
(403) 219-0583



JOIN US!



Brigitte Lintski
Training Coordinator
Worker Member
(403) 219-8357

2024 Master Hazard Assessment and Control Document Review

Hazard Identification is an important part of employee rights and responsibilities. As per OHS legislation and ICE Policy, all employees have the right to be informed of workplace hazards and the means to eliminate or control those hazards.

What are 'Hazards?'

A hazard is a situation, condition or thing that may be dangerous to the health and safety of employees. Hazards can be Biological (i.e. viruses), Psychological (i.e. fatigue), Physical (i.e. aggressive client) and Chemical (i.e. fumes from cleaning products).

What are "Hazards Controls"?

A hazard control (mitigation) protects something or someone from a potential hazard. Controls can fall into three categories:

- Engineering (i.e. a guard on equipment),
- Administrative (i.e. policy, training) and
- Personal Protective Equipment (i.e. glove, appropriate footwear).

Hazard Assessment and Control Document (HACD)

One way that potential workplace hazards and their controls are communicated to employees is through the ICE Hazard Assessment and Control Document (HACD). ICE has a 'master' HACD that encompasses all operations including:

- **General:** This applies to hazards all ICE staff may encounter. These are more common hazards that can appear on sites including "handling of sharps, or how to complete laundry tasks."
- **High Behaviour:** This section deals with client behaviour hazards and applies to most field staff and some office staff.
- **Non-Residential:** This section is for non-residential staff as the potential hazards they may encounter could vary from those employees in an office or residential setting. This document goes hand in hand for helping to fill out the required Field Level Hazard Assessment (FLHA) form.
- **Office:** This section explains the potential hazards of working in an office setting. Office staff will mostly use this section of the HACD though there may be some field staff to which the information is applicable.

The Master HACD can then used to create a 'site-specific' HACD that informs employees of potential hazards specific to a workplace (i.e. residential program, regional office) and how those hazards are mitigated or 'controlled.' The master and site-specific HACDs are living documents and updated as changes occur in real time to ensure employees have access to the current information about hazards and controls in their workplace.

Employee feedback on the HACD is important! We want to hear from you! Anyone can update the HACD! A couple of ways are participating in meetings, speaking with your supervisor, and completing a field level hazard assessment (non-residential). The master HACD is also formally reviewed and updated annually. Suggestions and involvement from all levels of employees is critical to ensure a well-rounded view of potential hazards and controls in the workplace.

If you have any suggestions or would like to be involved in this annual review, please reach out to your supervisor. the Health & Safety Specialist, or your regional Health & Safety Committee by April 15, 2024.

Of course, suggestions are always welcome throughout the year and reviewed by the regional Health & Safety Committees.

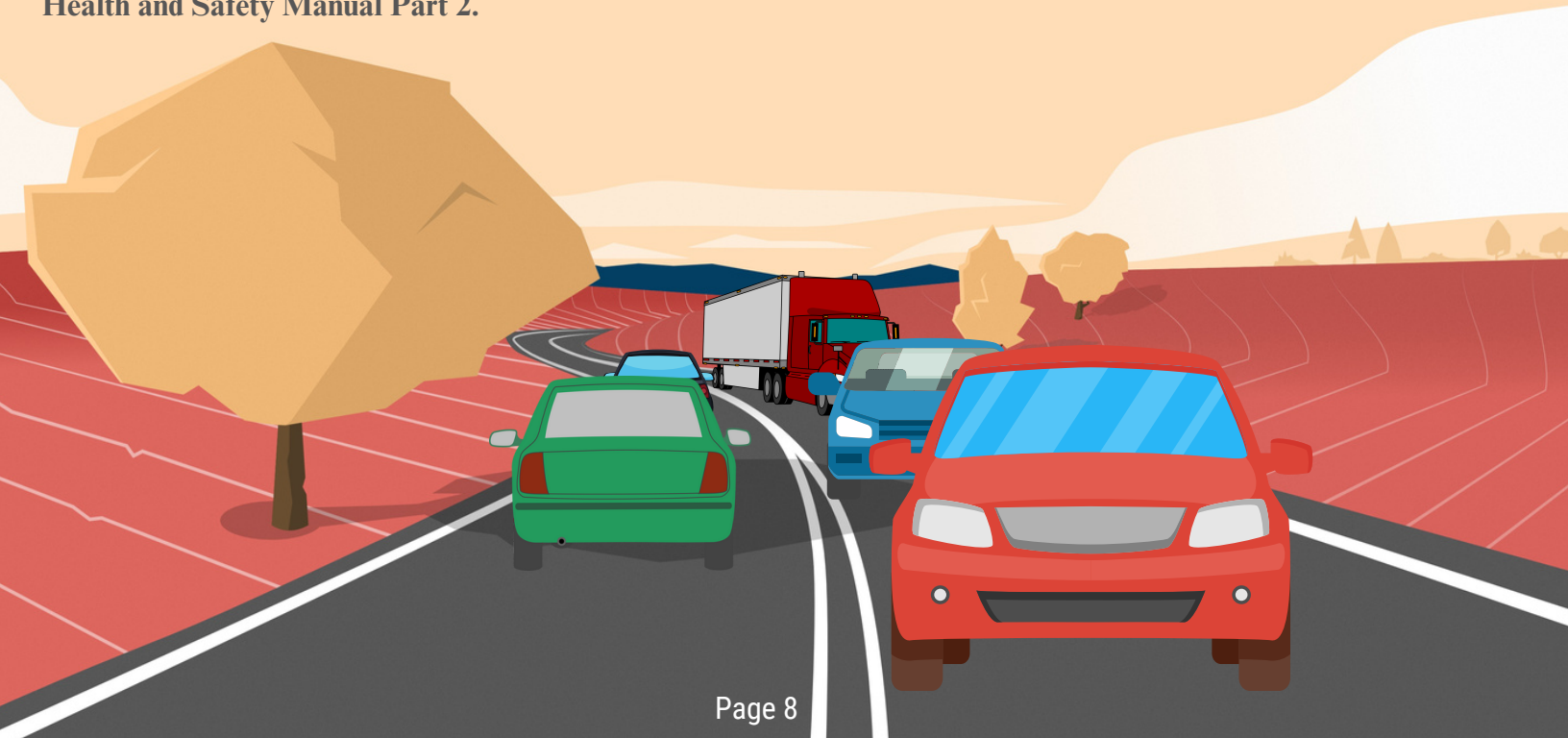
April is Distracted Driving Awareness Month

April is Distracted Driving Awareness month. On average 25% of all road accidents in Alberta are caused by distracted drivers. This means that over 35,000 accidents across the province were caused by drivers not fully focused on the road. Accidents are not the only result that can come from distracted driving, drivers can also face fines of a minimum of \$300 if caught.

Below are some tips to curb your distracted driving habit:

- Put your phone on silent and out of reach. Zip it up inside your bag and put it in the back seat or place your phone in the glove compartment.
- Enable *Do Not Disturb* on your phone. Some phones can sense when you're driving; they will stop notifications, and even send auto-replies to texts.
- Do personal grooming at home.
- Eat meals or snacks before you leave or when you arrive.
- Create a music or podcast playlist and set up navigation settings before driving.
- If needed, find a safe and legal place to pull over and stop to make a call or text. This also applies to attending to another's needs in the vehicle.
- Limit the amount of activity in the vehicle. Loud people and music can take your attention off the road. Enlist your passengers' help so you can focus solely on driving.
- Take a break from driving at least every two hours. This will keep you more alert and give you a chance to check your phone if necessary. If you feel drowsy, pull over and rest immediately.

For more information on Road Safety and Driving see Policy 2.4.5 Use of Staff Vehicles, and Section D of the Health and Safety Manual Part 2.



The facts about COVID-19 vaccines

Vaccination is one of the most effective ways to protect your health. Evidence shows that the COVID-19 vaccines used in Canada are very effective at preventing severe illness, hospitalization and death.



It's important to keep up to date on the vaccinations recommended for you, including booster doses. Over time, protection from COVID-19 vaccines will decrease. A booster reminds your immune system how to protect itself and helps improve vaccine effectiveness against severe illness.

While previous COVID-19 infection can provide some protection, up-to-date vaccination including booster doses is still recommended to provide longer-lasting protection and better effectiveness. Contact your health care provider or local public health authority for more information about the best time to be vaccinated after infection.

Post COVID-19 condition refers to the longer-term effects some people experience after their COVID-19 infection. We don't know what causes post COVID-19 condition, so the best way to prevent it is to take measures to avoid getting COVID-19, like getting vaccinated and following public health measures.

Approving vaccines



Manufacturers rigorously test COVID-19 vaccines during their development. Health Canada then carefully reviews each one.

Vaccines are only approved for use in Canada if tests meet the strict safety, effectiveness and quality standards of Health Canada. Health authorities continue to closely monitor COVID-19 vaccines once they are approved to help ensure their safe use.

Types of vaccines



mRNA vaccines are the recommended vaccines for most people in Canada.

This type of vaccine provides the information your cells need to make a coronavirus protein. The protein triggers the body's immune response to help protect against getting infected with the virus that causes COVID-19, and from becoming severely ill. While vaccination reduces the chances of COVID-19 infection, you can still get infected even after COVID-19 vaccination.

If you are unable to receive an mRNA COVID-19 vaccine, Canada has also approved other types of COVID-19 vaccines, including viral vectors, protein subunit and plant-based vaccines. Speak to a health care provider or public health authority about whether other vaccine options would be right for you.

Continue to layer individual public health measures



Vaccines and individual public health measures continue to be important to help protect your health and the health of others, especially those at risk of severe outcomes from COVID-19. These measures are most effective when layered together, including staying home when sick, wearing a respirator or mask, and improving indoor ventilation.

Get the facts. Visit Canada.ca/covid-vaccine to learn more.