

# 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.

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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 2nd/ July 7th,  
2023 at 10:00 AM.

RPAC MEETING  
June 27th/ July 25th  
2023 at 10:30 AM.

## 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.  
403-819-0583

# 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.**

# THANK YOU CARD WINNERS



**Jeff Schwarzer** received a thank you card for taking the initiative to complete the follow-up on the identified concerns.



**Chelsea Mann** received a thank you card for joining the Health and Safety Committee.

**Oluwabukola O** received a thank you card from their CSC for working longer shifts to support a client in hospital.

**Jasbir G** received a thank you card from their CSC for being flexible with a shift change on short notice. Jasbir also received a thank you card from their CRM for accepting a shift with short notice.

**Gbemisol O** received a thank you card from their CSC for extending shift with short notice.

**Ummu Y** received a thank you card for being flexible to accommodate a clients needs.

**Emmanuel B** received a thank you card for accepting a last minute shift.

**Genesis N** received a thank you card for working a longer shift.

**Chadress K** received a thank you card from the Booking Coordinator for taking additional hours on short notice.

**Jaskiranpreet S** received a thank you card from the Booking Coordinator for quick response to confirm vacant shifts.

**Gbemisol O** received a thank you card from their CSC for recognizing a clients achievement and making the day very special for her.

**Omolade O** received a thank you card from the Booking Coordinator for taking a shift on very short notice.

**Navneet K** received a thank you card from the Booking Coordinator for taking a shift on short notice.

**Richard S** received a thank you card from a CRM for extending a shift on short notice.

**Oluwabukola O** received a thank you card from the Booking Coordinator for taking a shift on short notice.

## ICE Calgary Congratulates Long Term Employees!!!

Name	Years	Date
Jody Hunter	14	May 15
Lorna Koch	12	May 17
Nora de Leon	11	May 31
Randy Diell	7	May 12
Gbemisola Dawodu	4	May 17
Tsdgay Gebrelibanos	2	May 25
Bill Damer	28	June 07
Bhupinder Mann	8	June 19
Gideon Gatembo	8	June 22
Vaishaliben Dave	7	June 23
Caroline Nganga	6	June 21
Jeanine Nibizi	1	June 15
Omalade Ojebode	1	June 17
Chelsea Mann	1	June 28

### 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****APRIL 21, 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.

**June 23, 2022:** After pushing down on a stapler staff felt a sharp pain in their wrist. **Incident Investigation Recommendations:** CR Manager spoke to staff and advised staff to leave the stapler flat on the desk while in use. **HSC Recommendations:** No additional recommendations.

**October 22, 2022:** Staff caught client while falling. **Incident Investigation Recommendations:** Staff to review policies 2.3.7, 2.7.3, 3.5.4, and 3.5.5. Permanent Res. Orientation to be completed. **HSC Recommendations:** No additional recommendations.

**North 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.

**South Meeting Minutes: December 20, 2022-** Staff was transporting client to a medical appointment when they hit ice and slid into a road rail. **Incident Investigation Recommendations:** Staff reviewed Policies 2.4.5, 3.1.6 and 3.5.9. and Section D- Transportation Safety. **HSC Recommendations:** No additional recommendations.

**North Meeting Minutes: January 17, 2023:** Staff was jumped on by dog in elevator. **Incident Investigation Recommendations:** Team reviewed HACDs for Elevator Use and Exposure to Pets. **HSC Recommendations:** No additional recommendations.

**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (Calgary):** August 8, 2022: Staff felt pain in the top of their foot while out with client. **Incident Investigation Recommendations:** Reminded staff to watch their footing and continue to pay attention to surroundings. **HSC Recommendations:** No additional Recommendations.

**3.3 Evaluation of completed near miss investigations (Calgary): July 8, 2022:** Staff almost struck by car while it was backing up. **Incident Investigation Recommendations:** Reviewed D1 Commuter Safety of the H&S binder. **HSC Recommendations:** No additional recommendations.

**February 23, 2023:** Client became agitated after being told about tv time limitations. **Incident Investigation Recommendations:** Staff reviewed policy 2.5.1 Positive Behaviour Supports. **HSC Recommendations:** No additional recommendations.

**3.5 COR Audit Review:** Reviewed Element 4 Health and Safety Committee.

**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed the Office HACD pages 6 - 9 "Use of telephones (landlines)," "Paperwork- Writing," and "Computer Use." **HSC Recommendations:** Use of Telephones (pp. 6-7): Recommended to add potential for bullying & harassment in the psychological hazard section. Add Appendix A-7 Self-Care/Mental Health and Wellness Tips to the administrative controls. Paperwork- Writing (p. 8): Change "staples prongs" to ATCO prongs in the physical hazard section. Add rubber fingertips to the engineering controls. Revise wording in safe work practices to "Before working at a new workstation, adjust the chair and equipment." Computer Use (p. 9): Revise wording in safe work practices to "Before working at a new workstation, adjust the chair and equipment."

**3.8 COVID 19 Pandemic Response:** The HSC reviewed new COVID-19 protocols that were distributed on April 4, 2023.

**3.10 Emergency Response Plan Review:** Reviewed/Discussed the Action Plan Template #15 – Earthquakes. **HSC Recommendations:** No additional recommendations.

**Next Meeting Date: May 12, 2023 @ 10 a.m.**

**HEALTH AND SAFETY MEETING MINUTES****MAY 12, 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: October 5, 2022:** Staff began to feel ill during meeting, caused by fragrance in the room. **Incident Investigation Recommendations:** Remind group that fragrances are not to be worn per ICE policy. Group size to be considered while planning location of meetings. **HSC Recommendations:** No additional recommendations.

**South Meeting Minutes:** No H&S meeting held in April 2023.

**Northwest Meeting Minutes:** No H&S meeting held in April 2023.

**B) Section 3.3 Completed Near Miss Incident Investigations**

**Edmonton Meeting Minutes: July 25, 2022:** Client used racial slurs against staff and punched a hole in the wall due to frustration. **Incident Investigation Recommendations:** Retrain staff on client PRP and Risk Assessment. **HSC Recommendations:** No additional recommendations.

**October 18, 2022:** Staff lost the key to the locking filing cabinet. **Incident Investigation Recommendations:** Write down location where key will be kept. Advise supervisor of this location and keep keys there. **HSC Recommendations:** No additional recommendations.

**South Meeting Minutes:** No H&S meeting held in April 2023.

**Northwest Meeting Minutes:** No H&S meeting held in April 2023.

**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health, and Property Damage (Calgary):** No investigations reviewed.**3.3 Evaluation of completed near miss investigations (Calgary):** No investigations reviewed.

**3.5 COR Audit Review:** Reviewed Element 5, Qualifications, Orientation, and Training.

**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed pages 10 – 13 Use of Office Equipment. **HSC Recommendations:** Include a biological hazard as office equipment is shared. Use of Visual Equipment. **HSC Recommendations:** Include a biological hazard as office equipment is shared. **Filing. HSC Recommendations:** No additional recommendations. **Lifting and Moving Boxes and Office Furniture.** Changing the Water Bottle on the Water Cooler. **HSC Recommendations:** No additional recommendations.

**Edmonton Meeting Minutes:** Reviewed pages 13-14 Use of Public Transport. **HSC Recommendations:** Add "if required" to masking remove continuous.

**South Meeting Minutes:** No meeting in April 2023.

**Northwest Meeting Minutes:** No meeting in April 2023.

**3.7 Policy review: 4.4.2 Risk Management**

**3.8 COVID 19 Pandemic Response:** The HSC reviewed new COVID-19 protocols that were distributed on April 4, 2023. Vaccine bookings can be made using the following link <https://www.albertahealthservices.ca/topics/page17295.aspx> or by calling 811.

**3.10 Emergency Response Plan Review:** Reviewed Action Plan Template #19 – Infrastructure -Calgary Office. **HSC Recommendations:** No additional recommendations.

**Next Meeting Date: June 2, 2023 @ 10 a.m.**



# 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.



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.



Don't touch your eyes, nose or mouth.



2 metres



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