

# 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

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

OCTOBER 30TH 2022  
FOR ALL SHIFTS  
WORKED BETWEEN  
OCTOBER 16TH AND  
OCTOBER 31ST.

## UPCOMING

HEALTH AND  
SAFETY MEETING  
Oct 5 / Nov 7 2022 at  
10:00 AM.

RPAC MEETING  
Oct 11 / Nov 8 2022  
at 10:30 AM.

## 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  
ON OCTOBER 10, 2022,  
THANKS GIVING DAY



Please direct all calls to the  
Employee Client Assistance  
Team for that day.  
780.461.7236



## ICE THANK YOU CARD INCENTIVE WINNERS



**Tsegay Gebrelibanos** and **Rita Onyebuchi** received thank you cards for taking an individual out to enjoy the Calgary Stampede, extending their shifts last minute and being flexible with their schedules



**Jennifer Brown** and **Frehiwot Bekele** received thank you cards for going above and beyond to assist individuals with healthy home cooked meals and for making themselves available with very short notice. Thank you for all you do for the individuals!

**Chadress K** received a thank you card from a CSC for working diligently and following proper COVID procedures.

**Jessy Babs** received a thank you card from their CSC for accepting a last-minute shift and being flexible with their schedule.

**Cynthia A** received a thank you card from their CSC for offering help in visiting an individual in the hospital.

**Temi A** received a thank you card from their CRM for picking up a last-minute shift and helping out the agency.

**Navneet G** received a thank you card from their CSC for accepting a last-minute shift and being flexible.

**Gbemisola O** received a thank you card from their CSC for exerted effort in fixing/putting back the patio screen door in the home.

**Gladys Mu** received a thank you card from the Booking Coordinator for covering shifts last minute

**Comfort N** received two thank you cards from their CSC and the Personnel & Training Coordinator for accepting a last-minute shift, as well as being flexible and staying late for their shifts.

**Omalade O** received a thank you card from their CSC for going above and beyond to accommodate a last-minute shift and being flexible.

**Mona Liza C** received a thank you card from the Booking Coordinator for taking on extra shifts and covering last minute

**Lade O** received two thank you cards from the Booking Coordinator for taking last-minute shifts

**Nora D** received a thank you card from the Booking Coordinator for staying longer and also covering extra shifts

**Emmanuel B** received a thank you card from the Personnel and Training Coordinator for being flexible in order to get shifts covered.



# 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 behaviors 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.

## 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)

## ICE Calgary Congratulates Long Term Employees!!!

	YEAR	DATE
Diane Smith	19	Sept 02
Stephanie Nordin	17	Sept 06
James Ramsey	14	Sept 18
Edwin Jayme	9	Sept 11
Aji Michael	7	Sept 03
Michelle (Shelly) Rulli	7	Sept 24
Marcelo Miranda	6	Sept 08
Anoop Madhavan	5	Sept 12
Abiola Sobowale	3	Sept 06
Violet Nwafor	3	Sept 09
Temitope Arannilewa	2	Sept 14
Beverly Jerrett	15	Oct 10
Rachel Niyiroranya	14	Oct 03
Christina Leslie	12	Oct 14
Josephine Estilong	7	Oct 14
Justin Shumbusho	6	Oct 14
Emmanuel Biangana	3	Oct 15
Rona Lepp	2	Oct 26
Jasbir Grewal	2	Oct 28

## 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!

**Jean Kimararungu Shikiro**  
**Gbemisola Olundegun Dawodu**



**HEALTH AND SAFETY MEETING MINUTES  
SEPTEMBER 14, 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 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.

May 9, 2022 - While preparing for an outing, staff noticed that there were no bus tickets available. The staff decided to run to the store and purchase some. Staff ran back to the bus stop to prevent missing the bus. As staff reached the bus stop, a second staff noticed that he appeared dizzy, tripped, and fell, hitting his head on the bus stop pole. Incident Investigation Recommendations: Staff to ensure there is an adequate number of bus tickets readily available at the program. Health and Safety Recommendations: no additional recommendations.

**South - August 2, 2022- Meeting Minutes**

No completed incidents investigations to review (no incident investigations occurred as there were no incidents during this time frame).

**Grande Prairie- August 4, 2022- Meeting Minutes**

N/A - No completed investigations in the past month

**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.

May 28, 2022 - The client's door was wobbly. Incident Investigation Recommendations: Staff to complete a household check. Health and Safety Recommendations: it is encouraged that staff takes immediate action once a hazard is identified and note it in the common log.

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 recommendation.

July 12, 2022 - Smoke smell in East offices quite strong on days when raining outside. Incident Investigation Recommendations: On Site Restoration Professional noted soot on the vent in office and suggested to close the vent. Fans placed in office and in the east section to help with air flow while waiting on the restoration completion.

**Health & Safety Recommendations:** no additional recommendations.

**South - August 2, 2022- Meeting Minutes**

No completed incidents investigations to review (no incident investigations occurred as there were no incidents during this time frame).

**South - May 3, 2022- Meeting Minutes:** No completed near-miss investigations for review (no near-miss investigations occurred as there were no near-miss incidents during this timeframe).

**Grande Prairie- May 5, 2022- Meeting Minutes:** No completed investigations in the past month.

**Grande Prairie- August 4, 2022- Meeting Minutes**

N/A - No completed investigations in the past month

**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (Calgary):**

February 16, 2022 - Staff was backing out of a parking stall when a community member bumped into the back-end of the staff's vehicle. No damage or injury at the time of the incident. Incident Investigation Recommendations: staff to always check before backing out and also try to get driver's attention by honking. Staff reviewed Appendix A Road Safety practices "Safety tips for parking lots." Health and Safety Committee Recommendations: No additional recommendations.

**3.3 Evaluation of completed near miss investigations (Calgary):**

June 17, 2022 - staff microwaved a non-reusable Tim Horton's cup for 50 seconds. When they pulled out the beverage, they smelled something burning. Staff noticed a small burn mark at the base of the cup. Incident Investigation Recommendations: purchased microwave safe cups for the site and reviewed microwave safety in part 2 of the health and safety binder. Email was sent out to all staff on site identifying hazard. Health and Safety Recommendations: No additional recommendations.

**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): Chadress K completed one monthly safety checklist for the month of August 2022.

**3.5 COR Audit Review:** internal COR audit to commence on September 19th, 2022.

**3.6 Hazard Assessment and Control document (H.A.C.D.):** The Calgary region was assigned pages 77-115 in the general HACD. The committee reviewed pages 114-115 "Testing and/or changing batteries on safety equipment, including smoke alarms, carbon monoxide detectors and emergency lighting." HSC Recommendations: It is recommended to add the potential for debris to fall into eyes from the ceiling under the physical hazards. It is also recommended to add eye protection in the PPE control section.

**3.7 Policy review:** 3.5.1 Health and Safety

**3.8 COVID 19 Pandemic Response:** Reviewed Covid-19 protocols released August 24, 2022. Please see the link for most updated covid-19 restrictions: <https://www.alberta.ca/covid-19-public-health-actions.aspx>.

**3.9 Outstanding Committee Member Training/ New Members - Review:** Nicole B requires incident investigations training, HACD, and workplace inspections at the next available training.

**3.10 Emergency Response Plan Review:** (Regional committees to review the ERP drills and identify recommendations for improvement)- Reviewed the Action Plan Template #8 - Security Risk. HSC Recommendations: no additional recommendations.

**4.0 Other Business**

- ICE pages ideas: scamming prevention
- Congratulations made to Nicole B for joining the HSC.
- New HSC poster to be developed and distributed to all residential programs.

Next Meeting Date: October 5, 2022 @ 10 a.m.



# Have you had your booster shot?

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

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

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**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.**

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**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.**

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**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->**



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**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



ICE • OCTOBER 2022 • CALGARY •

## 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**