

**EDMONTON
NORTH CENTRAL**

ECAT

Employee & Client
Assistance Team
780-461-7236

Phones do not accept text messages— staff need to call ECAT.

INSIDE:

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**TIME SHEET
HAND-IN**

- **December 17th 2018** –
For all shifts worked between December 1st & December 15th.
- **December 31st, 2018** –
For all shifts worked between December 16th & December 31st.

UPCOMING:

- **HEALTH AND SAFETY MEETING**
December 5th, 2018
at 1:30 PM
- **RPAC MEETING**
December 12th,
2018 at 1:30 - 3:30 PM

Making it Happen!- Supporting Social Inclusion

Raymand is a new client with ICE in Lethbridge. He started services with the agency in May of 2018. Although he is a relatively young man, Raymand lives in an assisted living facility due to his health concerns. His ICE staff visit him at the facility to support him with his regular routines and to assist him with community access. Since May, Raymand has become involved with many additional local activities.

Upon starting services with ICE, Raymand identified that he really wanted to increase his physical health. He had been visiting a physiotherapist but had struggled to complete the assigned exercises so he had not achieved much physical



RAYMAND

improvement. Raymand's ICE staff started working with him every day to complete the recommended physio exercises. Staff motivated Raymand by showing him the improvements he was making over time as he worked consistently. That encouragement and support really made a difference in how Raymand felt about his exercise routines and his

health.

Once Raymand started to feel better physically it made it easier for him to participate in additional activities of interest to him. Prior to ICE involvement he didn't typically participate in any of the many recreational activities offered at the assisted living facility where he lives. Now they are a regular part of his week. Raymand also keeps busy out in the community where ICE staff support him to go swimming, attend movies and to enjoy walks in the park.

We're very happy to have Raymand as part of ICE in the South Region. His willingness to put in consistent work to achieve better health is an inspiration to us all.



Gladys Soosay

Employee Spotlight

Gladys has been an employee with ICE since 2011. She has been a residential Team Leader and is a highly valued employee. Gladys works with Raymand on weekday mornings. Her calm demeanor and her sense of humor while working with her clients really helps her to motivate them. She has a special knack for supporting people to achieve their goals.

POLICY REVIEW

3.4.11 VACATION

An employee will accrue vacation pay at a rate of 4 %; after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta. The agency will provide vacation accrual at a rate of 8% for employees who have worked for more than 10 years.

All casual employees may request a pay out of vacation pay twice per year. Payouts will only occur on May 31 and/or Nov 15. No request will be considered within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will be processed through payroll by submitting a request form two weeks prior to the date requested. Supervisors will not approve a request unless the documentation is submitted within these time lines.

All casual employees who have signed terms of employment and work a fixed schedule may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned

it. The employee must complete the vacation request form.

All full time employees must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.

Vacation will not be approved prior to one year of employment and must be approved in advance by your supervisor for all employees regardless of your status.

The employer has the final approval of the time when the annual vacation is to be taken. **No vacation will be approved over Christmas or Easter for those employees providing direct client care.**

October 2018

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.
www.ccohs.ca	The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the total well-being—physical, psychosocial and mental health—of working Canadians by providing information, training, education, management systems and solutions. It makes credible information about workplace hazards and conditions easily and widely accessible to all Canadians.
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	Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities.
https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws	The OHS site provides access to a wide range of information bulletins and on-line training options
https://work.alberta.ca/occupational-health-safety/resources.html	

Health & Safety Committee Meeting Minutes November 7th, 2018 - Edmonton

(Note—newsletter copy of minutes edited for space).

3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage) Calgary – October 25th, 2018 – Meeting Minutes:

September 25, 2018

While staff and client were walking in Fish Creek Park, client threw about a 1 foot sized branch at staff's back. Staff stated it did not hurt and asked client not to throw objects at staff. Staff and client continued walking, client then threw smaller branch and small rocks towards staff's feet. Staff again asked client to stop throwing items and continued on their walk in the park without incident. Note: client is new to ICE, non-verbal and difficult to motivate client to access his community. It is unknown if this behaviour was because client was happy to be outside. Parents of client also informed management that client often functions better in the afternoon as he is not a morning person.

Incident Investigation completed.

Recommendations: Review PBI skills with staff i.e. not to walk in front of client, walk behind and maintain visual contact with client. CSC developed and provided client with a communication system, system also trained with staff. Client's schedule to be adjusted to better suit his needs. Consult with RPAC.

Additional Recommendations: Record in Site Specific Hazard Assessment Control document.

September 26, 2018 – Two Incidents 10:30am

Staff and client were waiting in line for coffee. During this time, it was noticed that there was a fly buzzing around the restaurant. Client hit staff's neck, then stated "fly". Staff encourage client to tell staff next time fly lands on staff and staff will handle situation.

Incident Investigation completed.

Recommendations: Although staff stated was keeping safe distance, client was still able to hit staff, ensure staff is following safe distances and maintain eye contact on client at all times. Review Positive Approaches and Risk Assessment and ensure competency. Review any plans/protocols regularly to ensure effectiveness.

2pm

Staff and client were swimming in swimming pool. Staff requested space as client was has challenges with boundaries. Client hit staff in head with a pool noodle. Staff requested client to stop and moved away from client. Client then laughed and came and hit staff 2 more times. Staff removed self from pool and watched client from side of pool. Hit from pool noodle did not cause injury. Note: Staff had recently received training on CPI Sept 21/18

Incident Investigation completed.

Recommendations: Follow PBI/CPI skills of maintaining safe distance and eye contact. When client has object such as pool noodle in hand, engage in increased safe distance. Review Positive Approaches and Risk Assessment and ensure competency. Review any plans/protocols regularly to ensure effectiveness.

Additional Recommendations: Discuss with staff setting appropriate limits/boundaries with clients. Review with client limits with what is appropriate and inappropriate behaviour with staff.

South – October 10th, 2018 – Meeting Minutes:

No Incident Investigations to report.

Grande Prairie – October 9th, 2018 – Meeting Minutes

No incident Investigations to report.

3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 (Near Miss Incidents)

Calgary – October 25th, 2018 – Meeting minutes:

September 14, 2018

Staff and client were exiting bus and walking to c-train. Staff no-

ticed ice on the walkway ahead and encourage client to hold onto handrail while walking. Staff and client continued and due to holding onto handrail was able to keep self-balanced. Staff reported ice to 311.

Near Miss Investigation completed.

Recommendations: Management encourage staff to purchase and utilize ice grips on shoes, ensure footwear has proper tread. During snowy/icy conditions to utilize Access Calgary. When weather is poor and able to do so adjust schedule (i.e. do activities indoors).

September 23, 2018

Staff and client returned to residence from their outing, client was visibly upset during outing and when returning. Client asked staff for scissors and staff gave scissors to client, client then cut her hair. For safety of both staff and client, staff requested for the scissors to be returned and locked. Client refused, went into the office grabbed documentation & threw it to the ground, pushed chairs over then went to bedroom with door closed. Space was given, ECAT was contacted and client gave scissors back to staff.

Near Miss Investigation completed.

Recommendations: Management discussed the risks with staff of providing client with scissors when anxious/agitated. Review with staff Appendix #2 Safe Practices for Handling Behaviour Escalations.

Additional Recommendations: Staff to make an appointment with hair dresser in future to prevent clients and staff from being at risk with client having sharp scissors.

September 26, 2018

The building fire alarm went off and staff encouraged client to evacuate. Client refused to leave without bringing her cats with her. Client was only able to get a hold of one of her cats and when walking down the staircase was having difficulty, stopped and began to cry. Smoke was present in the building. By the time staff and client exited the building it took over 5 minutes which is not a successful fire drill.

Near Miss completed

Recommendations: Staff to be made aware that in the event client refuses to evacuate, staff to exit the building safely and notify fire department. As the client refused to leave unless bringing her cats, it's recommended to surrender the cats to reduce the risk.

South – October 10th, 2018 – Meeting Minutes:

October 2, 2018

Staff at a residential program said they smelled something odd in the home and then the furnace quit working. They left the home and called ATCO to come have a look at the furnace. ATCO came to the home and determined it was a burned-out control panel. Staff did not return to the home until the issue had been fixed and ATCO confirmed it was safe to be in the home. The furnace had been inspected a few weeks previous to the incident as part of the regular yearly inspection and there were no deficiencies noted.

Near Miss Investigation Complete

Recommendations: Staff responded in an appropriate way by leaving and waiting for professionals to assess the situation before returning to the home.

Grande Prairie – October 9th, 2018 – Meeting Minutes:

No near misses to report.

3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage:

October 8, 2018

Staff slipped on ice in the parking lot at a residential program and

fell injuring them self.

Internal Incident Investigation to be completed.

Recommendations:

Discuss with staff the importance of proper footwear, including wearing ice cleats or having good grips on the bottom of shoes/boots. Inform building management of slippery conditions so they can ensure proper hazard controls, including safety salt/sand as well as any issues with lack of proper lighting.

October 9, 2018

Staff was working an overnight at the office for ECAT. Early in the am they went out to their car in the parking lot to collect a water bottle. The weather was snowy and icy. Staff slipped on the ice in the parking lot and fell down injuring them self.

Internal Incident Investigation to be completed.

Recommendations:

Avoid risks when working alone, remind staff to double check that they have taken everything they need inside from their car when they begin their shift. Discuss with staff that there is a water cooler that they can utilize if they need water overnight. Remind staff to wear proper footwear (ice cleats/good grips).

October 18, 2018

While working on shift at a residence, staff sat down on a chair. The chair broke causing staff to fall to the ground.

Internal Incident Investigation to be completed.

Recommendations:

Staff to be reminded to test furniture prior to sitting on it. Staff to ensure to inspect the condition of the furniture when doing regular inspections and to repair/replace furniture if necessary.

October 22, 2018

Staff went to pick up a client to bring them home from their day program. The client was seated in the back seat as per policy. The client started to get agitated striking the car window and was calling to the staff. The staff spoke calmly with the client to encourage them to calm and continued driving but the client started hitting the staff on the shoulder while staff were driving.

Internal Incident Investigation to be completed.

Recommendations: Discuss with staff the importance of pulling over and stopping their car as soon as possible when it's safe to do so. Staff should examine alternatives to driving, including utilizing Disabled Adults Transportation System (DATS) or public transportation (bus service).

3.3 Evaluation of current Near Miss Incident Investigations:

October 24, 2018

Staff was working at the office in close quarters. They went to seat themselves on their task chair at their desk. The chair tipped backwards falling to the floor with staff. Staff were not injured. A chair wheel may have caught on clothing draped over their chair.

Near Miss Incident Investigation to be completed.

Purchase coat hanger for area.

October 31, 2018

Staff were working an overnight shift. Around 3am a client woke up to get a snack. While in the kitchen staff and client then heard explosion sounds coming from the apartment parking lot. From the window of the apartment they saw several (4) cars on fire in the parking lot and the fire was spreading to other vehicles. 911 was called and firefighters soon arrived and extinguished the fire.

Recommendations:

Discuss community safety at the next team meeting and all staff and clients to report any suspicious persons in the immediate vicinity to building management/police as necessary.

3.4 Certificate of Recognition (COR) Audit: New Terms of Reference for the Health and Safety Committee. Greg reviewed the new process with the committee, which was also discussed in the November ICE page. Greg discussed that workers on the committee could put their names forward for nominations for upcoming elections at the ICE open house. Workers elect workers. Terms of Reference were submitted as part of the COR Action Plan follow up.

3.5 Hazard Assessment and Control Document (HACD) Review:

Edmonton: The group reviewed Page 14 and 15 in the General Section of the Hazard Assessment and Control Document. The following changes were recommended:

- Add to "Check weather forecast in advance of planned activity" in the Safe Work Practices section the following sentence: "If weather advisories/warnings in the area, follow direction of the advisories and only essential travel recommended."
- Add "food" to the Safe Work Practices Section that states "Carry supplies as necessary."
- Add "(ice cleats/good grips) to clarify footwear under the PPE Section that states: "Dress Appropriately for the weather... visibility (I.e. footwear...)"
- Add Personal Flotation Device (E.g. Life Jacket) required when completing outdoor water activities, including when in a raft, boat or canoe.

Calgary – October 25th, 2018 – Meeting Minutes:

Reviewed pages 8-13 of the General Section

Driving: recommended adding smoke as part of conditions employees could be driving in. When smoky, utilize in car air circulation feature rather than air– intake from outside. Under winter – recommend adding winter tires.

Add reschedule trips during non- peak hours, reduce the number of trips through enhanced planning, schedule trips when weather / road or behavioral concerns present increased hazards."

Driving Clients: Recommend adding to safe work practices when possible, schedule trips during non- peak hours, reduce the number of trips through enhanced planning, schedule trips when weather / road or behavioral concerns present increased hazards."

South – October 10th, 2018 – Meeting Minutes:

Talked with staff that are helping to finish the site-specific HACD's for the homes. We discussed ways to ensure this information is shared with all staff working in the programs. Also, discussed the process for adding a hazard when something is noticed at a home.

Grande Prairie – October 9th, 2018 Meeting Minutes:

New sections of Appendix A discussed and reviewed. HACD to be completed and distributed for all programs prior to October 31.

3.6 Policy Review: 2.4.5 Use of Staff Vehicles. The group discussion included a review of the "Transporting Clients with Behaviours" section of the policy.

4.0 OTHER BUSINESS

- ICE PAGE – Suggested Articles included "Having a Healthy and Safe Christmas" which includes eating healthy and looking after physical and mental health over Christmas and Safe Winter Driving.
- Reviewed the new process for Health and Safety Committee Meetings, including nomination process for workers.
- OHS Training for Health and Safety Committee members. Will be further clarified as per Occupational Health and Safety legislation.
- Update - ICE's Health and Safety Approval Application

Next meeting – December 5th, 2018 at 1:30 pm

SAFE WINTER DRIVING

Winter driving can be risky. If driving is part of your job, follow these tips to ensure that you are well prepared.

Tip 1: Get your vehicle ready for winter

Winter weather is hard on your vehicle and its engine. Prepare for winter in the fall, by getting a complete check-up of your battery, lights, brakes, tires and windshield wipers. Fill up on winter washer fluid in the -40°C temperature range and carry an extra jug in your vehicle.

Tip 2: Install 4 matching winter tires



Winter tires have been designed for use in snow. They carry a pictograph on the side-wall of a peaked mountain with a snowflake and meet high standards for winter traction performance.

Tip 3: Watch the weather

It's a good idea to visit www.weatheroffice.gc.ca for local weather reports, before you leave home. Environment Canada issues warnings when it expects blizzards, heavy snow, freezing rain or drizzle, cold snaps and winds. Watch for black ice at temperatures between +4°C and -4°C, where the road surface ahead looks black and shiny. It is often found on shaded areas of the road, bridges and overpasses long after the sun has come out.

Tip 3: Prepare for Driving

•**The safest strategy is to avoid driving in bad weather conditions.** If driving clients, look for alternatives such as taking DATS or other public transportation. If you must drive and/or drive clients, check weather and travel conditions before heading out. Give yourself extra time for travel and, if weather is bad, wait for conditions to improve. Always tell someone where you are going, the route you plan to take and when you expect to arrive. Fill out the community access section of the staff communication log. If you don't arrive on time, and people are worried about your safety, they will know where to search for you. If driving becomes too risky, turn back or look for a safe place to stop until it is safe to drive. Make sure you have enough fuel. Try to keep the fuel tank at least half-full.

•**Be alert, well rested and sober behind the wheel and always wear your seat belt.**

•**See and be seen.** Remove all snow from your vehicle's

hood, roof, windows and lights. Clear all windows of frost and fog. If visibility becomes poor, find a place to safely pull off the road as soon as you can. If you can't exit, pull off the road as far as you can. Get out from the passenger side, to reduce the risk of being hit by other drivers. If visibility is poor, put on your emergency flashers.

•**Stay on main roads and drive carefully:** Match your speed to the road and weather conditions. Avoid passing another vehicle when weather and road conditions are bad.

•**Wear warm clothes** that do not restrict movement and ensure that the clients that you are driving are also dressed for the weather conditions.

•**Be prepared to make a call.** If possible, take a fully charged cell phone with you. These are very useful in an emergency or if you need help. *911 is often a free call. But don't talk and drive. Let someone with you make the call, or pull over to a safe spot to place a call.

Keep the following items inside your vehicle: road maps, ice scraper and brush, flashlight, first aid kit, and blanket.

Tip 4: Avoid Collisions

The danger of skidding is greatest when you are taken by surprise. Since not all vehicles respond in the same way to icy, slippery roads, learn how to handle your vehicle in all types of weather. Read the owner's manual to learn about your vehicle's braking system and tire traction. You may also consider taking a winter driving course. A good way to avoid skidding is to drive appropriately for road and weather conditions: **SLOW DOWN**. Allow extra travel time and be very careful when you brake, change lanes, make turns and take curves.

Proper braking is important to safe winter driving. Since it takes longer to stop on a slippery road, you should leave more distance than normal between you and your vehicle in front of you and pay attention to the road – as far ahead as you can.

Tip 5: Stay Calm

Stay calm if you get trapped in a storm or snow bank. **Don't** do any heavy lifting, shoveling or pushing in the bitter cold - it can kill. **Do** make sure the tailpipe is not blocked by snow, to keep carbon monoxide from getting into your vehicle. Then, if your vehicle is not at risk of being hit by other drivers, stay inside so you have shelter. Going out into a storm puts you at risk of getting lost, or suffering from the cold.



Joint Health and Safety Committees at ICE

ICE has long had a joint Health and Safety Committee (HSC) in each ICE region committed to working together to identify and solve health and safety concerns at the worksite. This year front line staff will vote to elect Health and Safety candidates for each region. Below are some of the roles elected members of the Health and Safety Committee will fulfill, staff are asked to consider these when choosing committee members to represent them.

Members of ICE Health and Safety Committees help:

- ICE respond to the health and safety concerns of employees,
- Assist to develop health and safety policies and safe work procedures,
- Develop and promote education and training programs (i.e. Promoting Safety),
- Participate in worksite inspections and investigations,
- Investigate worker reports of dangerous work and refusal to work.
- With health and safety orientations for new employees.

In the Edmonton region front line staff at ICE will be electing 6 worker representatives from the candidates presented on pages 6 & 7.

Sssssshh... it's the
READING ZONE



There's a New Policy Manual in town.

All ICE staff must read the new Policy Manual and sign a staff participation form by
January 31, 2019

MEET YOUR EDMONTON HEALTH & SAFETY COMMITTEE CANDIDATES



Dusi Raj Sen

I have been with ICE since February of 2018. I am interested in joining the Health and Safety Committee to improve my knowledge and understanding of health and safety issues.



Mariama Diallo

I have been working for ICE for 9 months as a main staff. My experience working with clients has shown me how important H&S is, not only for the clients, but also employees. I would like to be a part of the H&S Committee because I want to learn more about how to keep the workplace healthier and safer for my clients and myself.



Yvonne Nabulnoro Bakagil

Since 2013, I have been working in different programs within ICE. Within those 5 years of experience, it was my responsibility to protect and to keep my clients, myself and others healthy and safe in the work environment. I am interested to be part of the Health and Safety Committee.



Charmaine Hyman

I'm Charmaine Hyman and I am the Accounts Coordinator in the Accounts/Payroll department.

It would be an honour to be a part of the Health and Safety Committee so that I can contribute to assisting development of health and safety policies and procedures in the ICE community. To be a part of this committee will also give me the opportunity to participate in inspections and investigations of the various worksites which will give me a broader understanding of ICE's operations in the field.



Veena Bhatt

My name is Veena Bhatt but people call me Dolly. I have worked with I.C.E. since September 2017 and currently work in the 129 Ave residence. The reason I want to represent myself and others on the Health and Safety Committee is so I can help staff if they are injured. I can also offer suggestions and make changes to help the homes be safer and give guidance to the staff to maintain safety.



Innocent Kagabo

I am Innocent Kagabo and I currently work as a support staff in a non-residential role. Health and Safety is important to me in my workplace and I would like to represent non-residential support staff to increase their awareness of ICE Health and Safety policies and procedures.

MEET YOUR EDMONTON HEALTH & SAFETY COMMITTEE CANDIDATES



Emmanuella Kankam

My name is Emmanuella Kankam and I currently work at the ICE Starlite program. I am a Licensed Practical nurse and I really value health and safety. I would really like to represent staff on the ICE Health and Safety Committee as I want to improve safety in the workplace and community.



Isabelle Lalonde

I'm currently a Personnel Coordinator with ICE Edmonton. My background is in high performance testing for the Canadian Forces. As a policy and procedures editor, I was involved in official publications for the Canadian Forces and I am excited to see where my knowledge and skills can benefit ICE. The idea of participating as a member of the ICE Health and Safety Committee has peaked my interest. Please consider my candidacy for the committee.



Trust In God Odudu

My name is Trust and I would like to be part of the H&S Committee. Health and safety is important to me because the policies created helps each and every employee to have a safe and protected work environment. Health and safety procedures are important for both employees and employers because human loss is immeasurable and intolerable. I want to respond to the health and safety concerns of employees which is what the ICE Health and



Oluwafisayo Adegbite

\$100.00 ICE Employee Referral Incentive Program Winners

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!



Omolara Ogunbamowo

ICE HAS A TD GROUP RSP PLAN!

Refer to **Policy 3.4.18**
FUTUREBUILDER RSP

If you are eligible, ICE will match your contributions!

To sign up, please contact:
780-453-9664



ICE OFFICES WILL BE CLOSED
Tuesday December 25th, 2018, Wednesday,
December 26th, 2018 for Christmas
&
Tuesday January 1st, 2019 for New Year's Day.

Please direct all calls to the Employee Client Assistance Team for these days.

ICE THANK YOU CARD INCENTIVE WINNERS



Kashmiraben Shingala was thanked by her Team Coordinator for helping ICE clients reorganize the furnishings and belongings in their home. Kashmiraben won a T-Fal Start Up 8 piece cooking set. Your hard work was appreciated!



Senait Soddu received a Thank you card from her Team Coordinator for accompanying an ICE client on an out of town trip to visit their grandmother and family. Senait won a Hamilton Beach Belgian Waffle maker. Thank you for your dedication!



Mary Mathew received a Thank you card from her Team Coordinator for her excellent client support during the Team Coordinator's absence including important client medical care. Mary won a Supor, Stainless Steel Wok. Great job!

PLEASE JOIN US AT OUR OPEN HOUSE



St. Michael's Parish Hall
12918 - 121 Street
(East Door Entrance)
December 6th, 2018
From 12 Noon to 3 pm



Employee Awards will be presented at 1:15 pm

***Health & Safety Committee Representative Elections for ICE Workers
will be held at this event. Attend and Vote!**

TRAINING

PET (Pre-Employment Training)

December 10- 12th, 2018

December 17-19th, 2018

9 am - 5 pm

*As described on the ICE web-
site*

*Mission Possible Awareness
Session for Winter Driving
and Distracted Driving*
December 7, 2018 9am-12pm

AND

January 4, 2019 9am-12pm
*Note: Staff must be able to attend both
sessions to complete the course.*

PBI

**(Proactive Behaviour
Intervention &
Positive Behavior Supports)**
December 14th, 2018
December 21st, 2018
9 am - 5 pm
*As described on the ICE
website*