

JANUARY 2019

**EDMONTON/
NORTH CENTRAL**

ECAT

Employee & Client
Assistance Team
780-461-7236

After office hours
Phone do not accept
text messages- staff
need to call ECAT.

**INSIDE THIS
ISSUE:**

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**TIME SHEET
HAND-IN**

- **January 15th, 2019**
For all shifts worked
between January 1st and
January 15
- **January 31st, 2019**
For all shifts worked
between January 16th
and January 31st

UPCOMING:

- **HEALTH AND
SAFETY MEETING**
– January 9th 2019 at
1:30PM
- **RPAC MEETING–**
January 23rd, 2019 at
1:30PM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

RORY

Rory is a friendly, social man who enjoys the company of others and meeting new people. He is a genuine and compassionate person. Rory takes the time to compliment and express appreciation to others so they know how important they are to him.

Rory completed grade 12 at Memorial Composite High School in Stony Plain, AB. During his school years he participated in a work-experience at the school cafeteria there and later at the Co-Op. After High School, with the encouragement of ICE staff, Rory began attending Chrysalis where they provided him with work experience training at Gregg Distributors. After about a year, Rory wanted and felt he was ready for a new opportunity. With the support of his ICE Team Coordinator, Rory set up a meeting with Chrysalis and was able to advocate for a new work opportunity for



himself. Chrysalis helped him find an opportunity with Fortis Canada.

At Fortis Rory was hired as a full-time employee, participating in recycling, and light carpentry duties such as hammering skids together, breaking apart wood pallets and recycling wire and metals. Rory enjoys the physical work and the financial benefits of employment. He is a model employee with an exemplary attendance record. This year Rory was thrilled when he received a Certificate of Achievement Award for 10 Years of service. Rory is happy at Fortis. He continues to enjoy both the work and the social aspects of the job. He often shares stories about

the friendships that he has developed there.

Rory works so hard during the week that in the evenings and on weekends he likes to unwind and relax. At home he enjoys playing video games and through the years he has built up a truly impressive collection of games. In the last two years Rory has expressed a desire to get away out of the city to enjoy the mountains and other Alberta scenery as well as to ride the train. His Team Coordinator, John adapted his schedule to accompany Rory to Jasper. While in Jasper, Rory with John supporting him, was able to take in the sights; enjoy dining out; have fun swimming in the hotel pool; check out shows in the movie theatre and to complete many general sight-seeing expeditions. Rory loved it so much he asked John to accompany him there again the next year.

Rory is thriving and ICE wishes Rory continued success!



John Daller

John is a Team Coordinator who has worked with ICE since December of 1998. He is a positive person who always seems to be in high spirits. You can usually hear John coming as he almost always arrives singing or whistling happily. John enjoys his work and has built strong relationships with his clients, his team of employees and his supervisors. He always takes the time and care to check in to see how each person is doing.

In John's spare time he enjoys travelling. He has visited Mexico, England, Ireland, Iran and Afghanistan. John has also spent lots of time in India and Germany, with his wife by his side. John enjoys art and is fierce about crossword puzzles.

Policy Review

3.5.12 Fire Safety

Sections of Policy 3.5.12 are included below. Please refer to the Policy Manual for the complete policy.

Safety standards are regulated internally by I.C.E.'s policies and procedures and various audits and inspections. Legislation - municipal zoning bylaws, Alberta Public Health Act, Alberta Safety Codes Act for building/ fire codes and industry standards mandates compliance to safety regulations by conducting inspections.

Independent Counselling has procedures in place and a documentation system to verify procedures and specific equipment that must be present in dwellings to support the safety of clients in residential (1010 programs) and support homes (1020 programs).

Equipment

Residential Setting.

Requirement: Must meet minimum housing standards and approved prior to the client moving into the home. Measurements are redone and new approval required if construction takes place in the home, the client moves to a different bedroom or client moves to a new dwelling.

Documentation: Residential window egress and handrails/guardrails as per minimum housing and health standards form. All contact with the landlord in regards to these standards must be supported by written documentation

Support Home. Requirement: Must meet minimum housing standards and approved prior to the client moving into the home and annually thereafter. Measurements are also redone and new approval required if construction takes place in the home, the client moves to a different bedroom or client moves to a new dwelling. Note window measurements must also be done in respite home and wherever respite worker sleeps in the support operator's home.(if respite sleeps over).

Documentation: Support home window egress, and handrails/guardrails as per minimum housing and health standards form and initial/annual checklist.

Floor plan and emergency evacuation procedures

Residential Setting. Requirement: Must meet

Requirements: Floor plans and emergency evacuation procedures are posted on each level of the home or apartment and must be posted the day clients move into the home.

For apartments the evacuation procedure will be that which the building has posted.

Documentation: Postings required. Validated on monthly safety inspections, random inspections and EQAs.

Support Homes:

Requirement: The operator is aware of emergency evacuation procedures.

Documentation: Floor plans and emergency evacuation procedures are provided to the office. No postings are required in the home. Validated on initial/annual checklist, monthly checklist, monthly safety checklist and Support home EQAs.

Fire safety plans

Residences Requirements: Fire safety plans are posted on each level of the home or apartment and must be posted the day clients move into the home.

Documentation: Postings required. Validated on monthly safety inspections, random inspections and EQAs.

Support Homes—Not applicable

Smoke detectors in common areas

Residences Requirements: Smoke detector on each level of the home. Must be hard wired and all interconnected.

Documentation: Validated on monthly safety inspections, random inspections and EQAs.

Support Homes: Requirements: Working smoke detectors on each level of the dwelling.

Documentation: Validated on initial/annual checklist, monthly checklist, monthly safety checklist and Support home EQAs.

Smoke detectors in all sleeping areas – client bedrooms

Residences - Requirements: One working smoke detector within 4 inches of the ceiling or on the ceiling. All smoke detectors must be interconnected. Batteries changed in March and October when clocks change.

Documentation: Validated on monthly safety inspections, random inspections and EQAs.

Support Homes - Requirements: One working smoke detector per client bedroom.

Documentation: Validated on initial/annual checklist, monthly checklist, monthly safety checklist and Support home EQAs.

Carbon monoxide detectors

Residences Requirements: One working CO detector on each level of the dwelling.

Documentation: Validated on monthly safety inspections, random inspections and EQAs.

Support Homes: Requirements: Minimum of one working CO detector in the dwelling.

Documentation: Validated on initial/annual checklist, monthly checklist, monthly safety checklist and Support home EQAs.

Fire Extinguishers

Residences Requirements: One 5 lb. extinguisher, wall mounted, on every level of the home. Must be fully charged and the seal is on. Dial reads in the green zone. Inspection card initialed monthly. Must be inspected by a certified fire extinguisher inspector within the last 12 months.

Documentation: Validated on monthly safety inspections, random inspections and EQAs. Monthly inspection card signed as well as evidence inspected by inspector.

Support Home Requirements: One 5 lb. extinguisher, wall mounted, on every level of the home. Must be fully charged and the seal is on. Dial reads in the green zone.

Documentation: Validated on initial/annual checklist, monthly checklist, monthly safety checklist and Support home EQAs.

Fire evacuation equipment e.g. Ladder, fire blanket

Residences Requirement: Equipment dependent on location of evacuation site and client's ability. Equipment present, functional and in appropriate location.

Documentation: Validated on monthly safety inspections and EQAs.

Support Homes Requirement: Equipment dependent on location of evacuation site and client's ability. Equipment present, functional and in appropriate location.

Documentation: Validated on initial/annual checklist, monthly checklist, monthly safety checklist and Support home EQAs.

Fire drills completed by I.C.E. employees, support home operator and clients.

Residences Requirement: Minimum of once per month. All regular/signed staff working in the program must participate in rotational fire evacuation drills with the client(s). For any client in a basement bedroom -There must be monthly recorded fire drills at least 3 times a year (January, May and September) where the client is required to evacuate from their bedroom window. A minimum of 2 of these fire drills must be observed by the Program Manager /Regional Manager. The appropriate equipment (sturdy, functional) necessary to

facilitate safe evacuation must be present and in good working condition. The equipment must be stored to allow easy access (bedroom) in an emergency. Should the physical capabilities of either a client or an employee change the agency will ensure that they are still able to perform this function.

Documentation: The drill is documented on the fire/evacuation drill report and attached to the monthly safety inspection checklist.

Support Home Requirement: Minimum of once per month. For any client in a basement bedroom -There must be monthly recorded fire drills at least 3 times a year (January, May and September) where the client is required to evacuate from their bedroom window. A minimum of 2 of these fire drills must be observed by the Program Manager /Regional Manager. The appropriate equipment (sturdy, functional) necessary to facilitate safe evacuation must be present and in good working condition. The equipment must be stored to allow easy access (bedroom) in an emergency. Should the physical capabilities of a client change the agency will ensure that they are still able to perform this function.

Documentation: The drill is documented on the fire/evacuation drill report and attached to the monthly safety checklist.

For the complete policy 3.5.12 Fire Safety refer to the Policy Manual.

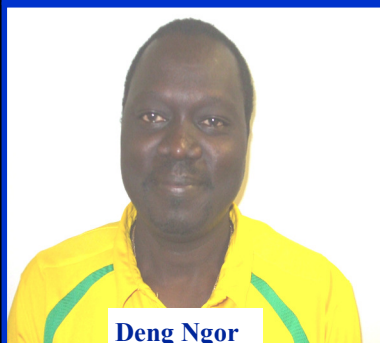
Referral Incentive Recipients



Merhawi Gebremariam



O'Neil Watson



Deng Ngor

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!

OFFICE CLOSURE

ICE offices will be closed on Tuesday, January 1st, 2019 for the New Years' Holiday

Please contact ECAT on this day.

Important Message from ICE Payroll

ICE employees need to confirm that the address on their paystubs is correct in order to ensure 2018 T-4's will be received.

If your address is not current/ correct please contact the ICE office in your region as soon as possible.

ICE THANK YOU CARD INCENTIVE WINNERS



Willy Kaysire was thanked by his Team Coordinator for providing care and timely medical follow up after a client experienced an unfortunate fall on the ice. Willy won a Sunbeam Bread Maker. Well done!



Birendra Kayastha received a Thank You card from his Team Coordinator for picking up a shift at very short notice in order to ensure quality client supports. Birendra won a Sunbeam 12-Speed Stand Mixer. Thank you for your efforts!



Faustin Kabura received a Thank You card from his Team Leader for making extra efforts (on his day off) to ensure the client's birthday was a very special day. Faustin won an H2O steam cleaner. Thank you for your dedication!

Health and Safety Meeting Minutes

Edmonton - December 5, 2018

3.1 Review of 'Regional Health and Safety Meeting Minutes **Review other region's minutes especially sections 3.2 and 3.3.**

Calgary – Nov 29, 2018 – Meeting Minutes:

October 26, 2018

Staff had a meeting at the church. Upon first entering the facility they identified a speaker stand as a hazard and avoided it. Staff was socializing with others and shortly after forgot about this hazard and bumped their knee onto a speaker stand. Staff grabbed their knee in reaction of the pain they felt which in turn caused a strain in their back. Staff has experienced previous back pain not associated with work related duties prior to incident.

Incident Investigation completed.

Recommendations: Staff who attend this program at the church will be informed of this hazard. Staff to be reminded to look for hazards at all times. Staff was reminded when having meetings in the community to ensure they are not distracted when walking. Schedule meetings during less busy times to avoid distraction.

Additional Recommendations: Remove/re-locate the speaker stand if possible. If that is not possible, put a "hazard" sign on it warning of the risk.

October 26, 2018

Staff and client were at the bowling alley. The client was playing their fourth game (they usually only play three games) and became increasingly agitated. Client picked up two bowling balls began throwing them erratically down several lanes. One ball fell on the ground and staff cautioned client to be careful. The client came over to staff as if they were going to pinch their face. Staff asked client to provide them with personal space. Client struck the staff in the face with their hand causing three bloody scratches. First aid was administered.

Incident Investigation completed.

Recommendations: Review incident with RPAC for support. Positive approaches and risk assessment have been developed and trained with staff. Staff followed PBI techniques and maintained safe distance. Staff to involve the bowling depot employee as support. Staff to review facility expectations with client before start of the game.

Additional Recommendations: Communicate with client regarding how many games that s/he wants to play and energy level and communicate with client about energy levels and when they are tired or staff start sensing the client is agitated to engage with the client and give them the option to stop the activity or allow the client to rest between games.

South –Nov 13, 2018– Meeting Minutes:

No Incident Investigations to report.

North West – Nov 6, 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 – Nov 29, 2018 – Meeting minutes:

No near miss incidents to report.

South – Nov 13, 2018 – Meeting Minutes:

No near miss incidents to report.

North West – Dec 6, 2018 – Meeting Minutes:

No near miss incidents to report.

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

November 14, 2018

Client and staff were out in the community when client expressed that he wanted to stop at a local liquor store to purchase a bottle of whiskey. Staff attempted to redirect the client and encourage him not to purchase/use substances as was recommended one day earlier by the client's psychiatrist. Once in the store staff again attempted to redirect the client. The client then turned around towards the staff and spit in his face. As staff was recovering, the client then left the store and returned home with no further aggression. Follow up from the incident report included: staff advised of their rights and advised to seek medical attention; continued monitoring of the use of alcohol and improved communication between staff and client regarding stressors or anxiety felt by the client; ensuring client is engaged in community access and awareness of client's wanting to use/purchase substances to help alleviate stressors/hallucinations and how to prevent it; and consult with RPAC. Additional recommendations included: staff not to restrict client purchases, staff to observe and report actions of concern and development and update of Risk Assessment and Positive Approaches.

Recommendations: No further recommendations from the committee.

November 23, 2018

Staff was sitting when another staff arrived for shift change. In rushing to get up to answer the door, the staff twisted their right foot. Recommendations from the incident report included staff to be mindful when getting up and to not rush in the future.

Recommendations: Review health and safety responsibilities (Policy 3.5.2) with staff, including the staff's responsibility to work safely.

November 28, 2018 The client was intoxicated and was becoming aggressive with staff because he wanted his (PRN) medication and authorization hadn't been given. The client grabbed the client's finger and twisted it. The client let go of the staff's finger and then took the staff's metal coffee cup and threw it against the wall. Later the staff noticed a steak knife sitting on the dresser in the client's room. The client was asked about it and stated that people better start paying attention to him or he may harm staff. When the

client went to the washroom, staff confiscated the knife. Later the client wanted to “play fight” with the staff. Staff attempted a safe distance but the client grabbed staff’s wrists. Staff were able to get out of the hold using PBI techniques. The client grabbed the coffee pot and smashed it on the floor. After that the client seemed to calm down and went to bed.

Following the incident:

- The psychiatrist and addictions counsellor were updated;
- Staff were retrained on the client’s Positive Approaches and it was reviewed that in an event like this (violence, threat of violence, weapons), they are to immediately contact 911;
- A Room Search protocol was developed;
- A Lifeline communication system was installed in the apartment;
- The client’s Risk Assessment and Hazard Assessment and Control documents were updated regarding the newly identified threats.
- An Internal Incident investigation was completed.

Recommendations: Consider using instant coffee or a Keurig style coffee dispenser (therefore no glass coffee pot needed) and unbreakable cups and dishes in the program. Continue to consult with RPAC, the psychiatrist and the client’s addictions counsellor for strategies to reduce the client’s substance abuse. Ensure all staff working with this client receive training on the revised Risk Assessment and hazard control measures (Room Search Protocol, use of Lifeline system); call ECAT for additional staffing support when the client is intoxicated and showing signs of agitation.

3.3 Evaluation of near miss investigations.

November 9, 2018

Staff turned the light switch on to get into the laundry room and noticed that the light bulb burnt out and that there was a “bad odor.” Staff changed the light bulb to a new one and the following day, staff noticed again that the light was burnt out the next day. Staff did not change the light bulb again, but notified their supervisor of a possible electrical concern. Building maintenance was contacted and it was documented in the Hazard Log in the staff communication book to not touch the switch until the landlord has followed up with the issue.

Recommendations: N/A – No further recommendations.

3.4 COR report and review – Review of COR 2017 – 2018 COR 1 year action plan – Greg updated the group that the action plan items had been completed and were submitted to the Continuing Care Safety Association for their Quality Assurance Review.

3.5 Hazard Assessment and Control document (H.A.C.D.) –

Edmonton – Appendix A - Section#4– Safe Practices for Control of Slips, Trips and Falls – The group reviewed this section of the appendix and the following recommendations were made for changes:

Change the first subheading from “Prevention and Control

of Wet Floor Hazards” to “Prevention and Control of Slip and Trip hazards”

Add the following bullet to the Prevention and of Slip and Trip Hazards subheading: “Avoid community access during severe weather conditions (E.g. freezing rain conditions)”

Calgary – Nov 29, 2018 – Meeting Minutes:

Reviewed pages 14-17 of the General Section:

Outdoor Activities: recommended adding exposure to smoke as a biological hazard. Recommended adding road construction as a physical hazard. Under safe work practices add a recommendation to plan your route ahead/ call 311 for information.

Accessing Community: recommended adding exposure to smoke as a biological hazard. Recommended to add exposure to animals/pets under psychological and physical hazard.

South – Nov 13, 2018 – Meeting Minutes:

The group reviewed pages 22 – 27 in the Master

Hazard Assessment and Control Document

Cooking/Food Preparation – there were no additional recommendations

Northwest – November 6, 2018 – Meeting Minutes:

New HACD have been distributed to the houses. It was discussed how staff can assist in reassessing the hazards at each program as situations change over the course of the year.

3.6 Policy review – 3.5.2 Worker Right to Refuse Dangerous work and Assignment of Health and Safety Responsibilities – Section A: Worker Right to Refuse Dangerous Work – The group reviewed the new Section A of the policy.

4.0 Other Business

4.1 ICE PAGE – Possible article for January – “winter blues” – mental health after Christmas is over/ during winter months.

4.2 Emergency Drill to be completed: Home Invasion with potential for violence (September through December 2018)

4.3 Health and Safety Committee – Worker elections to be held in Edmonton at the Annual Christmas Party tomorrow (December 6, 2018).

4.4 Health and Safety Committee Training – Greg reviewed the mandatory training requirement for the Health and Safety Committee which to date is two hour Canadian Centre for Occupational Health and Safety (CCOHS) Alberta Health and Safety Committee and Representatives Training. Greg instructed the group regarding the website link (through the Alberta Government – Occupational Health and Safety Website), how to register for the training as well as reviewed the expectations of the training. Committee members confirmed that they will be working on getting their certificate completed within the next month.

Next Meeting—January 9th, 2019

INTRODUCING YOUR EDMONTON HEALTH AND SAFETY COMMITTEE for 2019

Elections were completed in December to select Worker representatives for the Edmonton ICE Health and Safety Committee for the next year. Office representatives are selected by the company.

Following is a list of the Edmonton Health and Safety Committee Members:

Company Representatives—Appointed

Greg Lane – Health and Safety Specialist, Co-Chairperson.

Vesna Vila – Team Coordinator – Residential Supervisor Representative

Pauline Henry-Stevens – Team Coordinator – Residential Supervisor Representative

Chantel Long – Team Coordinator – Non-Residential Supervisor Representative

Worker Representatives—Elected by workers

Isabelle Lalonde – Personnel Coordinator – Office Worker Representative

Charmaine Hyman – Accounts Coordinator – Office Worker Representative

Emmanuella Kankam – Support Staff – Residential Worker Representative

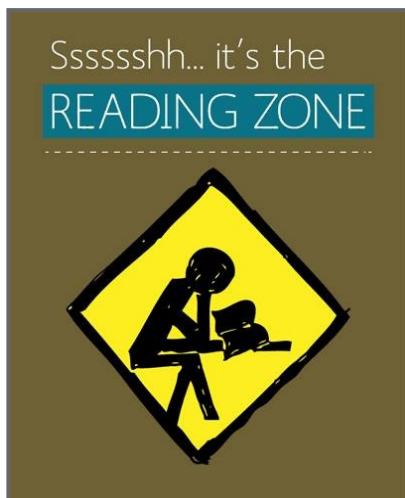
Trust in God Odudu – Support Staff – Residential Worker Representative

Dusi Raj Sen – Support Staff – Residential Worker Representative

Innocent Kagabo – Support Staff – Non-Residential Elected Worker Representative

The Worker Committee Co- Chairperson for regional Health and Safety committees will be elected by the 6 worker representatives at the January 9th, 2019 Health and Safety meeting.

ICE would like to thank all the staff who put their names forward to represent the health and safety interests of workers and encourages them to consider future opportunities that may arise to serve in this way.



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

Training

PET (Pre-Employment Training)

January 7th—9th, 2019

January-14th—16th, 2019

9 am - 5 pm

As described on the ICE website

Mission Possible Awareness Session for Winter Driving and Distracted Driving

Part 2

January 4, 2019 9am-12pm

Note: This is only for staff who completed Part 1 of this course in December.

PBI **(Proactive Behaviour Intervention & Positive Behavior Supports)** **January 11th, 2019** **January 18th, 2019** **9 am - 5 pm** *As described on the ICE website*

Mental Health First Aid
January 24th & 25th, 2019
9 am - 5 pm

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 https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws https://work.alberta.ca/occupational-health-safety/resources.html	<p>Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities.</p> <p>The OHS site provides access to a wide range of information bulletins and on-line training options</p>

2018 Annual Christmas Open House

Independent Counselling Enterprises hosted it's annual Edmonton Christmas Open House and Employee Award Celebration on Thursday December 6th, 2018 . It was a great turnout of ICE employees, clients, family members and other stakeholders. ICE President; Geneve Fausak expressed appreciation to ICE employees present and across the province for their commitment and excellent hard work over the past year. Employee presentations followed by honoring ICE staff for health and safety, excellence in service delivery and long time service.



**OUTSTANDING OFFICE
EMPLOYEE**

Hilary Smith



**HEALTH AND SAFETY
AWARD**

Pauline Henry- Stephens



**OUTSTANDING FIELD
EMPLOYEE**

Christianah Edward



10 YEAR SERVICE AWARDS

Back Row, L to R: Renee Sadler, Glen Lee, Younru Moore, Renee Katongabo, Shankaron Mohamed., Patrick Ngabo, Marian Chakanya.

Front Row, L to R: Belen Diso, Medias Musabimana, Princess Brown, Fissha T. Mirach, Steven Sande Mucyo.



20 YEAR SERVICE AWARDS



L to R: Barb Headrick, Alicia Guillermo

15 YEAR SERVICE AWARDS

Back Row, L to R: Lilian Jackson, Madinah Kabagambe, Milena Tesfaye.

Front Row, L to R: Duria Mohamed, Grace Bian, Noel Guernina, Florita Lictao.



COMMUNITY REHABILITATION TEAM OF THE YEAR—PEACE GROVE

Back Row, L to R:

*Medard Hwinyirako, Vital Zimalimbeho,
Misghina Yakob.*

Front Row, L to R: *Aman Ullah (Team
Coordinator), Irene Dixon (CR Manager), Larry
Oleksyn.*



AWARD OF APPRECIATION

Back Row, L to R:

O'Neil Watson, Bill Henson, Innocent Kagabo

Front Row, L to R:

Titi Mutamba, Chanceline Chegui, Florita Lictao.

PROVINCIAL INCENTIVE WINNER

ICE employees provide excellent service. Across five regions in Alberta. Supervisors, co-workers, clients, family members and managers are encouraged to formally recognize ICE employees who go “above and beyond” in their duties by filling out a special “Thank You” card available from any ICE office. The completed cards are entered in a draw box in each region’s main office and cards are drawn each month for great prizes.

Each year in December, ICE employees who have received a minimum of three Thank you cards (from different sources) have their names entered into a special province wide draw for a special cash prize.

The South Region was lucky for a second year in a row in the provincial draw.

Below left, South Regional Manager, Sharon Brown shares the happy news with the winner, Tammy Cook. Congratulations!



HEALTH AND SAFETY COMMUNITY REHABILITATION TEAM AWARD - SHEA RESIDENCE

Back Row, L to R: *Gertrude Akolo, Jolie Murekatete.*

Front Row, L to R: *Eayer Sampson (Team Leader), Natalie Bishai (CR Manager), Esther Njumba*



President's Annual Open House Address

The year has flown by and once again we reflect on the accomplishments of the people we serve, direct service staff, supervisors, and management.

I congratulate the people we serve for their personal accomplishments in 2018 and I thank all of you for the privilege of providing services. I believe the successes in reaching service goals is directly related to the support provided by our direct service workers, supervisors, and management.

One significant focus over the course of the past year is ICE's ongoing commitment to our Health and Safety program. Bill 30 was introduced by the government in June, 2018. Extensive changes have occurred with legislation to increase the protection of workers in Alberta.

ICE has managed to incorporate the increased employer responsibilities into our day to day operations.

Our Calgary operations were inspected by an OHS inspector. The results were positive and the interviews with our direct service workers and management clearly demonstrated the knowledge and practice of our systems.

We received feedback on policy which was readily corrected and applied across the province.

I urge everyone to maintain their knowledge and practice of our Health and Safety policies and as required in the OHS legislation. You all need to be aware of the changes that occurred in 2018. We will continue to provide training and information to all of our staff.

Our success is possible through maintaining positive relationships with experts to steer us in the right direction. Those people include:

- ◆ Disability Services PDD division
- ◆ Alberta Health Service
- ◆ Public Health
- ◆ The Inspections Group
- ◆ Occupational Health and Safety inspectors.

And most importantly with the people who we serve, their families, front line staff, supervisors, and managers.

On behalf of ICE, I wish all of you a safe and peaceful holiday season.

Geneve Fausak

