

# ICE PAGE

**Making it Happen! - Support Social Inclusion**

## ECAT

Employee & Client  
Assistance Team  
780-461-7236

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 14th/ July 12th  
2023 at 1:30 PM.

RPAC MEETING  
June 21st/ July 19th  
2023 at 2:00 PM

## 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.

780.461.7236

## 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



Christopher Oberiko



Brian Arndt



James Ntui



Deepika Sharma



Hesty Nfua



Benjamin Mach

**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 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:****Calgary Meeting Minutes:** No investigations reviewed.**Northwest 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.**South Meeting Minutes:** No investigations reviewed.**B) Section 3.3 Completed Near Miss Incident Investigations:****Calgary Meeting Minutes: December 20, 2022:** Staff called ECAT to decline a shift due to inclement weather (-36C with windchill). **Incident Investigation Recommendations:** Review policy 2.4.5, 3.2.6, Winter is coming memo, the winter safety section of the Health and Safety binder, and Dangerous Work Refusal reporting process with staff. **HSC Recommendations:** No additional recommendations.**Northwest Meeting Minutes: January 17, 2023:** While staff was taking client down in the elevator of their condominium as the elevator door opened staff was jumped on by a dog. **Incident Investigation Recommendations:** Team reviewed staff safety in elevator, HACDs for Elevator Use and Exposure to Pets at team meeting. **HSC Recommendations:** No additional recommendations.**South Meeting Minutes:** No investigations reviewed.**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (Edmonton):****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.**October 18, 2022:** Staff lost key to 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.**3.5 COR Audit Review:** Review of each element, beginning with element 1 Management Leadership and Organizational Commitment. Section 1.13-2.06.**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed pages 13-14 Use of Public Transport. **HSC Recommendations:** Add "if required" to masking, remove "continuous".**Calgary Meeting Minutes:** Reviewed the Office HACD pages 1-5 Meeting/Communication, Driving, and Office Cleaning. **HSC Recommendations:** Revise references for mandatory first aid kits (Type P) in Administrative Controls to reflect Alberta legislation changes. It is recommended to just reference mandatory first aid kit policy instead of listing the types of kits.**South Meeting Minutes:** Reviewed pgs. 93-94 Travel on Wet/Slippery Surfaces and Around Obstructions on Floors. **HSC Recommendations:** No additional recommendations. Reviewed pgs. 95-96 Potential Exposure to Emergency/Disaster Events. **HSC Recommendations:** No additional recommendations.**Northwest Meeting Minutes:** Northwest reviewed pages 65-66 Medication Administration (oral, spray, ointment). **HSC Recommendations:** No additional recommendations.**3.7 Policy Review: 4.4.3 Quality Assurance Audit.****3.8 COVID 19 Pandemic Response:** Reminder bookings can be made using the following link or by calling 811 for booster shots.  
<https://www.albertahealthservices.ca/topics/page17295.aspx>**3.10 Emergency Response Plan Review:** (Regional committees to review the ERP drills and identify recommendations for improvement) - We will review the Action Plan Template #10 -Flooding Community Event Level 2. **HSC Recommendations:** Create a flow chart of the action plans.

## HEALTH AND SAFETY MEETING MINUTES

MAY 10, 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:****Calgary Meeting Minutes:**

**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. Staff are encouraged to do body scans frequently for pain so that it can be reported and addressed immediately.

**HSC Recommendations:** No additional recommendations.

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

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

**B) Section 3.3 Completed Near Miss Incident Investigations:****Calgary Meeting Minutes:**

**July 8, 2022:** Staff was almost struck by car while backing up. **Incident Investigation Recommendations:** Staff reviewed D1 section (Commuter Safety) of the H&S binder and were reminded to avoid having discussions/distractions in the parking lot. **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 at the team meeting and the incident was reviewed at the RPAC meeting. **HSC Recommendations:** No additional recommendations.

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

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

**3.3 Evaluation of completed Near Miss Investigations (Edmonton):**

**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.

**3.5 COR Audit Review:** Review Element 2 Hazard Assessment. Section 2.07-2.12.

**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed pages 15-16 Outdoor Activities. **HSC Recommendations:** Remove 3.5.15 from policies and remove practice social distancing.

**Calgary Meeting Minutes:** 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."

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

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

**3.7 Policy Review:** 3.5.2 Worker Right to Refuse Dangerous work and Assignment of Health and Safety Responsibilities.

**3.8 COVID 19 Pandemic Response:** Reminder bookings can be made using the following link or by calling 811 for booster shots.

<https://www.albertahealthservices.ca/topics/page17295.aspx>

**3.10 Emergency Response Plan Review:** Reviewed the Action Plan Template #11 – Severe Weather-Lightning. **HSC Recommendations:** Make a flow chart of action plan for easier access.

**Next Meeting Date: June 14, 2023**

# 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.



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