

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

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

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

UPCOMING

HEALTH AND SAFETY
MEETING
Oct 12th/Nov 16th at
1:30 PM.

RPAC MEETING
Oct 19th/Nov 16th 2022
at 2:00 PM.

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 WILL BE CLOSED ON
OCTOBER 10, 2022,
THANKSGIVING DAY



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

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 THANK YOU CARD INCENTIVE WINNERS



Pontien Niyongabo submitted an amazing behaviour plan review for a client. Your care and attention to detail with respect to the clients behavioural supports is appreciated. Thank you for all you do!



Denden Gebrekiristos did his part in maintaining ICE standards for the program and did well in an EQA. Your initiative is greatly appreciated. You are awesome!



Abiel Kon accompanied a client a family visit and did an excellent job keeping everyone safe. We appreciate your hard work Keep it up!



Phuoc Vuong thoroughly completed document updates with short notice. We appreciate your hard work. Keep it up!



Clotilde Chientcheu took all the clients to get their booster shots. Thank you for all your efforts and good work.



Feven Gebreyohanes assisted a client in personal care. Thank you for being flexible and dependable. You did a great job!

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!



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)



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.

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 regard 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, and 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.

HEALTH AND SAFETY MEETING MINUTES
AUGUST 10, 2022
(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 July 13, 2022, Meeting Minutes:

February 16, 2022 - Staff was backing out of a parking stall and a community member hit the back end of the staff's vehicle. **Incident Investigation Recommendations:** Staff are reminded to check before backing out. Staff reviewed Appendix A-5 Road Safety Practices "Safety Tips in the Parking lot." **Health and Safety Committee Recommendations:** no additional recommendations.

Northwest Meeting Minutes: No meeting was held in July.

South July 12, 2022, Meeting Minutes: No incident investigations to be reviewed.

B) Section 3.3 Completed Near Miss Incident Investigations

Calgary July 13, 2022, Meeting Minutes:

June 17, 2022 - When staff pulled out the reusable Tim Horton's cup from the microwave, they smelled something burning. A small burn was found on the bottom edge of the cup. **Incident Investigation Recommendations:** Purchased microwave-safe cups and bowls for the site. Email sent out to all staff to avoid heating up reusable cups. Reviewed safety instructions for use of microwave in health and safety binder part 2. **Health and Safety Committee Recommendations:** no additional recommendations.

Northwest Meeting Minutes: No meeting was held in July.

South July 12, 2022, Meeting Minutes:

May 18, 2022 - The client made verbal threats towards staff. Staff informed her supervisor and stated that she no longer felt comfortable working in the program. **Incident Investigation Recommendations:** A police report was filed, and the staff involved was also encouraged to file a police report to ensure her safety. A threat assessment was completed. **Health and Safety Committee Recommendations:** no additional recommendations.

June 1, 2022 - Staff backed up too far from a parking spot and hit a light post. The staff ensured no injuries to himself or the client and got out of the vehicle to check for damages. **Incident Investigation Recommendations:** Staff to review policies 2.4.5, 3.1.6 and 3.5.9. **Health and Safety Committee Recommendations:** no additional recommendations.

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

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 hit the 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 - Client became aggressive while staff was preparing lunch. 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.

3.3 Evaluation of completed near miss investigations (Edmonton):

May 5, 2022 - The client became violent and scratched staff. Skin was not broken and there were no scratch marks on staff's arm. **Incident Investigation Recommendations:** Follow-up with client's psychiatrist. **Health & Safety Recommendations:** no additional recommendations.

May 28, 2022 - Client's door was wobbly. **Incident Investigation Recommendations:** Staff to complete a household check. **Health and Safety Recommendations:** no additional recommendations.

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 recommendations.

July 12, 2022 - Smoke smell in East offices quite strong on days when raining outside. **Incident Investigation Recommendations:** On Site Restoration Professional suggested the vent be closed. Fans were placed in the office and in the east section to help with air flow while waiting on the restoration completion. **Health & Safety Recommendations:** no additional recommendations.

3.5 COR Audit Review: COR Action plan to be completed by the end of August 2022.

3.6 Hazard Assessment and Control document (H.A.C.D.): Working with Clients - Potential for Physical Aggression. Pages 6 - 7. HSC Recommendations: no additional recommendations.

Calgary July 13, 2022 - Meeting Minutes: The committee reviewed pages 112-113 in the general HACD. Use of telephones (Landlines and cell phones). **HSC Recommendations:** no additional recommendations.

South Meeting Minutes: The committee reviewed pages 68-71. Performance of Medical Delegations and Completing First Aid and CPR. **HSC Recommendations:** no additional recommendations.

Northwest Meeting Minutes: No meeting held in July.

3.7 Policy Review: 4.4.2 Risk Management

3.8 COVID 19 Pandemic Response: Fourth doses are available for everyone 18+. Bookings can be made using the following link <https://www.albertahealthservices.ca/topics/page17295.aspx> or by calling 811.

3.10 Emergency Response Plan Review: Reviewed Action Plan Template #3 - Workplace Violence related to a domestic situation for an employee. **HSC Recommendations:** When reviewing the template, it was suggested that the word "woman" be removed and be replaced with a more inclusive word as domestic violence can happen to anyone.

Next Meeting Date: September 14, 2022 @ 1:30pm

**HEALTH AND SAFETY MEETING MINUTES
SEPTEMBER 14, 2022
(MINUTES EDITED FOR PUBLICATIONS)**

3.0 Standing Items.**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: Calgary did not have a meeting in August.
Northwest August 4, 2022, Meeting Minutes: No incident investigations to be reviewed.

South August 2, 2022, Meeting Minutes: No incident investigations to be reviewed.

B) Section 3.3 Completed Near Miss Incident Investigations

Calgary Meeting Minutes: Calgary did not have a meeting in August.
Northwest August 4, 2022, Meeting Minutes: No Completed Near Miss Investigations to review.

South August 2, 2022, Meeting Minutes: No Completed Near Miss Investigations to review.

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

March 16, 2022 - Staff accidentally sprayed oven cleaner in her eyes while preparing to clean the oven. **Incident Investigation Recommendations:** Staff will review page K1 WHMIS Overview in the Health and Safety Manual. **Health and Safety Committee Recommendations:** No additional recommendations.

March 16, 2022 - Staff became congested when office mate was cleaning with Clorox wipes. **Incident Investigation Recommendations:** Alternate cleaning product was made available to staff. Staff was also removed from cleaning rotation. **Health and Safety Committee Recommendations:** No additional recommendations.

May 29, 2022 - The client became violent towards staff after finding out there were no fries with his dinner order. The client struck staff on the head multiple times. **Incident Investigation Recommendations:** Retraining for staff on client Planned Restrictive Procedures and Risk Assessment. **Health and Safety Committee Recommendations:** No additional recommendations.

June 25, 2022 - The client made racial comments and slurs toward staff. **Incident Investigation Recommendations:** Review and complete Positive Approaches and Seizure Protocol. **Health and Safety Committee Recommendations:** No additional recommendations.

3.3 Evaluation of completed near miss investigations (Edmonton):

May 17, 2022 Client used a racial slur against a staff member. **Incident Investigation Recommendations:** The manager to speak to staff and review all of the client's protocols. **Health and Safety Committee Recommendations:** No additional recommendations.

May 19, 2022 - Staff caught the client while having a seizure as to prevent them from hitting head on concrete. **Incident Investigation Recommendations:** Manager to review client protocols with staff. **Health and Safety Committee Recommendations:** No additional recommendations.

June 11, 2022 - Staff was almost hit by an object swung by a client's visitor after they were refused visitation due to Covid-19.

Incident Investigation Recommendations: Reviewed and completed Covid-19 Prevention Protocols, Covid-19 Employee Protocols **Health and Safety Recommendations:** No additional recommendations.

July 14, 2022 - Staff was walking in the office hallway when staff hit their hand on a drawer that was not closed properly. **Incident Investigation Recommendations:** Put drawer back in place. Report hazard to Health and Safety Specialist. **Health and Safety Recommendations:** No additional recommendations.

3.5 COR Audit Review: COR Audit to begin Sept 19, 2022.

3.6 Hazard Assessment and Control document (H.A.C.D.): Working with Clients with High Behaviour - Potential for Sexual Behaviours Pages 8-9.

HSC Recommendations: Covid - 19 added to virus list.

Calgary Meeting Minutes: The Calgary region was assigned pages 77-115 in the general HACD. No meeting in August.

HSC Recommendations: N/A

South Meeting Minutes: ICE South was assigned review of the General Section (Pages 39-76) for the upcoming 2021-2022 meetings. South reviewed pages 72-75 Blood and Bodily Fluid Clean up/Exposure.

HSC Recommendations: No additional recommendations. Use/maintenance of Oxygen Tanks - **HSC Recommendations:** No additional recommendations.

Northwest Meeting Minutes: Northwest was assigned General Section pages 1-38 for the 2021-2022 review. Northwest reviewed pages 17-22 Accessing First Aid

HSC Recommendations: No additional recommendations. Elevator Use- **HSC Recommendations:** No additional recommendations. Use/Handling of Sharps (knives, scissors, BBQ tools, peelers, shaving implements, water temperature thermometers etc.)- **HSC Recommendations:** No additional recommendations.

3.7 Policy Review: 3.5.10 Hazard Assessment and Control Document

3.8 COVID 19 Pandemic Response: Updated COVID 19 Protocols were distributed on August 24, 2022. Masks are no longer required in programs while on shift. Staff may choose to continue to wear them as they wish. Programs will continue to monitor for symptoms in clients. ERMP has been discontinued but SCRMP will continue and has been updated per AHS recommendations. Covid questionnaires have been discontinued for Employee, SHO Residents, Visitor/Contractor, and Non-res Clients. The Client questionnaire has been updated to meet guidelines. A reminder fourth doses are available for everyone 18+.

Bookings can be made using the following link:

<https://www.albertahealthservices.ca/topics/page17295.aspx> or by calling 811.

3.10 Emergency Response Plan Review: (Regional committees to review the ERP drills and identify recommendations for improvement). Reviewed the Action Plan Template #4 - Workplace Violence related to a Bomb Threat, Robbery, Home Invasion. **HSC Recommendations:** No additional recommendations

Next Meeting Date: October 12, 2022 @ 1:30pm

THE HEALTH AND SAFETY TEAM IS LOOKING FOR NEW MEMBERS!!

Apply Now



Contact your Health and Safety
Co-Chairs if interested

Kristina Covlin

780-453-9829

Alli Pickard

780-453-9831

OPEN POSITION

- Employer Rep
- Worker Rep

PERKS

- Paid time to attend
- Voice your opinions
- Health and Safety
Training provided

Minimum 1 year attendance required

Have you had your booster shot?

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

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

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.

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.

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->



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>

INTERESTED IN CAREER ADVANCEMENT?

INDEPENDENT COUNSELLING ENTERPRISES MENTORSHIP PROGRAM MAY BE FOR YOU!

ICE is excited to announce we are
piloting a Mentorship Program

This program is an opportunity for interested employees to seek promotion into an administrative career with the agency. Individuals who are chosen to participate in the program will be assigned a mentor and receive hands-on instruction. Selected individuals will have the opportunity to practice their skills in completing tasks associated with an administrative position they are interested in and could potentially get promoted into in the future.

To apply, send a resume and a cover letter outlining your interest and which position you are interested in.

Applications sent to:
Wayne Visser
wvisser@icenterprises.com
780-453-9670

POSITIONS AVAILABLE INCLUDE:

- Community Rehabilitation Manager
 - ECAT Coordinator
 - Booking Coordinator
 - Personnel Coordinator
 - Payroll Coordinator
-

CERTIFICATE OF RECOGNITION



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