

ICE PAGE

Making it Happen! - Support Social Inclusion

ECAT

Employee & Client Assistance Team
403-634-8805
Phones do not accept text messages. Staff need to call ECAT.

What's inside this issue:

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Time Sheet Hand-In

APRIL 15, 2024 FOR ALL SHIFTS WORKED BETWEEN APRIL 1ST AND APRIL 15TH.

APRIL 30, 2024 FOR ALL SHIFTS WORKED BETWEEN APRIL 16TH AND APRIL 30TH.

UPCOMING

HEALTH AND SAFETY MEETING
No meeting in April/ May 7th, 2024 at 9:00 AM.

RPAC MEETING
April 3rd/May 1st, 2024 at 3:00 PM.

UNIT MEETING
April 22nd /May 27th, 2024 at 10:00 AM.

ON SPOTLIGHT

Merrie O'B

Merrie has been with ICE Calgary since March 2021. Merrie's interests include watching scary movies, listening to music, and dancing. She enjoys bowling with her roommate and helping staff around the home. Merrie is a fashionable lady, who likes shiny, bright coloured jewelry and she enjoys having the staff paint her nails and showing them off.



Merrie is a creative individual who, with staff support, likes to make cards for her family on special occasions and then Merrie and staff will walk to the mailbox to mail them. Merrie has a sweet tooth and enjoys when her family stops by with her favorite treats or to have lunch with her. Merrie likes to show everyone a picture of herself with all her sisters and she proudly displays this favourite photo in her bedroom.

Merrie enjoys celebrating all holidays, but especially her birthday, Christmas Eve, and Saint Patrick's Day. She loves all the special foods and treats and decorating her home. Merrie has shown great success over the last year and has been successful in learning and trying new things with staff support. With the support of her staff, Merrie continues to learn new life skills such as prepping healthy meals, helping with her laundry and taking part in the day-to-day tasks. Merrie specifically has enjoyed bowling once a week with her roommate and going mall walking.

Merrie is looking forward to the summer where she can go for walks in her community, go to the park for picnics, go for drives with her roommate and try new things with her staff.



Ngozi C

Ngozi has been a part of the ICE Calgary Team for 4 years. Ngozi is a positive individual and continues to find ways to support Merrie to meet her set goals. Ngozi has encouraged Merrie to join activities like bowling, Zumba, music and supports her to make cards for her family, meal prep and do laundry. What Ngozi enjoys most about her job is seeing how much Merrie has grown over the last 3 years.



When Ngozi is not working, she likes to spend quality time with her family, playing board games and going for walks with family, listening and dancing to faith-based music, reading different genres of books, cooking and trying out new recipes.



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 APRIL 1st EASTER MONDAY and MAY 20th VICTORIA DAY



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

403.634.8805

POLICY REVIEW

*(Please note that selected sections of ICE Policy 2.4.1 are reproduced here. Please refer to the Policy Manual for the complete policy).

2.4.1 GUIDELINES FOR PLANNING ACTIVITIES

1. Independent Counselling Enterprises activities are planned to be effective, as well as safe, in their operation.
2. General guidelines apply in planning activities:
 - Involve the client in planning activities;
 - Consider the client's abilities and interests in relation to the activity;
 - Consider the client's likely level of safety and well-being while participating in the activity;
 - Determine the relationship of the activity to the client's cultural and religious choice;
 - Ensure the activity fits in with other scheduled activities and daily routines;
 - Ensure activities are developmentally appropriate;
 - Plan the activity in incremental steps (i.e. putting, then driving range, then pitch and putt, then golfing) to enhance skill acquisition;
 - Address safety concerns (i.e.: proper equipment, facilities, etc.). Any adaptive equipment used by the client must be consistently and appropriately used during activities;
 - Arrange an appropriate meeting place. Have phone numbers and other information available ahead of time;
 - All group activities require supervisor review and approval before they take place;
3. In the event of an emergency (i.e., accident or injury) employees are to ensure they have all emergency contact names/phone-numbers including their supervisor and ECAT/911 to call for immediate assistance
4. Aquatic activities must include the following precautions:
 - The presence of a certified lifeguard. Employees are to use public swimming facilities where qualified staff are available;
 - Use of a safety floatation jacket by all participants in a raft, boat or canoe;
 - Constant and direct supervision of clients during all activities around water.
5. Overnight trips are not to be planned for any client unless the employee/SHO receives approval from their supervisor. The following apply:
 - Approval must be given by the Manager in consultation with the C.O.O./President only after a written proposal has been submitted outlining the nature of the trip, the duration of the trip, expenses to be incurred (including employee monetary compensation with an agreement signed by the employee), location of nearest medical/emergency facilities and staffing during the time away.
 - Proposals are to be submitted a minimum of one week prior to the planned trip.
 - It is not expected nor is it this agency's policy that employees take clients on holidays.
 - Any time away must not be a financial hardship for the client and their personal budget must be able to support the holiday.
 - If funding is being requested from an outside source (i.e. Office of the Public Trustee) sufficient time must be provided in order to meet their documentation processes as per OPT Policy.
 - Guardians must be aware of and support the holiday and sign all necessary permission forms prior to the excursion.
 - Employees must have access to reliable communication such as a telephone or cell phone and contact the office once per day for an update.
 - If the location of the holiday is isolated, two employees must be present at all times.
 - A first aid kit must be carried.

ICE THANK YOU CARD INCENTIVE WINNER



Jessica S received a Thank you card for notifying ECAT quickly when an error was observed on a client’s MAR sheet. Thank you for your attention to detail and follow up!



Ernestina A received a Thank you card for supporting a client with a move, and ensured items were completed safely and that client was occupied during the moving process. Thank you!

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 procedure.



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!



Do you have any ideas for changes to ICE’s Policy Manual? If you do, then here is your chance! Every 3 years, ICE completes a comprehensive review of the Policy manual. All employees and people in service are welcome to suggest any changes to the manual. Please submit your suggested changes by sending them via e-mail to glane@icenterprises.com. Your email needs to include the policy number and section and the specific changes you suggest. Submission of any changes must be in by May 30, 2024.



APRIL TRAINING

Pre-Employment Training

April 2,3,9,10,16,17,23,24,30 2024

ADHD Training

April 3, 2024 (10 AM-11 AM)

Brain Injury Training

April 3, 2024 (1 PM-2 PM)

Epilepsy Training

April 3, 2024 (2:30 PM- 3:30 PM)

OCD/ODD/Conduct Disorder Training

April 5, 2024 (1:30 PM- 3:30 PM)

Sleep Apnea Training

April 8, 2024 (9:30 AM- 10AM)

Trauma Informed Care Training

April 8, 2024 (10 AM- 12 PM)

Brain Aneurism Training

April 8, 2024 (12 PM- 12:30 PM)

Borderline Personality Disorder Training

April 8, 2024 (12:30 PM- 1:30 PM)

Mental Health First Aid Training

April 11,12 2024 (9 AM- 5 PM)

PBI Training

April 12, 2024 (10 AM- 1 PM)

Abuse Prevention Training

April 12, 2024 (1:30 PM- 3:30 PM)

LGBTQIA2 Training

April 19, 2024 (9:30 AM- 12:30 PM)

Schizophrenia Training

April 19, 2024 (1:30 PM- 3:30 PM)

PTSD Training

April 22, 2024 (1 PM- 3 PM)

Abuse Prevention Training

April 22, 2024 (1 PM- 3 PM)

ISP Training

April 23, 2024 (1 PM- 4:30 PM)

Due Diligence for Supervisors and Managers Training

April 26, 2024 (9:30 AM- 1:30 PM)

Harm Reduction Training

April 26, 2024 (10 AM- 12 PM)

Substance Abuse Training

April 26, 2024 (1:30 PM- 3:30 PM)

Transgender Identity Awareness Training

April 29, 2024 (1:30 PM- 3:30 PM)

MAY TRAINING

Pre-Employment Training

May 1,7,8,14,15,21,22,28,29 2024

HACD Training

May 1, 2024 (1 PM- 5 PM)

CPI Training

May 3, 2024 (9 AM-5 PM)

Workplace Violence, Bullying and Harassment for Supervisors Training

May 6, 2024 (1 PM- 3:30 PM)

Incident Investigations Training

May 10, 2024 (1 PM- 5 PM)

Abuse Prevention Training

May 14, 2024 (10 AM- 12 PM)

Clients Lifts and Transfers Training

May 14, 2024 (1 PM- 3:30 PM)

PBI Training

May 15, 2024 (1 PM- 4 PM)

Workplace Inspections Training

May 17, 2024 (9:30 AM- 4:30 PM)

Musculoskeletal Injury Prevention-Manual Materials Handling Training

May 17, 2024 (9:30 AM- 12:30 PM)

Promoting Safety Training

May 24, 2024 (1:30 PM- 4:30 PM)

HEALTH AND SAFETY MEETING MINUTES

February 6, 2024

(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**

Edmonton Meeting Minutes: May 14, 2023- Staff cut their finger on the inside of a pop can while organizing bottles for return. **Incident Investigation Recommendations:** Ensure appropriate PPE on site (work gloves) for the task and review with team. **HSC Recommendations:** No additional recommendations.

Calgary Meeting Minutes: No incident investigations to be reviewed.

Northwest Meeting Minutes: No incident investigations to be reviewed.

B) Section 3.3 Completed Near Miss Incident Investigations

Edmonton Meeting Minutes: No near-miss investigations to be reviewed.

Calgary Meeting Minutes: No near-miss investigations to be reviewed.

Northwest Meeting Minutes: No near-miss investigations to be reviewed.

3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (South): No incident investigations to be reviewed.

3.3 Evaluation of completed near-miss investigations (South): January 17, 2024- Lethbridge Police contacted RM to report that a storage unit used by ICE was broken into. RM immediately reported the security breach to President/COO. **Incident Investigation Recommendations:** RM and another office staff attended the storage facility to assess the situation. It was determined by the storage video surveillance that nothing was taken from the ICE storage unit. RM and office staff inspected the unit to confirm the same. RM purchased an alternate lock that was suggested to be more secure against break-ins.

HSC Recommendations: No additional recommendations.

January 17, 2024- Office staff arrived at the office and unlocked the main entry door. Staff noticed that the security alarm was not set the evening prior. **Incident Investigation Recommendations:** Reviewed Policy 3.9.1- Site Security. Reviewed additional information regarding site-specific Office Safety procedures. **HSC Recommendations:** No additional recommendations.

3.5 COR Audit Review: Reviewed 2023 COR-Element 5- Qualifications, Orientations and Training- sections 5.01, 5.03 and 5.09.

3.6 Hazard Assessment and Control document (H.A.C.D): Reviewed Office section pg. 4 Driving. **HSC Recommendations:** No additional recommendations
Reviewed Office section pg. 5 Office Cleaning.

HSC Recommendations: Under PPE controls- goggles is crossed out and may need to be removed completely or line removed. Include Manual Materials Handling training to administrative controls. Reviewed Office section pgs. 6-7 Use of Telephones.

HSC Recommendations: Include Manual Materials Handling training to administrative controls. Add PPE control section (i.e., gloves, masks, wipes).

3.7 Policy Review: Reviewed Policy 2.3.9- Infection Control and Cross Contamination

3.8 COVID 19 Pandemic Response: Vaccine bookings can be made using the AHS portal or by calling 811.

3.10 Emergency Response Plan Review: Reviewed Action Plan Template #21- Operational Disruptions- Telecommunications (Phone Lines). **HSC Recommendations:** No additional recommendations.

Next Meeting Date: March 5, 2024 @ 9am



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.

HEALTH AND SAFETY MEETING MINUTES

March 5, 2024

(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****Edmonton Meeting Minutes: April 15, 2023-** Staff felt pain in multiple areas after helping a client off the floor.**Incident Investigation Recommendations:** Staff to review policies 2.3.7, 2.3.16, 2.7.3, 3.5.5, and 3.5.9. Review of client H&W supports. Review staffing considerations. **HSC Recommendations:** No additional recommendations.**May 15, 2023-** Staff feeling pain in their lower back and leg after pushing client's wheelchair and sitting for extended periods. **Incident Investigation Recommendations:** Attend Musculoskeletal Materials Handling training. Review Policies 2.3.7, 2.7.2, 2.7.3 and 3.5.5. Review Back to Basics in the health and safety manual. **HSC Recommendations:** No additional recommendations.**June 9, 2023-** Staff felt an itch in their throat after chemicals were used in the program for insect removal. **Incident Investigation Recommendations:** Staff will review Hazard Assessment and Control Document page 105-108 Exposure to Insects and Pests. **HSC Recommendations:** No additional recommendations.**B) Section 3.3 Completed Near Miss Incident Investigations****Edmonton Meeting Minutes: October 30, 2023-** Staff called the office stating there was a smell of rotten eggs coming from the furnace. **Incident Investigation Recommendations:** Regular check on the sewer system should be done by the appropriate party (i.e. landlord, property management). **HSC Recommendations:** No additional recommendations.**December 19, 2023-** Staff slipped on ice in parking lot resulting in no injury. **Incident Investigation Recommendations:** Review HACD Appendix A-4 Safe practices for control of slips, trips, and falls. Review policy 3.8.6 Dress, Hygiene and Grooming. **HSC Recommendations:** No additional recommendations.**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (South):** No incident investigations to be reviewed.**3.3 Evaluation of completed near-miss investigations (South):****February 24, 2024-** Staff arrived to shift and client mentioned the smoke detector in his room was chirping. Staff replaced the batteries, but the chirping continued. Smoke detector was removed from ceiling and reported to Supervisor. **Incident Investigation Recommendations:** Reviewed with staff the practices and procedures for issues with smoke/carbon monoxide detectors, replaced batteries with brand name (i.e., Duracell) batteries and ensured interconnection between detectors functional. **HSC Recommendations:** No additional recommendations.**3.5 COR Audit Review:** Reviewed 2023 COR-Element 6- Other Parties at or in the Vicinity of the Work Site- sections 6.04 and Element 7- Inspections- Sections 7.03 and 7.07.**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed Office section pg. 8 Paperwork-Writing. **HSC Recommendations:** No additional recommendations.Reviewed Office section pg. 9 Computer Use. **HSC Recommendations:** No additional recommendations.Reviewed Office section (pgs. 10) Use of Office Equipment. **HSC Recommendations:** No additional recommendations.**3.7 Policy Review:** Reviewed Policy 2.6.6- Hospitalization**3.8 COVID 19 Pandemic Response:** Vaccine bookings can be made using the AHS portal or by calling 811.**3.10 Emergency Response Plan Review:** Reviewed Action Plan Template #1- WVHB by a client. **HSC Recommendations:** No additional recommendations.**Next Meeting Date: May 7, 2024 @ 9am**

2024 Master Hazard Assessment and Control Document Review

Hazard Identification is an important part of employee rights and responsibilities. As per OHS legislation and ICE Policy, all employees have the right to be informed of workplace hazards and the means to eliminate or control those hazards.

What are 'Hazards?'

A hazard is a situation, condition or thing that may be dangerous to the health and safety of employees. Hazards can be Biological (i.e. viruses), Psychological (i.e. fatigue), Physical (i.e. aggressive client) and Chemical (i.e. fumes from cleaning products).

What are "Hazards Controls"?

A hazard control (mitigation) protects something or someone from a potential hazard. Controls can fall into three categories:

- Engineering (i.e. a guard on equipment),
- Administrative (i.e. policy, training) and
- Personal Protective Equipment (i.e. glove, appropriate footwear).

Hazard Assessment and Control Document (HACD)

One way that potential workplace hazards and their controls are communicated to employees is through the ICE Hazard Assessment and Control Document (HACD). ICE has a 'master' HACD that encompasses all operations including:

- **General:** This applies to hazards all ICE staff may encounter. These are more common hazards that can appear on sites including "handling of sharps, or how to complete laundry tasks."
- **High Behaviour:** This section deals with client behaviour hazards and applies to most field staff and some office staff.
- **Non-Residential:** This section is for non-residential staff as the potential hazards they may encounter could vary from those employees in an office or residential setting. This document goes hand in hand for helping to fill out the required Field Level Hazard Assessment (FLHA) form.
- **Office:** This section explains the potential hazards of working in an office setting. Office staff will mostly use this section of the HACD though there may be some field staff to which the information is applicable.

The Master HACD can then used to create a 'site-specific' HACD that informs employees of potential hazards specific to a workplace (i.e. residential program, regional office) and how those hazards are mitigated or 'controlled.' The master and site-specific HACDs are living documents and updated as changes occur in real time to ensure employees have access to the current information about hazards and controls in their workplace.

Employee feedback on the HACD is important! We want to hear from you! Anyone can update the HACD! A couple of ways are participating in meetings, speaking with your supervisor, and completing a field level hazard assessment (non-residential). The master HACD is also formally reviewed and updated annually. Suggestions and involvement from all levels of employees is critical to ensure a well-rounded view of potential hazards and controls in the workplace.

If you have any suggestions or would like to be involved in this annual review, please reach out to your supervisor. the Health & Safety Specialist, or your regional Health & Safety Committee by April 15, 2024.

Of course, suggestions are always welcome throughout the year and reviewed by the regional Health & Safety Committees.

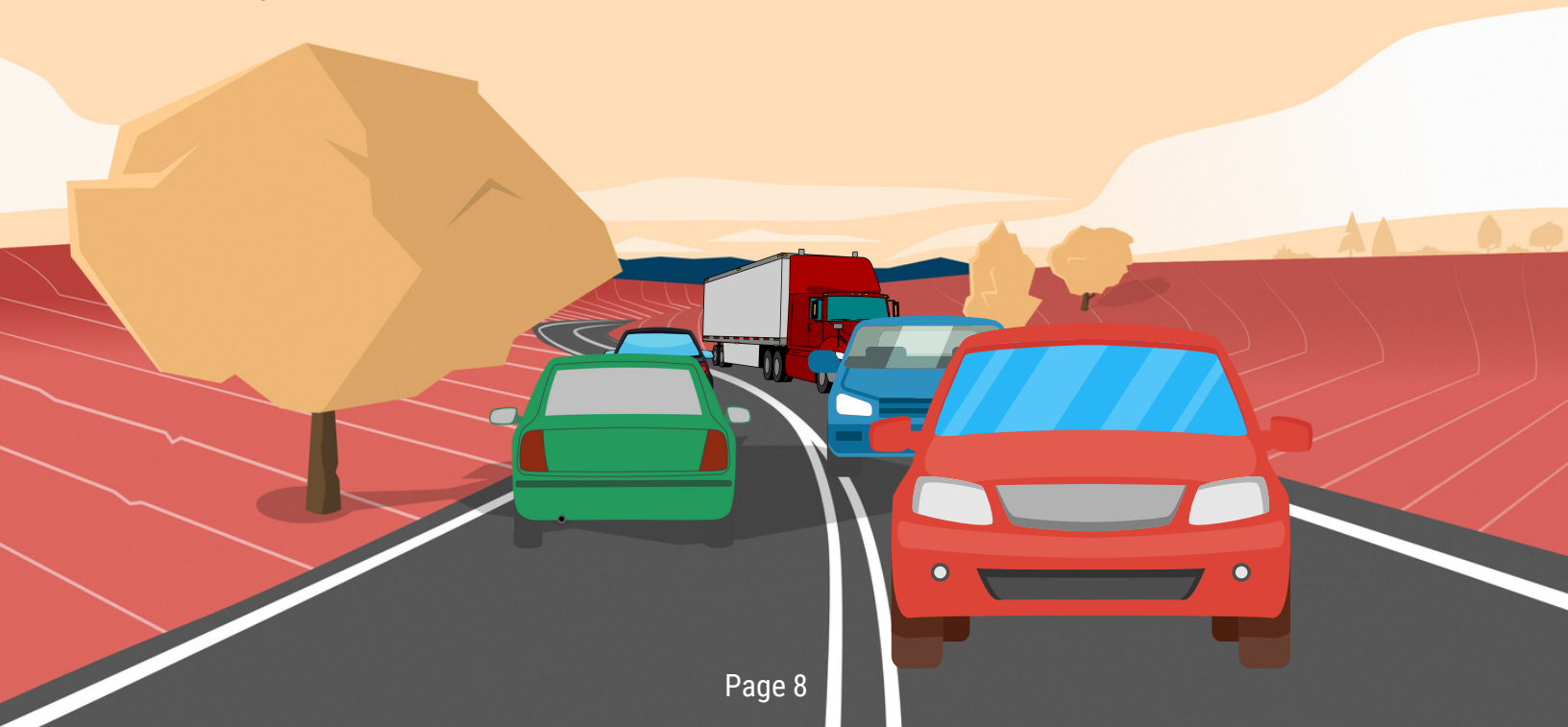
April is Distracted Driving Awareness Month

April is Distracted Driving Awareness month. On average 25% of all road accidents in Alberta are caused by distracted drivers. This means that over 35,000 accidents across the province were caused by drivers not fully focused on the road. Accidents are not the only result that can come from distracted driving, drivers can also face fines of a minimum of \$300 if caught.

Below are some tips to curb your distracted driving habit:

- Put your phone on silent and out of reach. Zip it up inside your bag and put it in the back seat or place your phone in the glove compartment.
- Enable *Do Not Disturb* on your phone. Some phones can sense when you're driving; they will stop notifications, and even send auto-replies to texts.
- Do personal grooming at home.
- Eat meals or snacks before you leave or when you arrive.
- Create a music or podcast playlist and set up navigation settings before driving.
- If needed, find a safe and legal place to pull over and stop to make a call or text. This also applies to attending to another's needs in the vehicle.
- Limit the amount of activity in the vehicle. Loud people and music can take your attention off the road. Enlist your passengers' help so you can focus solely on driving.
- Take a break from driving at least every two hours. This will keep you more alert and give you a chance to check your phone if necessary. If you feel drowsy, pull over and rest immediately.

For more information on Road Safety and Driving see Policy 2.4.5 Use of Staff Vehicles, and Section D of the Health and Safety Manual Part 2.



The facts about COVID-19 vaccines

Vaccination is one of the most effective ways to protect your health. Evidence shows that the COVID-19 vaccines used in Canada are very effective at preventing severe illness, hospitalization and death.



It's important to keep up to date on the vaccinations recommended for you, including booster doses. Over time, protection from COVID-19 vaccines will decrease. A booster reminds your immune system how to protect itself and helps improve vaccine effectiveness against severe illness.

While previous COVID-19 infection can provide some protection, up-to-date vaccination including booster doses is still recommended to provide longer-lasting protection and better effectiveness. Contact your health care provider or local public health authority for more information about the best time to be vaccinated after infection.

Post COVID-19 condition refers to the longer-term effects some people experience after their COVID-19 infection. We don't know what causes post COVID-19 condition, so the best way to prevent it is to take measures to avoid getting COVID-19, like getting vaccinated and following public health measures.

Approving vaccines



Manufacturers rigorously test COVID-19 vaccines during their development. Health Canada then carefully reviews each one.

Vaccines are only approved for use in Canada if tests meet the strict safety, effectiveness and quality standards of Health Canada. Health authorities continue to closely monitor COVID-19 vaccines once they are approved to help ensure their safe use.

Types of vaccines



mRNA vaccines are the recommended vaccines for most people in Canada.

This type of vaccine provides the information your cells need to make a coronavirus protein. The protein triggers the body's immune response to help protect against getting infected with the virus that causes COVID-19, and from becoming severely ill. While vaccination reduces the chances of COVID-19 infection, you can still get infected even after COVID-19 vaccination.

If you are unable to receive an mRNA COVID-19 vaccine, Canada has also approved other types of COVID-19 vaccines, including viral vectors, protein subunit and plant-based vaccines. Speak to a health care provider or public health authority about whether other vaccine options would be right for you.

Continue to layer individual public health measures



Vaccines and individual public health measures continue to be important to help protect your health and the health of others, especially those at risk of severe outcomes from COVID-19. These measures are most effective when layered together, including staying home when sick, wearing a respirator or mask, and improving indoor ventilation.

Get the facts. Visit Canada.ca/covid-vaccine to learn more.