

**DECEMBER  
2017**

**SOUTH**

**ECAT**

Employee & Client  
Assistance Team  
**403-634-8805**

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

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**TIME SHEET  
HAND-IN**

**December 15th, 2017 –**  
For all shifts worked between  
December 1st and December  
15th

**January 2nd, 2018–** For all  
shifts worked between  
December 16th and December  
31st

**UPCOMING:**

- **HEALTH AND SAFETY MEETING**  
–December 13th ,  
2017 at 9:00AM
- **RPAC MEETING–**,  
December 6th, 2017  
at 1:30PM

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

Dan is a friendly and outgoing man who lives in Lethbridge. He has been with Independent Counselling Enterprises since 2008. He started out living in a support home with ICE; he set a goal that he wanted to have his own place and with a lot of support from his front line staff at the time he was able to achieve this goal. He moved out into his own place in 2015 and he has done a great job of managing the challenges of living independently. One of the things he has wanted for many years was to have a pet. He currently has two cats and he is very proud that he can call himself a pet owner. Dan loves the outdoors; he enjoys hunting, fishing and hiking. He is an avid photographer and has taken many breathtaking nature shots. His interest in photography started while he was in high school. He was in a graphic design course and he took a few photographs, the response he received from others was overwhelmingly positive so he continued to take pictures as often as he could. His love of nature really shows through in the photographs he takes.

Dan was happy with doing his photography just for himself but his ICE staff felt he had a real talent that should be explored more extensively. She suggested he enter his photos in contests around Lethbridge as a way to help him recognize that talent in himself. He was a bit nervous about this at first but with staff support he went ahead and entered some of his favorite shots. This led to him winning a number of awards for his skills.

With his increased confidence and continued staff support he started to believe in his ability as a photographer. He has made calendars and given away his photographs as gifts. He has also sold many of his pictures. If you come to the ICE office in Lethbridge you will see many of his works displayed on the walls.

Dan recently went on a trip to Victoria and came back with some really amazing photographs. He is interested in entering contests again and continuing to grow his photography business. It is always inspiring to see someone like Dan who is able to follow his passion.

Congratulations to Dan on his many achievements.



### Employee Spotlight

Sandra has been helping Dan work on his goals since he started with ICE. She started with the agency in 2004 and is one of the South's longest term employees. She has held the positions Community Rehabilitation Worker, Community Support Coordinator, and Regional Manager. She continues to work with clients on a part time basis while also working as a team leader for ACDS CET surveys. Dan says he is so grateful for all of the support she has given him over the years and really feels he would not be where he is today without her.





**POLICY UPDATE!**  
**Changes effective January 1st, 2018**

**3.4.11 Vacation**

*\*Note the changes to point #2\**

1. An employee will accrue vacation pay at a rate of 4 %, after 5 years of employment at a rate of 6%, as per Employment Standards for the province of Alberta. The agency will provide vacation accrual at a rate of 8% for employees who have worked for more than 10 years.
2. **All casual employees may request a pay out of vacation pay twice per year. Payouts will only occur on May 31<sup>st</sup> and/or Nov 15<sup>th</sup>. No request will be considered within the first year of employment. The employee can continue to work and receive a vacation payout. Any vacation pay received will be processed through payroll by submitting a request form two weeks prior to the date requested. Supervisors will not approve a request unless the documentation is submitted within these time lines.**
3. **All Casual Employees who have signed terms of employment and work a fix schedule** may also take their earned vacation time off with pay. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. The employee must complete the vacation request form.
4. **All full time employees** must take their earned vacation time off with pay. The employee is not able to request a pay out of his vacation pay and continue to work. The employee is entitled to his/her vacation with pay only after he/she has worked for the year and earned it. I.C.E. will not advance vacation with pay in the current working year. All holidays should be taken within one year after they are earned. Employees should submit their request for annual vacation **no later than 6 weeks prior to the dates being requested or 2 weeks if requesting less than 40 hours of time off.**

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

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

Updated January 2018

## ICE THANK YOU CARD INCENTIVE WINNER



Carissa was thanked by her supervisor for being proactive in an emergency evacuation situation.

Clarissa won a Distinctly Home Chenille Throw.

ICE offices will be closed December 25th, 2017, December 26th, 2017, January 1st, 2018 for Christmas Day, Boxing Day and New Years' Day respectively. Please direct all calls to the Employee Client Assistance Team for these days.



## Training

### PET (Pre-Employment Training)

None being held in December

### Management Meeting

December 13th, 2017

9:00AM

### Mental Health First Aid

December 5th & 6th, 2017

9:30AM-4:00PM

As described on the ICE website

### Autism Training

December 13th, 2017

9:00AM-12:00PM

As described on the ICE website

### FASD and Substance Abuse Training

December 18th, 2017

9:30AM-12:00PM

As described on the ICE website

### Harm Reduction

December 19th, 2017

9:30AM-12:00PM

As described on the ICE website

## \$100.00 ICE Referral Incentive

### EMPLOYEE REFERRAL INCENTIVE PROGRAM \$100!

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!

**INDEPENDENT COUNSELLING ENTERPRISES**  
**Health and Safety Committee Meeting Minutes**  
*November 8, 2017*

STANDING ITEMS

**3.1 A) Review of Regional Health and Safety Meeting Minutes - Section 3.2 Internal Incidents (Injury, Health, Property Damage)**

**Grande Prairie-**

No incidents to report (October 12 2017 meeting)

**Calgary-**

No incidents to report ( October 23, 2017)

**Edmonton: September 30th, 2017**

The day after news stories broke about community attacks in Edmonton and Las Vegas a client became very agitated listening to media on his phone and started to throw items, yelling and aggressing towards staff. Staff was struck in the face. The staff pressed the lifeline and left the apartment to wait outside. Police came and were able to calm the client. From comments made by the client during the incident it appeared that the client may have felt stressed and threatened, not understanding the recent news events. Staff did not have the lifeline on their person at the time of the incident and it was reported the manager included this in their recommendations.

**Recommendations:**

Programs with life lines require staff to carry them at all times. Review training for lifeline use with the staff. Some clients are highly sensitive to trauma and may need extra support to understand and feel safe when intense news/community events occur. Help clients to process such news events so they feel safe and encourage them to reduce/ limit the amount of trauma they watch on TV by redirection to alternate positive activities designed to reduce stress.

**Incident Investigation to be completed**

No additional recommendations by committee

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

**Grande Prairie-**

No near miss incidents to report (October 12 2017 meeting)

**Calgary-**

No near miss incidents to report (October 23 2017)

**Edmonton: September 5th, 2017**

Light fixture fell off a light in the hallway at a residential program. No one was near the area when it happened. No one was injured.

**Recommendations**

Add checking of light fixtures to regular monthly inspections as a proactive measure.

**Near Miss Investigation completed.**

No additional recommendations by committee

**September 9th, 2017**

Client and staff were out in the community for swimming. The client became agitated and tried to bite staff. Staff was not injured. It was noted that there are positive Approaches in place for the client. The recreation centre was very busy and noisy and this could have stressed the client resulting in the behavior.

**Recommendations**

Plan for swimming on less busy days/times at the community pool.

Staff training / refresher training in autism spectrum disorder would be beneficial.

**Near Miss Incident Investigation to be completed.**

No additional recommendations by committee

**3.2 Evaluation of current Internal Incident Investigations for Injury, Health, Property Damage (Incidents, Recommendations):**

None to Report

**3.3 Evaluation of current Near Miss Incident Investigations (Incidents, Recommendations):**

None to Report

**3.4 Review of COR Audit and Action Items**

6.7- Is the appropriate number of employees trained in first aid as required by legislation? 10/10

6.8- Do first aid supplies and facilities meet legislated requirements? 10/10

7.1- Is there a written procedure that requires the reporting of occupational incidents and illness? 10/10

7.2- Are employees aware of their responsibilities to report work related incidents and illness? 10/10

**3.5 Review of Master Hazard Assessment and Control Document**

Reviewed pages 16-23 of the Site Specific Office Related Work Section

Accessing Community : no additional recommendation

Elevator Use: No additional recommendations

Use/ Handling of Sharps: Recommendation: Having a sharps count at the end of every shift.

Cooking and Food Preparation: No additional recommendations

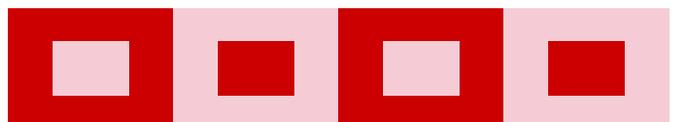
Other regions review & and recommendations and regional response to recommendations. :

**3.6 Policy Review – 3.4.11- Employee Vacation**

**4.0 OTHER BUSINESS**

- Workers Guide to Occupational Health and Safety Evacuation plan due to October 17, 2017
- Lethbridge fires.
  - All non residential staff was asked to drop off clients at home and end shift early. One residential house were evacuated safely and was let back into their home within the hour.- No additional recommendations

**NEXT MEETING – December 13 2017**



## **Congratulatory Ad from ACDS**

# **CONGRATULATIONS**

**ICE**

**Independent Counselling Enterprises Inc.  
South Region**

on achieving

## **CET LEVEL 2 ACCREDITATION**

plus

**RESPIRE FOR CHILDREN AND ADULTS WITH  
DEVELOPMENTAL DISABILITIES**

And for your commitment to quality service  
and for the dedicated efforts of the people  
involved with your organization.

**The following services have been accredited  
from June 2017 to June 2020**

- Overnight Staffed Residences
  - Support Homes
- Supported Independent Living
  - Community Access
- In-Home and Out-of-Home Respite
  - Employment

**Alberta Council of  
Disability Services**



**COMMISSION ON  
ACCREDITATION**