

KEY POLICY PACKAGE

OCTOBER 2024

INDEPENDENT COUNSELLING ENTERPRISES

2.4.3 HIGH RISK SUPERVISION

1. High risk supervision is the very close observation of clients who are believed to be at risk of injury to themselves / others, or may be experiencing increased risk due to health / medical situations.

2. The following guidelines must always be observed when supervising a high-risk client who is at risk of injury to themselves or others:
 - **DO NOT LET THE CLIENT OUT OF YOUR SIGHT**, even for a minute, unless your personal safety is in jeopardy
 - Ensure all windows and exits are secure
 - If the client is confined to the bedroom, remain outside the bedroom with the door open so you can observe the client
 - Explain your expectations to the client in a clear, calm, but firm way. Do not argue with the client
 - Store the client's shoes and coat where they cannot easily access them
 - If the client needs to use the washroom, inspect it first for dangerous objects such as razor blades, rat-tailed combs, and medication. All potentially dangerous items must be removed before the client uses the washroom
 - If the washroom has a window that can be opened, keep the door slightly open so you can hear if the client tries to get out
 - Set a short time limit for a washroom visit
 - Employees are to stay awake and alert throughout their entire shift

3. The following guidelines must always be observed when supervising a high-risk client who may be experiencing increased risk due to a health / medical situation:
 - **DO NOT LEAVE THE CLIENT ALONE** - Engage in continuous monitoring of the client to observe any changes in their overall condition (i.e. when sleeping, sit on a chair by their bedside)
 - If there are any changes in the client's condition or health status and / or the client is believed to be at imminent risk, immediately contact emergency services (911). **(Refer to Policy 2.3.11 Client Emergency Medical Situations)**
 - Employees are to stay awake and alert throughout their entire shift

4. Any unexpected incidents that occur during high-risk supervision must be reported to the supervisor immediately and documented in detail on a contact note or an Incident Report form (CI or GI).

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2.5.2 UNANTICIPATED SITUATIONS OR BEHAVIOURS OF CONCERN

ICE is committed to ensuring the health and safety of its employees / Support Home Operators, clients, and the community. In the event of an unanticipated situation or behaviour of concern, the ICE employee / Support Home Operator will respond in the least intrusive manner to ensure the health and safety of themselves, the clients, and others in the area.

An **unanticipated situation or behaviour of concern** is an unpredictable or isolated situation, behaviour or event that puts someone or property at risk. An unanticipated behaviour or situation of concern occurs when a client:

- Places themselves or others at risk of immediate physical harm (e.g. unexpectedly runs into the street, approaches an aggressive dog etc.)
- Engages in significantly inappropriate, socially unacceptable, or illegal behaviours that may jeopardize their ability to safely participate in the community (e.g. attempts theft, public disrobing etc.)
- Engages in actions that could cause significant property damage (e.g. fire starting, kicking / striking vehicles etc.)

Employees / Support Home Operators will use the least intrusive intervention necessary to resolve the unanticipated / emergency situation. Refer to Appendix A. Continuum of Positive Behaviour Supports. The continuum lists interventions in ascending order based on the intrusive nature of the procedure

Positive Approaches: The best approach or intervention for the client during an unanticipated situation and / or behaviour of concern to produce superior outcomes that do not restrict the client.

Examples:

- Making a simple, one time change to the environment (e.g. changing the seating arrangement in a room)
- Modeling or using informal practices that promote positive interactions (e.g. identifying and matching individuals who have complimentary interests or skills)
- Provide calm, clear, and consistent verbal direction (e.g. "Please wait on the sidewalk for the green light and 'Walk sign' so you stay safe.")
- Provide the client with choices / options
- Setting boundaries (e.g. "That is private property and we don't have the right to go there.")
- Maintaining a safe physical distance / environment (e.g. allowing the client space, keeping others at a safe distance)
- Using verbal repetition, calming gestures, and a non-confrontational approach to diffuse the situation

If a situation cannot be safely resolved using **Positive Approaches**, staff may need to proceed to the use of **Restrictive Approaches**.

Restrictive Approaches: The least intrusive unplanned response to a client who is engaging in an unanticipated situation and / or behaviour of concern. This is an immediate intervention to ensure the safety of the individual or others, or to prevent significant property damage.

Examples:

- Accessing police intervention to address behaviours of concern
- Use of blocking and stance to protect them from external threats (e.g. moving vehicles, aggressive animals, or to stop a client running into the street)

Employees / Support Home Operators will call 911 for police support when:

- There are weapons involved
- There is an imminent risk of physical assault / danger towards self, others in the community and / or the client

In the event of an occurrence of an unanticipated situation or behaviour or concern:

- The employee / Support Home Operator must report the incident to their supervisor / ECAT immediately
- The employee / Support Home Operator will complete a Critical / General Incident Report and forward it to their supervisor immediately or within 24 hours
- The supervisor will ensure that follow-up is completed as per **Policy 2.7.3 Critical and General Incidents** and will:
 - Contact stakeholders as required (e.g. guardian, funding source etc.)
 - Problem-solve with the client to develop strategies for the future
 - Complete a de-briefing with all involved as required
- Forward Critical / General Incidents to the Restrictive Procedures Advisory Committee for review and follow up.

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3.5.1 HEALTH AND SAFETY COMMITMENT

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:

- To provide effective leadership, management, and supervision of ICE operations that communicate and reinforce healthy and safe practices and behaviours.
- To actively promote employee participation in health and safety at all levels of the organization.
- To ensure that ICE employees / Support Home Operators (SHOs) are adequately qualified, suitably trained, and have sufficient experience to perform their work in a safe and effective manner.
- 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, frontline employees and Support Home Operators are responsible and accountable for health and safety within ICE. 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, and supervision, and enforce compliance with ICE policies and procedures.
- **Employees and Support Home Operators** will complete required training and follow ICE 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 other's health and safety, and will follow ICE policies and procedures while on ICE work sites.

(For additional information on roles and responsibilities refer to 3.5.2 Worker Right to Refuse Dangerous Work and Assignment of Responsibilities)

ICE 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.

ICE believes that a healthy and injury-free workplace is important and achievable with active cooperation by all involved parties.



Brandy Thompson
President,
Independent Counselling Enterprises Inc.

October 1, 2024

Date

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3.5.2 WORKER RIGHT TO REFUSE DANGEROUS WORK AND ASSIGNMENT OF HEALTH AND SAFETY RESPONSIBILITIES

A. Workers have the following rights:

1. Right to know
2. Right to participate
3. Right to refuse dangerous work

A worker may refuse to work or to do particular work at a work site if the worker believes, on reasonable grounds, that there is an undue hazard (a hazard that poses a serious and immediate threat to the health and safety of a person) at the work site, or that the work constitutes an undue hazard to the worker, another worker, or another person. Examples of undue hazards include a sudden infrastructure collapse that results in an unsafe physical environment, or a danger that would normally stop work, such as a gas leak. General health and safety concerns are not dealt with under the work refusal process as they are not considered undue hazards. Workers are required to protect themselves and others at or in the vicinity of the work site.

B. Refusal Procedure:

1. The worker will promptly report the refusal and the reasons for the refusal to the supervisor or ICE designate. When exercising a right to refuse to work or to do particular work, a worker shall ensure, as far as it is reasonable to do so, that the refusal does not endanger the health and safety of any other person.
2. If possible, the supervisor or ICE designate will remedy the alleged undue hazard immediately. If the supervisor / designate does not remedy this

situation immediately, the supervisor / designate shall, after discussing the matter with the worker who refuses to work or do particular work, immediately inspect the alleged undue hazard.

3. The supervisor / designate who receives the report of the undue hazard will, as soon as possible, inform the health and safety committee of the report.
4. ICE may require the worker who has made the report to remain at the work site and / or may assign the worker temporarily to other work assignments that the worker is reasonably capable of performing.
5. The supervisor / designate who is required to complete the inspection shall take any action necessary to remedy any undue hazard or ensure that such action is taken.
6. When a worker has refused to work or to do particular work, the supervisor / designate shall not request or assign another worker to do the work until the supervisor / designate has determined that the work does not constitute an undue hazard to the health and safety of any person or that an undue hazard does not exist.
7. On completing an inspection, the supervisor / designate shall prepare a written report of the refusal to work, the inspection, and action taken, if any.
8. The supervisor / designate shall give a copy of the report to the worker who refused work and to the joint work site health and safety committee. The supervisor/designate shall ensure that the report does not contain any personal information related to the worker who refused to work.
9. If the worker who receives the report is of the opinion that an undue hazard still exists, the worker may notify an OHS Officer.
10. Where the employer becomes aware that a notification to an OHS officer was made, the employer shall advise any other worker that the employer assigns to do the work, in writing, of:

- a) The first worker's refusal
- b) The reasons for the refusal, and
- c) The reason why, in the opinion of the employer, the work does not constitute an undue hazard to the health and safety of any person or that an undue hazard is not present.

Protection of Workers

Workers are protected from disciplinary action based on the refusal to perform dangerous work, this includes action or threat of:

- Suspension or termination
- Demotion
- Transfer
- Wage reduction
- Change in hours

C. Assignment of Health and Safety Responsibilities:

The Employee / SHO has the responsibility to:	
<ul style="list-style-type: none"> • Ensure the health and safety of themselves and others. • Refuse work that the employee / SHO feels is an undue hazard (a hazard that poses a threat to the health and safety of a person). This will be without penalty to the employee. • Report unsafe or unhealthy conditions or any known workplace hazard to the employer / supervisor. • Work in compliance with the agency's health and safety regulations and cooperate with their employer / supervisor for the purposes of health and safety. • Know their responsibilities and duties under legislation and comply with requirements. • To report all workplace injuries immediately to the employer or 	<ul style="list-style-type: none"> • Keep their supervisor informed and supply medical documentation, as appropriate, to support any restrictions or limitations to the work the employee can safely complete. • Report any known equipment or protective device that may be dangerous, missing, or defective to the employer / supervisor. • Practice Standard Precautions. • Use all devices and wear all personal protective equipment (PPE) as directed. • Not use or operate any equipment in a way that may endanger any worker, or others present in the vicinity of the worksite. • Not remove or disable any protective device. • Not engage in any prank, contest, feat of strength, unnecessary running or rough

<p>supervisor and to not place themselves in danger. In the event of an injury, the employee will follow all agency policies and procedures.</p>	<p>and boisterous conduct.</p> <ul style="list-style-type: none"> • Refrain from causing or participating in violence, bullying, and harassment.
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The Supervisor has the responsibility to ensure:	
<ul style="list-style-type: none"> • That they are competent and protect the health and safety of employees and others on the work site. • That the supervisor and employees under their supervision work in accordance with ICE policy and procedure and applicable health and safety legislation. • All health and safety concerns are reported to the employer. • That the employee properly uses or wears any equipment, protective devices or clothing that is required by the agency. • That the employee practices Standard Precautions. • To ensure employees under their supervision are not subjected to or participate in violence, bullying, or harassment at the worksite. • Workers are advised of all health and safety hazards. 	<ul style="list-style-type: none"> • Every reasonable precaution has been taken to protect the health and safety of workers. • To respond in a timely and effective manner to employees that decide the skill requirements for service provision exceed what they are able to safely do. • The employee is advised of any known or foreseeable safety and health hazards in the area where the employee works. • To advise workers of all health and safety hazards to ensure the employee has the appropriate medical / behavioural training prior to working a shift. • To report any known workplace hazard to their employer. • Provision of written instructions when required, including measures and procedures to be taken for the employee's protection and control of hazards.

The Employer has the responsibility to ensure:	
<ul style="list-style-type: none"> • Health and Safety leadership is visible and demonstrated through organizational health and safety standards, goals and objectives. • The health, safety, and welfare of workers and other persons at the work site. • Basic rights of workers including their right to refuse dangerous work, that they are protected from reprisal for exercising their right to refuse, and the employee has the right to participate in health and safety discussion or on the health and safety committee. • Employees are aware of their rights and duties under legislation and are aware of 	<ul style="list-style-type: none"> • Those providing direction or supervision are competent. • Regular inspections of worksites including equipment, materials and protective devices and completion of corrective actions as required. • Hazard identification, assessment and documentation is completed for existing and potential hazards, and updated ongoing. Methods are provided to control or eliminate hazards identified. • Employees are involved in workplace hazard identification and assessment and in the control or elimination of hazards identified. • Incidents are reported, investigated and

<p>any health and safety issues.</p> <ul style="list-style-type: none"> • Written health and safety policies are in place, available to employees and compliant with applicable legislation. ICE completes a formal policy review every three years. • Establishment of a joint work site Health and Safety Committee. • Workers must be adequately trained in all matters necessary to protect their health and safety including training in work practices/procedures, how to safely use equipment, and how to select and use PPE. 	<p>followed up with corrective actions as required.</p> <ul style="list-style-type: none"> • Effective claims management in the event of an employee injury. • Consultation and cooperation with the joint Health and Safety Committee and the resolution of issues in a timely manner (e.g. 30 days). • Workers are not subjected to or participate in harassment, bullying, or violence. • Public safety at or in the vicinity of the work sites.
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<p>The Visitor / Contractor has the responsibility to:</p>	
<ul style="list-style-type: none"> • Comply with all applicable ICE Policies and Procedures, especially those pertaining to health and safety and OHS legislation. • To work safely and do nothing that increases the normal hazards to any persons at the worksite. (See Policy 3.5.8 Visitors / Contractors). 	<ul style="list-style-type: none"> • Inform ICE of any hazards arising out of their activities at the worksite and / or any uncontrolled hazard observed. • Refrain from causing or participating in violence, bullying, and harassment.

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3.5.12 FIRE SAFETY

Safety standards are regulated internally by ICE's policies and procedures and various audits and inspections. Legislation such as municipal zoning bylaws, Alberta Public Health Act, Alberta Safety Codes Act for building / fire codes, OHS Legislation, and industry standards mandate compliance to safety regulations by conducting inspections.

Residential and Support Home Programs:

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 and / or employees in residential (1010 programs) and support homes (1020 programs). The table below will clearly indicate what is required in each program as there are differences.

Equipment	Residential Setting	Support Home
Windows in client bedroom	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 regard to these standards must be supported by written documentation.	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	<p>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.</p> <p>Documentation: Postings required. Validated on monthly safety inspections, random inspections and EQAs.</p>	<p>Requirement: The operator is aware of emergency evacuation procedures.</p> <p>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.</p>
Fire safety plans	<p>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.</p> <p>Documentation: Postings required. Validated on monthly safety inspections, random inspections and EQAs.</p>	Not applicable
Smoke detectors in common area	<p>Requirements: Smoke detector on each level of the home. Must be hard wired and all interconnected.</p> <p>Documentation: Validated on monthly safety inspections, random inspections and EQAs.</p>	<p>Requirements: Working smoke detectors on each level of the dwelling.</p> <p>Documentation: Validated on initial / annual checklist, monthly checklist, monthly safety checklist and Support home EQAs.</p>
Smoke detectors in all sleeping areas – client bedrooms	<p>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 changed.</p> <p>Documentation: Validated on monthly safety inspections, random inspections and EQAs.</p>	<p>Requirements: One working smoke detector per client bedroom.</p> <p>Documentation: Validated on initial / annual checklist, monthly checklist, monthly safety checklist and Support home EQAs.</p>
Carbon monoxide detectors	<p>Requirements: One working CO detector on each level of the dwelling.</p>	<p>Requirements: One working CO detector on each level of the dwelling.</p> <p>Documentation: Validated on initial/annual checklist, monthly</p>

	Documentation: Validated on monthly safety inspections, random inspections and EQAs.	checklist, monthly safety checklist and Support home EQAs
Fire Extinguishers	Requirements: One 5 lb. extinguisher, 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.	Requirements: One 5 lb. extinguisher, 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	Requirement: Equipment dependent on location of evacuation site and client’s ability. Equipment present, functional and in an appropriate location. This information can also be found in the Residential Orientation Manual. Documentation: Validated on monthly safety inspections and EQAs.	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
First aid supplies	Requirement: Type 2 Kit (small) as per Policy 3.5.7. Refer to R61 of the Residential Section of the Master Forms Manual for the Checklist. Documentation: Validated on Monthly Safety Inspections and EQAs.	Requirement: First aid supplies available and must be a minimum of what is in a Type 1 Personal First Aid Kit. Refer to Policy 3.5.7. Refer to the Health and Safety Manual for contents list. Documentation: Validated on Initial/Annual Checklist, Monthly Safety Checklist and EQAs.
Emergency preparedness kit	Requirement: Must have an emergency preparedness kit with specified contents as per policy. Kit contents are clearly indicated on cover and checked monthly. Documentation: Validated on Emergency kit contents form,	Requirement: Emergency kit / supplies are available as per suggested supply list. Documentation: Validated on Monthly Safety Inspection checklist and EQAs.

	Monthly Safety Inspections and EQAs.	
Safe house and emergency number	Requirement: Emergency phone numbers and safe house information clearly posted and easily accessible. Documentation: Validated on monthly safety inspections and EQAs.	Requirement: Emergency phone numbers and safe house information clearly posted and easily accessible. Documentation: Validated on monthly safety checklist and support home EQA
Flashlights	Requirement: Flashlights on each level of the home. Documentation: Validated on Monthly Safety Inspections and EQAs.	Requirement: Flashlights available on each level of the home. Documentation: Validated on Monthly Safety Checklist and support home EQA
Inspections / Procedures: It is to be noted that inspection type and specifications for each inspection are not only dependent on service type but also the dwelling classification and the client's ability to self- evacuate in an emergency. It is this agency's preference to have apartments / condos with sprinkler systems as rental dwellings.		
Fire Prevention Inspection Completed by external resource. Type: External Inspection	Requirement: Where available, a fire safety inspection is conducted by a fire inspector. A report is provided to ICE validating compliance. Frequency of inspections as per the inspector's timelines. Inspection specifications are dependent on dwelling type and client ability.	Not applicable
Public Health Inspection Type: External Inspection	Requirement: An inspection is completed as per Public Health's timelines and a report is provided clearly indicating agency is compliant. An inspection may also be conducted if a complaint reported to this agency about a particular site.	Not applicable
ICE may contract with external resources for inspections to facilitate compliance to building / safety codes as per legislation	Requirements: As per legislation and as scheduled by ICE. The external resource will provide a written report to ICE.	Not applicable

Monthly Safety Inspection completed by ICE	Requirement: Completed monthly and provided to the supervisor of the program.	Not applicable
Monthly Safety Checklist completed by the Support Home Operator	Not applicable	The operator is to complete a Monthly Safety Checklist and provide a copy to the program supervisor.
Fire drills completed by ICE employees, support home operator and clients.	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 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 submitted with the Monthly Safety Inspection checklist	Requirement: Minimum of once per month. For any client in a basement bedroom -There must be 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 submitted with the Monthly Safety checklist.
Emergency evacuation drills	Requirement: Will be conducted a minimum of 3 times per year. Documentation: The drill is documented on the Emergency Drill Report and attached to the Monthly Safety Inspection checklist.	Not applicable

Internal Audits – Random Inspections and/or EQAs	<p>Requirement: Random inspections – Minimum of 3 times per year. EQAs- 2 times per year.</p> <p>Documentation: Findings are documented on Random inspection forms and EQA form for residential settings.</p>	<p>Requirement: EQAs are completed once per year.</p> <p>Documentation: Findings are documented on EQA forms for support homes.</p>
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Note: Any form listed above is located in the Master Forms Manual in the appropriate section.

Office Settings

Office settings will have the following:

- Postings of the overall layout of the site with all possible exits from the site clearly marked.
- Emergency evacuation procedures posted.
- Wall mounted 5 lb. fire extinguishers. Extinguishers are fully charged; seal is on and dial reads in the green zone. Must be inspected by a certified fire extinguisher inspector within the last 12 months. Extinguisher inspection card initialed monthly.
- Available first aid kit as per legislation.
- Working flashlights.
- Regular fire drills.
- Regular emergency evacuation drills.
- Internal office inspections for safety.

All employees are responsible to familiarize themselves with the fire evacuation procedure upon arrival during their first shift worked at each site.

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3.8.1 PROFESSIONAL CONDUCT

As an employee of Independent Counselling Enterprises, certain standards of Professional Conduct are expected to be maintained at all times.

1. Independent Counselling Enterprises employees are expected to conduct themselves in a professional manner while representing the agency, at all times. This includes conducting oneself with responsibility, integrity, accountability, and excellence in all aspects of employment.
2. Employees will maintain a professional approach with clients, their support network, other professionals, and their coworkers. Professional boundaries are to be maintained between the client and the employee as well as with the client's support network. All communication with other parties, both written and verbal, should be professional, respectful, and courteous.
3. Employees will contribute to a work environment in which others are treated with respect. Employees are to refrain from any workplace violence, bullying and / or harassment (**refer to Policy 3.6.4 Workplace Violence, and Bullying / Harassment**).
4. Employees will work in collaboration with colleagues and other stakeholders. Employees will not be disruptive to the workplace through their interactions and how they conduct their work. Employees will be open to communication including that which pertains to performance management and constructive feedback.

5. Employees are to:

- Ensure that the client's rights are maintained (**see Policy 2.2.1 Client Rights and Responsibilities**).
- Be punctual and report to work as assigned.
- Be properly prepared for each assignment.
- Perform job duties in accordance with the agency's policies and procedures.
- Complete appropriate documentation accurately and within specified time frames.
- Only work what has been assigned or scheduled and not alter a working shift in any way unless approval from the appropriate supervisor had been obtained.
- Adhere to employee responsibilities as identified in **Policy 3.6.1 Employee Rights and Responsibilities**.

6. Personal romantic relationships within the workplace are discouraged. A romantic relationship is defined as a relationship which includes dating, exchange of personal affection, any form of sexual or physical intimacy, and / or any other conduct associated with romantic, intimate, or sexual relationship. Even if consensual, these relationships can carry risk including that of favouritism, retaliation, harassment and / or workplace violence. Romantic workplace relationships in which there is a perceived or real power imbalance, require immediate disclosure by the parties to the appropriate supervisor. Each situation will be reviewed by the COO / President. ICE will seek voluntary cooperation of the parties involved to remedy the situation and will explore possible resolutions to avoid conflicts of interest, such as reassignment if another position is available. If voluntary measures are not agreed to, and the parties wish to continue the relationship, ICE reserves the right to transfer or terminate the employment of either party.

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3.8.7 SUBSTANCE ABUSE BY EMPLOYEES

It is the agency's expectation that employees will not report to work under the influence of substances that will hinder job performance or compromise the safety of the employee, or others, in the work environment. The agency is committed to supporting and accommodating employees who self-disclose substance abuse and seek rehabilitative measures.

1. Employees are forbidden to:
 - Use drugs and / or alcohol during contact with clients or throughout working hours.
 - Commence a shift assignment under the influence of drugs and / or alcohol.

2. The possession, use distribution and / or sale of drugs or alcohol and any drug paraphernalia in any ICE office, homes managed by the agency, at a client's home, while with a client(s) or in a support home is prohibited.

3. Those found in violation of this policy will be removed from work duties. ICE will ensure the employee has safe transport when leaving the workplace. The supervisor is obligated to immediately report the incident to their manager and the Chief Operating Officer / President. Until the incident can be investigated and a possible action plan instituted, the employee will not be able to return to work. An employee who chooses not to participate in the resolution process and / or continues to present as a safety risk to themselves and others, will be subjected to corrective disciplinary measures and the agency reserves the right to terminate employment.

4. Employees will immediately advise a supervisor or management whenever they witness concerns about a coworker's ability to perform job duties as a result of substance abuse. Documentation will be required **as per Policy 2.7.3 Critical and General Incidents.**

5. Employees with a substance addiction must voluntarily disclose, without penalty, any substance abuse problem. This disclosure must occur prior to an infraction (attending a working shift under the influence of alcohol or drugs). Independent Counselling Enterprises supports employees in their efforts to overcome their substance abuse problems and will work with employees on an individual basis to achieve these goals. Employees who come forward to discuss these issues BEFORE they use drugs and / or alcohol on the job will not be penalized.

6. **The agency reserves the right to declare certain jobs safety sensitive.** A safety-sensitive position at ICE refers to a job where the employee is responsible for their own or other's safety. It refers to a job that would be particularly dangerous if performed under the influence of drugs or alcohol. In a safety sensitive job, drug or alcohol impairment could result in significant injury to the employee and others in the area. Lack of attention can result in an incident that adversely affects the health and safety of employees, clients, the public or the environment.

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