

**APRIL 2021**

## CALGARY

### ECAT

Employee & Client  
Assistance Team  
**403-819-0583**

Phones do not accept text  
messages— staff need to call  
ECAT.

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## TIME SHEET HAND-IN

### • **APRIL 15<sup>th</sup> 2021**

For all shifts worked  
between APRIL 1 and  
APRIL 15.

### • **APRIL 30<sup>th</sup> 2021**

For all shifts worked  
between APRIL 16 and  
APRIL 30.

## UPCOMING

- **Health & Safety—**  
APRIL 7, 2021 @9:15  
AM

- **RPAC Meeting –**  
APRIL 13, 2021  
@10:30 AM  
(teleconference only)

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

### Tina F.

Tina has been with ICE since July 2011. She is a lovely young woman who enjoys being around people. Tina is from a large family and lives with her mother in Lethbridge. Her family is very involved and enjoy getting together for events and gatherings, which Tina loves being a part of.

Staff take Tina window-shopping and exploring in her community often and Tina enjoys people watching immensely. Tina also enjoys meeting new people. Tina and her mom have attended the ICE annual Open House celebrations throughout the years, and Tina has great relationships with all the ICE South office staff.

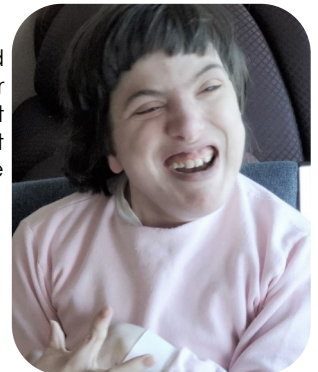
Staff and Tina have a long-standing tradition of walking for lunch to the local Tim Hortons in her neighbourhood. Tina is familiar with the regulars and people will often greet Tina when she arrives. Due to COVID-19, Tina was unable to enjoy lunch at Tim Hortons, but this did not stop her from accessing the community! Tina continued to go for

walks in her neighbourhood and explore the city in other ways with her staff supporting her.

Tina has a great sense of humor, and enjoys making others laugh. Tina is non-verbal but finds creative ways to communicate with staff and others, even bringing people their shoes to encourage them to go out.

On days where the weather does not cooperate, Tina likes to stay home and cuddle with her favorite stuffed animals.

Tina is looking forward to going back to her favorite local hangout spots, and trying out swimming with the support of her staff!



## Employee Spotlight



Dawn has worked with South ICE since October 2014. She has worked with a variety of individuals during her time with ICE but started working with Tina regularly in 2016. Dawn has extensive knowledge and experience with the City of Lethbridge, and supports Tina with exploring the community by taking the bus and walking. Tina's mom is very happy. Dawn works very well with Tina and Tina much appreciates the ways that Dawn supports her. Thank you Dawn for your hard work over the last 6 years!

## 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 OFFICE WILL BE  
CLOSED FRIDAY APRIL  
2ND, AND MONDAY APRIL  
5TH FOR EASTER**



**Please direct all calls to the  
Employee Client Assistance  
Team for that day.  
403-819-0583**



### 3.5.10 HAZARD ASSESSMENT AND CONTROL DOCUMENT

\*(Please note that selected sections of ICE Policy 3.5.10 are reproduced here. Please refer to the Policy manual for the complete policy).

The Hazard Assessment and Control Document Master (HACD) is a continual evolving document that details all hazards known to the employees of Independent Counselling Enterprises and the controls in place to mitigate them. Employees at all levels of the organization are involved in the creation and updating of this document.

For residential settings the HACD Master is tailored at each site to include a site-based assessment and control information that details the hazards specific to that setting. Community Support Coordinators/Team Coordinators or the appropriate Manager will update the site-based hazard assessment under the following circumstances:

- With the receipt of General and Critical Incident Report indicating employee injuries or near misses
- With the identification of new hazards
- With a change in work procedures
- With the occurrence of renovation/ construction
- With the introduction of new or update to equipment
- Change in support requirements due to client behaviour

In non-residential settings a Hazard Assessment Checklist (as part of the Non-Residential Random Inspection) will be completed by a supervisor, or designate, in each new work site. All employees working in these sites will be provided a copy of the non-residential section of the HACD Master and are responsible for ongoing hazard assessment and reporting new hazards to a supervisor utilizing this information and their "Identify Hazards/Utilize Controls" card distributed at the beginning of non-residential shifts.

A copy of the HACD Master will be available at all sites where more than one employee works, in all Health and Safety Binders, and in every office. All employees are responsible to ensure that the document remains an accurate reflection of the hazards and controls of the agency.

### ICE CALGARY CONGRATULATES LONG TERM EMPLOYEES

STAFF	YEARS	DATE
Jack M	18	April 25
Leslie S	17	April 5
Pam T	16	April 18
Cyril T	8	April 30
Lorette E	7	April 1
Joanne M	7	April 15
Amiri S	3	April 5
Savitha M	2	April 12
Chadress K	2	April 24
Oghogho E-I	2	April 24
Peters O	2	April 25

### ICE THANK YOU CARD INCENTIVE WINNERS

**Elise Richter** received a thank you card from the Regional Manager for ensuring her client's safety during an emergency and for remembering the correct procedures and responses.

Congratulations!



**Lucille W** received a thank you card from her supervisor for finding, reporting and correcting a hazard in the home.

**Justin S** received a thank you card from his supervisor for advocating for and assisting his client to find ways to exercise with COVID 19 restrictions in place.

**Nicole B** received a thank you card from her supervisor for being flexible, changing positions at the last minute and picking up extra shifts when asked.

**Olaronke O** received a thank you card from the booking coordinator for taking shifts in multiple homes and taking extra precautions with COVID 19 prevention.

**Mamatha V-K and Cynthia A** received thank you cards from the booking coordinator for taking shifts on short notice and supporting their teams, homes and clients.

## VIRTUAL TRAININGS

### PET Training

APRIL 13-14, 27-28, 2021 (9:00AM to 4:00PM)

### Abuse Prevention Training

APRIL 12, 2021 (1:30PM to 3:30PM)

APRIL 23, 2021 (9:30PM to 12:30PM)

### Cerebral Palsy Training

APRIL 7, 2021 (1:00PM to 3:00PM)

### CN PBI Training

APRIL 9, 2021 (10:00AM to 12:00PM)

### Covid—19 Prevention Training

APRIL 7, 2021 (4:00PM to 5:00PM)

### Epilepsy Training

APRIL 7, 2021 (1:30PM to 3:30PM)

### CPI Training

APRIL 29, 2021 (9:00AM to 5:00PM)

### Hoarding Training

APRIL 21, 2021 (9:30AM to 11:00AM)

### Communication and Teamwork Training

APRIL 14, 2021 (2:00PM to 5:00PM)

### FASD Training

APRIL 6, 2021 (10:00AM to 12:00PM)

### Client Goals and Outcomes Training

APRIL 9, 2021 (9:30AM to 12:30PM)

### Alzheimer's and Dementia Training

APRIL 8, 2021 (1:00PM to 5:00PM)

### Brain Injury Training

APRIL 14, 2021 (9:30AM to 11:00AM)

### Hypertension Training

APRIL 19, 2021 (1:30PM to 3:30PM)

### Autism Training

APRIL 20, 2021 (1:30PM to 3:30PM)

### Diversity Training

APRIL 21, 2021 (10:00AM to 12:00PM)

### OCD Training

APRIL 21, 2021 (11:00AM to 12:30PM)

### ADHD Training

APRIL 26, 2021 (1:30PM to 3:30PM)

### Diabetes Training

APRIL 13, 2021 (9:30AM to 11:00AM)

### Trauma Informed Care Training

APRIL 27, 2021 (10:00AM to 12:00PM)

PAYROLL



Is your Personal Information  
Up to Date in Payroll?

Log into Dayforce at [www.dayforcehcm.com](http://www.dayforcehcm.com)

Review your **Profile**.

Any changes and additions can be made by selecting **Edit** and entering the desired information in the fields below. **Please include your email address.** Review the information you have entered and select **Submit/Save**.

*If you experience difficulties contact a Payroll Assistant at the Edmonton ICE Office 780-454-9500 for assistance.*

**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>

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://work.alberta.ca/occupational-health-safety/resources.html>

<https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Stay up to date on the most frequent information on COVID-19 in the province of Alberta.

**Health and Safety Committee Meeting Minutes**  
**March 10, 2021**  
**(Minutes edited for publication)**

**3.1 Review of 'Regional Health and Safety Meeting Minutes**  
**Review other region's minutes especially sections 3.2 and 3.3.**

**3.1 A) Review of Regional Health and Safety Meeting Minutes –**  
**Section 3.2. Incident Investigations for Injury, Health and Property Damage**

Edmonton – February 10, 2021- Meeting Minutes

December 15, 2020

Covid-19 outbreak - Client tested positive for Covid-19, subsequently within 2 days of client displaying symptoms, the other client and staff tested positive.

Investigation Recommendations: Review Behavioral Plans for both clients (including Risk Assessment and Positive Approaches Documents); Eye Protection Protocol reviewed with all staff of the program; CRM to conduct supervision meeting with TC to outline steps/ expectations of how changes and agency news affect the program, including items related to employee health and safety will be communicated to the rest of the team; Re-train staff on site regarding all COVID-19 protocols, including cleaning process and Infection Prevention.

**HSC Recommendations:** no further recommendations.

December 24, 2020

Staff was driving to drop PPE kits off at a program under RMP and was rear ended when they were about to merge onto the street. Staff was taken by ambulance to be assessed for strain to neck at the hospital.

Investigation Recommendations: communicate to all programs/ teams that deliveries are to occur during business hours; and review HACD for driving, including controls available for associated risks.

**HSC Recommendations:** no further recommendations.

South- February 2, 2021 – Meeting Minutes

No Completed Incidents Investigations to Review (no incident investigations occurred as there were no incidents during this time frame).

Northwest

N/A-No Health and Safety meeting was held in the month of February.

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

Edmonton – February 10, 2021- Meeting Minutes

June 6, 2020

Staff was going down the stairs to do laundry, stepped on the edge of the stairs and tripped. Appropriate shoes were worn, and staff was holding the handrail.

Incident Investigation Recommendations: review with employee the need to adhere to safe work practices while utilizing stairs. i.e., to not rush, pay careful attention on stairs); and review safe work practices when utilizing stairs when at next team meeting.

**HSC Recommendations:** no further recommendations.

November 12, 2020

Staff was informed of COVID exposure with a personal contact and in the days prior to being contacted, the staff has been in several programs as part of work shift. Incident Investigation Recommendations: suspension of all inspections – random,

EQAs, etc. province wide; review of employees' tasks and responsibilities and potential impact to agency and organizational processes; review internal inspection and risk mitigations.

**HSC Recommendations:** no further recommendations.

South- February 2, 2021 – Meeting Minutes

No Completed Near Miss Investigations to Review (no near miss investigations occurred as there were no miss incidents during this time frame)

Northwest

N/A-No Health and Safety meeting was held in the month of February.

**3.2 Evaluation of current Internal Incident Investigations for Injury, Health and Property Damage:**

No Completed Incidents Investigations to Review (no incident investigations occurred as there were no incidents during this time frame).

**3.3 Evaluation of near miss investigations.**

No Completed Near Miss Investigations to Review (no near miss investigations occurred as there were no miss incidents during this time frame).

**3.4 Health and Safety Committee Inspections**

**3.4 A) Inspections held as a result of health and safety concerns** - include name of committee member(s) completing, program, issue, inspection type (E.g. RI) and # workers involved: N/A

**3.4 B) Inspections completed** - Include name of committee member(s) completing inspection, inspection type (E.g. EQA, RI, Office Inspection), # of inspections and # of workers involved for each inspection type: n/a: no inspections completed for the month of February. Members will be encouraged to participate quarterly office inspection for the month of March with QARM.

**3.5 COR Audit Review:** Members reviewed Elements 9 and 10 action plan.

**3.6 Hazard Assessment and Control document (H.A.C.D.) – Review section (and provide recommendation(s) for changes if needed):**

Calgary Region HACD review High Behaviors section 4-7:

Working with Clients with High Behaviors pages 4-5 (Working with Clients- Potential for Physical Aggression): It is recommended to add COVID-19 as a biological hazard. It is further recommended to keep the CPI training control in one section i.e., leave this in additional training if client program requires it. Under the Engineering controls, it is recommended to state Lifeline "Panic" button alarm buttons for specific identified "High Risk" situations/ clients for all regions instead of just Edmonton (as other regions may also have this is specific programs).

Working with Clients with High Behaviors pages 6-7 (Working with Clients- Potential for Sexual Behaviors): It is recommended to add Policy 3.5.4 "Working Alone" under administrative controls. Under the Engineering controls, it is recommended to state Lifeline "Panic" button alarm buttons for specific identified "High Risk" situations/clients for all regions instead of just Edmonton (as other regions may also have this is specific programs).



Edmonton HACD review February 10, 2021

Pages 2-3 Working with People recommendation to add under Biological Hazards, move opioids under chemical, increase the probability level to 3. Psychological Hazards Probability to occur is increasing regarding burnout therefore increase this to 3. Physical hazard – no changes. Chemical hazards – add opioids here, Exposure frequency has increase with quat, Lysol, eliminator therefore increase frequency 3, Potential consequence – 4 (increased from 2), hazard probability should be 4 for a total of 11 and priority of '1'. Under controls add lifeline for engineering controls, add COVID protocols to Administrative controls either under Policies/ Procedures, or SWP sections. Add PET-COVID 19 training under required orientation.

South HACD review February 2, 2021

Reviewed pgs. 89&90- 'Entering or leaving worksite after dark'  
Recommendations include: N/A- no additional recommendations required for these tasks.

Reviewed pgs. 91&92- 'Ascending/descending stairs'  
Recommendations include: N/A- no additional recommendations required for these tasks.

Reviewed pgs. 93&94- 'Travel on wet/slippy surfaces (water, ice or snow). Travel around obstructions on floors'  
Recommendations include: N/A- no additional recommendations required for these tasks.

Northwest HACD review

N/A- no H&S meeting held in February

3.7 Policy review: 3.5.2 Worker Right to Refuse Dangerous Work and Assignment of Health and Safety Responsibilities.

3.8 COVID 19 Pandemic Response: New COVID protocols developed March 2, 2021. Management has and will continue to distribute and train on new protocols/changes. Continuous masking still in effect until December 31, 2021. For more information on Public Health orders and Gathering restrictions, please visit the <https://www.alberta.ca/enhanced-public-health-measures.aspx> website.

Other Business

HSC training updates: Ramandeep K requires to take incident investigations training and HACD training. Joy O requires to take workplace inspections, HACD and incident investigations training. Chioma (Rita) O is scheduled to take her Health and Safety Representative training through CCSA on April 6, 2021.

ICE Pages Ideas: Safety in the community

This is the time that batteries will need to be replaced in all smoke and carbon monoxide detectors throughout client homes and recorded on the Monthly Safety Inspection Checklists (MSIC's). It is also a good time to check batteries in flashlights and emergency radios.

**NEXT MEETING DATE: April 7, 2021 @ 9:15 a.m.**



## **HURT AT WORK?**

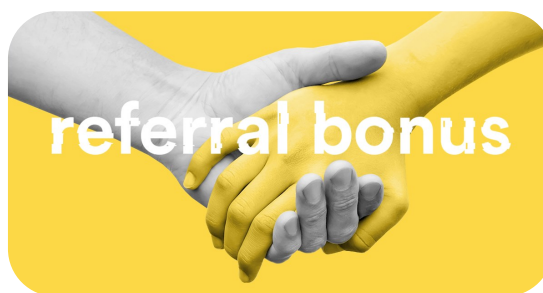
Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately to an ICE supervisor or manager.** In the event of an injury, the employee will follow all agency policies and procedures.

**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 Program**

**Employees or Support Home Operators who refer a person to ICE who successfully meet our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive \$100.00!**



## Burns /Scalds



Each year, thousands of Albertans suffer from burn injuries including from scalds, flames, sunburn, frost-bite, chemical or electrical, most of which are preventable. **A burn is damage to the skin and underlying tissue.** Children and older adults sustain burns at lower temperatures and in less time than adults. Children, seniors, and the disabled are less likely to survive burn injuries, usually spend longer in hospital, and have more difficulty recovering. Up to 60% of burn injuries happen in or around the home. The vast majority are preventable.

### Types of Burns

- First-degree – affects only the outer layer of the skin. The burn site is red, painful, dry and with no blisters. Long term tissue damage is rare. Generally heals in 3-5 days with no scarring.
- Second-degree – involve damage to the top two layers of the skin. The burn site appears red, blistered, and may be swollen and painful. Generally, heals in 10 – 21 days.
- Third degree – destroy all layers of the skin and may also damage the underlying bones, muscles, and tendons. The burn site appears white or charred. There is no sensation in the area since the nerve endings are destroyed. Skin grafts are required.

### Burn Causes

· Tap water scalds – Scalds are the number one cause of burns in Alberta. Scalds result when one or more layers of skin are destroyed by contact with hot liquid or steam. Tap water scalds are 100% preventable. The severity of the injury depends on two things: the temperature to which the skin is exposed and the length of time the skin is exposed to the burning substance.

For hot water to cause 3<sup>rd</sup> degree burns:

- At 60 degrees C it takes one second
  - At 55 degrees C it takes five seconds
  - At 50 degrees C it takes five minutes
- Flame burns – Burns can be caused from contact with flames or hot objects, or through the inhalation of superheated gases that can damage tissues in the airways and lungs. Flame burns can be caused by clothing catching fire from a stove burner, match, candle, or an open flame.
- Chemical burns – occur when living tissue is exposed to a reactive chemical substance such as strong acid or base.
- Electrical burns – occur when an electric current passes through the body

### Scald Prevention Tips

- Ensure that you are testing the water temperature at the sinks and tubs **as per ICE policy 2.3.15 Overall Facility Water**

**Temperature Monitoring and Safe Practices. Overall water facility temperature is not to exceed 49 degrees C.**

· If you are providing a bath assist, follow the safe bathing procedures in the home. These include turning the cold water tap on first, ensuring that you agitate the water to evenly disperse tap water as the bathtub fills, test the temperature of the water by measuring it with a thermometer and, if it is the correct temperature, by putting your elbow or forearm in the water to double check prior to the client getting in the tub. **The water temperature must not exceed 40 degrees Celsius. See Policy 2.3.14 Bath/Shower Safe Water Temperature Monitoring.**

· Avoid flushing toilets, running water, or using the dishwasher or washing machine while anyone is showering to avoid sudden fluctuations in water temperature.

### Burn Prevention Tips

- Carry pots to plates, not plates to pots.
- Keep all pot handles turned back and away from the stove edge.
- Check handles on appliances and cooking utensils to ensure that they are secure.
- When removing lids from hot foods, remember that steam may have accumulated. Lift the lid away from your face and arms.
- Wear short sleeves or light-fitting clothing while cooking.
- Always use oven mitts or pot holders when moving pots or hot liquid or food.
- Heat food in containers or dishes that are safe for microwave use only.
- Steam builds in covered containers can easily result in burn injuries.
- Puncture plastic wrap or use vented containers to allow steam to escape or wait at least a minute for steam to escape. When removing covers, lift the lid away from your face and arm.
- Ensure that all chemicals are securely stored away from the furnace.

### Burn Care

- **Immediately cool the burn with water.** Pour cool water on burns or soak them for at least 3 – 5 minutes (30-40 minutes for chemical injury).
- **Never use ointment or butter.** This may allow the burn to retain heat.
- **Cover the burn.** Apply a soft, clean, dry dressing, bandage, or sheet to the burned area.
- **Don't break blisters** as this could lead to infection.
- **Seek medical help.** If there has been an incident involving you/ your client, ensure that you or your client gets medical attention as soon as possible, including calling 911.

# Prevent the spread of COVID-19

# GET THE FACTS

Canada has one of the most robust vaccine approval processes in the world. Any adverse effects have been minimal.

The COVID-19 vaccines meet high national requirements. They are safe and vital.

Seniors are at a higher risk from COVID-19. Vaccines help your immune system and fight off disease.

Covid-19 vaccines are for young and healthy people, too. They can protect you and those around you.

All approved vaccines effectively prevent serious illness and death.

Get vaccinated as soon as you can, no matter what vaccine is provided.



# Prevent the spread of COVID-19

## GET THE FACTS

### COVID 19 Variants of Concern

Variants are viruses that have changed or mutated while reproducing inside an infected person's cells. The variant can be spread to others and may continue to mutate as it moves from person to person.

New variant strains of COVID-19 were recently identified in the United Kingdom, South Africa, and Brazil, and have since been identified in many other countries around the world. These strains are known as variants of concern, as they appear to spread more easily than other COVID-19 strains.

Alberta is monitoring for these variants of concern. Confirmed variant cases are updated daily.

Symptoms in variant cases are the same as usual COVID-19, including cough, fever, shortness of breath, runny nose, and sore throat. See the full list of symptoms.

How one case turned into 42.

One Albertan returned from travel with a case of a COVID-19 variant of concern. Instead of quarantining alone for 14 days following return from travel outside Canada, the infected traveller socialized with a friend during quarantine. It kicked off a chain of COVID-19 infections that spread far beyond that one case. This is a real case.

Taken from <https://www.alberta.ca/covid-19-variants.aspx>

