

# ICE PAGE

**Making it Happen! - Support Social Inclusion**

## 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 17TH 2023  
FOR ALL SHIFTS  
WORKED BETWEEN  
APRIL 1ST AND APRIL  
15TH.

MAY 1ST 2023 FOR  
ALL SHIFTS WORKED  
BETWEEN APRIL 16TH  
AND APRIL 30TH.

## UPCOMING

HEALTH AND  
SAFETY MEETING  
April 21st, 2023 at  
10:00 AM.

RPAC MEETING  
April 10th, 2023 at  
10:30 AM.

## ON SPOTLIGHT

### JORDAN H

Jordan has been with ICE Calgary since 2009. Jordan is a energetic, creative and friendly man who has many interests such as sports (both as a participant and spectator), crafts, and most recently cooking. His number one passion is floor hockey!! Jordan has been a member of the Calgary Scorpions where he plays in a league every Wednesday for over 7 years with staff support. Jordan's position is Center and his favorite activity is faceoffs, Jordan usually wins when he is involved in faceoffs!!

This fall Jordon was given the opportunity to participate in tryouts for the Special Olympics Alberta Provincial Winter Games. This was very competitive and after a lot of effort and dedication, Jordon was chosen for a very coveted spot. The Calgary team he was representing was called the Hurricanes. Jordan and his staff were so excited!

Over 1,200 athletes, staff and volunteers from across Alberta come together for a weekend of competitive sporting events and fun! The Provincial Winter Games were held in Strathcona County and Jordon and the other Calgary athletes travelled by bus to Strathcona and participated in the opening and closing ceremonies. They had dinner and a dance and enjoyed playing against the other teams from all over Alberta. The Hurricanes were involved in the exciting Gold Medal Battle against the Grizzlies and won with a score of 7-6!!!!This certainly was a exciting lifetime experience for Jordan and his team mates. Jordan is looking forward to participating in the Nationals in 2024 which will be held in Calgary.



### NOVA L

Nova has been with ICE since 2018. Her knowledge and energy in supporting Jordan has been a big reason for his success. Nova helps Jordan find and attend activities that he is interested in and is always there for Jordan when he needs tools to focus on particular tasks. Thank you Nova for assisting Jordan in achieving his goals!!



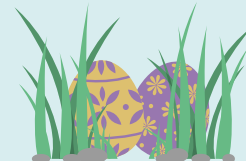
## ICE HAS CANADA LIFE RSP PLAN!

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 7 & 10, 2023, GOOD  
FRIDAY AND EASTER  
MONDAY and on MAY 22,  
2023, VICTORIA DAY



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

# POLICY REVIEW

As a result of Occupational Health and Safety Legislation changes related to First Aid Requirements, Policy 3.5.7 Mandatory First Aid Kits, and Policy 3.5.12 Fire Safety have been revised.

The names of the kits have changed, including:

- Type P Kit (for employees who drive as part of their work to keep in their vehicles and Support Homes) changed to Type 1 Personal First Aid Kit
- Number 1 Kit changed in Residential Programs changed to Type 2 Basic First Aid Kit (Small)

\*(Please note that selected sections of ICE Policy 3.5.7 is reproduced here. Please refer to the Policy Manual for the complete policy).

## **3.5.7 MANDATORY FIRST AID KITS**

1. All employees of Independent Counselling Enterprises using their vehicles as part of their work (with or without clients) must purchase and have a Type 1 Personal First Aid kit in their vehicle at all times. New employees are to purchase this kit prior to their first working shift. It is the responsibility of the employee to ensure the First Aid kit is available in their vehicle and has the appropriate content. The contents list is in the Health and Safety Manual (Part 1, Section 4: Policy and Legislation – d. Personal First Aid Kit Contents List).

2. Residential Programs: All I.C.E. operated, facility based programs- (residential programs) must be equipped with one Type 2 Basic First Aid Kit (small) and its location clearly labeled on the posted floor plans. This kit will be checked for completeness on a monthly basis by the Team Leader/Team Coordinator or designated staff member. Missing items will be replaced in a timely manner by the Team Leader/Team Coordinator or designate. The contents list of this kit is in the Residential Section of the Master Forms Binder (R61 First Aid Supply Checklist).

- Staff should ensure that the kit is easily accessible and can be stored in the kitchen or bathroom. If any of the kit contents, such as sharps, presents a risk for the clients in the home, then the kit can be stored in a more secure location such as a locked medication cupboard or staff room. Both clients and employees are able to access these first aid supplies.
- Should a client be required to use any of the supplies in the First Aid kit the correct reporting is to take place (Refer to Policy 2.7.3 Critical and General Incidents). It is advisable to have a supply of band aids in the medication cupboard of the home to supplement the First Aid kit and to be used by the clients.

# POLICY REVIEW

3. Support homes must have adequate First Aid supplies in the home at all times. First Aid supplies are to be a minimum of what is available in the Type 1 Personal First Aid kit as per point #1 above and the supplies are to be in a kit or container. The location of this container is to be clearly indicated on the floor plan that is provided to the office. The contents list is in the Health and Safety Manual (Part 1, Section 4: Policy and Legislation – d. Personal First Aid Kit Contents List).

4. First Aid Record forms are located inside the first aid kits for both office and residential program settings. These are to be completed by the employee when the employee sustains a work-related injury that requires them to use any of the supplies within the first aid kit. Once the report is completed, submit it to the office within 24 hours to the immediate supervisor. The supervisor will forward it to the Health and Safety Specialist or the Regional Manager.

5. For both office and residential settings, all first aid kits are required to have the correct contents list in the kit.

The content lists of all of the kits are in the Health and Safety Manual (Part 1, Section 4: Policy and Legislation – d through g). The contents list of d. Type 1 Personal First Aid Kit is listed below:

<b>Type 1: Personal First Aid Kit consists of the following:</b>	
<ul style="list-style-type: none"> <li>• 16 – Adhesive bandages, sterile, assorted (standard strip, large fingertip, knuckle, large patch)</li> <li>• 6 – Gauze pad, sterile individually wrapped, 7.6 x 7.6 cm (3 x 3 in)</li> <li>• 2 – Compress/pressure dressing with ties, sterile, 10.2 x 10.2 cm (4 x 4 in)</li> <li>• 6 – Antiseptic wound cleansing towelettes, individually wrapped</li> <li>• 1 – Triangular bandage, cotton, with 2 safety pins, 101.6 x 101.6 x 142.2 cm (40 x 40 x 56 in)</li> <li>• 2 – Pairs examination gloves, disposable, medical grade, one-size, non-latex, powder free</li> </ul>	<ul style="list-style-type: none"> <li>• 1 – Biohazard waste disposal bag (single use)</li> <li>• 1 – Roll adhesive tape 2.5 cm x 2.3 m (1 in x 2.5 yd)</li> <li>• 2 – Antibiotic ointment, topical, single use</li> <li>• 1 – Roll conforming stretch bandage, relaxed length, individually wrapped, 5.1 cm x 1.8 m (2 in x 2 yd)</li> <li>• 4 – Hand/skin cleansing towelette, individually wrapped (or equivalent)</li> <li>• 1 – Splinter forceps/tweezers, fine point, stainless steel, minimum 11.4 cm (4.5 in)</li> <li>• 1 – Contents List</li> </ul>

# THANK YOU CARD WINNERS



**Tsegay G** received a thank you card from their CSC for extending shift on short notice.



**Justin S** received a thank you card from their CSC for extending shift on short notice.

**Omolade O** received a thank you card from their CSC for accepting a last-minute shift.

**Oluwabukola O** received a thank you card from their CSC for accepting a last-minute shift.

**Gbemisol O** received a thank you card from their CSC for the excellent support provided to the client.

**Ngozi C** received a thank you card from a CSC for accepting a last-minute shift.

**Isaac A** received a thank you card from a CSC for accepting a shift last minute.

## 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.



## April Training

### **Pre-Employment Training**

April 4,5,11,12,18,19,25,26 2023

### **FASD Training**

April 3, 2023 (10 AM- 12 PM)

### **Abuse Prevention Training**

April 3, 2023 (1:30 PM- 3:30 PM)

### **Autism/Pervasive Developmental Disorder Training**

April 4, 2023 (1 PM- 3 PM)

### **Workplace Violence Bullying and Harassment Prevention for Supervisors Training**

April 4, 2023 (1:30 PM- 3:30 PM)

### **Conduct Disorder Training**

April 11, 2023 (1 PM- 3 PM)

### **Due Diligence for Supervisors and Managers Training**

April 14, 2023 (9:30 AM- 1:30 PM)

### **EPIC Training**

April 17, 2023 (10 AM- 11:30 AM)

### **PBI Training**

April 17, 2023 (1:30 PM- 2:30 PM)

April 19, 2023 (1 PM- 3 PM)

### **Diabetes Training**

April 18, 2023 (10:00 AM- 12 PM)

### **Client Abuse Prevention/Rights/Healthy Relationships/COVID-19 Training**

April 18, 2023 (10 AM- 12 PM)

### **Abuse Prevention Training**

April 19, 2023 (9 AM- 11 AM)

### **Trauma Informed Care Training**

April 20, 2023 (1:30 PM- 3:30 PM)

### **Cultural Appreciation- Indigenous of NWT/NU Training**

April 21, 2023 (9:30 AM- 12:30 PM)

### **Sleep Apnea Training**

April 21, 2023 (10 AM- 11 AM)

### **Healthy Eating for Clients Training**

April 24 2023 (1:30 PM- 3 PM)

### **Borderline Personality Disorder Training**

April 27, 2023 (1:30 PM- 3:30 PM)



## **HURT AT WORK?**



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

While not all injuries are reportable to WCB, all injuries and work-related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow-up may be completed for the safety of all parties.

### **REFERRAL INCENTIVE RECIPIENT**

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

## May Training

### **Pre-Employment Training**

May 2,3,9,10,16,17,23,24,30,31 2023

### **PBI Training**

May 2, 2023 (10 AM- 12 PM)

### **HACD Training**

May 2, 2023 (1 PM- 5 PM)

### **ADHD Training**

May 3, 2023 (10 AM- 11:30 AM)

### **Communications: Psychologically Safe Interactions Training**

May 4, 2023 (1:30 PM- 3:30 PM)

### **PTSD Training**

May 5, 2023 (10 AM- 12PM)

### **Harm Reduction Training**

May 8, 2023 (10 AM- 12 PM)

### **Brain Aneurysm Training**

May 8, 2023 (10 AM- 12 PM)

### **Oppositional Defiance Disorder Training**

May 8, 2023 (1:30 PM- 3:30 PM)

### **FASD Training**

May 9, 2023 (10 AM- 11:30 AM)

### **Client Lifts and Transfers (Power point) Training**

May 10, 2023 (1 PM- 3:30 PM)

### **Communications: Supporting Task Improvement Training**

May 11, 2023 (1:30 PM- 3:30 PM)

### **Incident Investigations Training**

May 12, 2023 (1 PM- 5 PM)

### **Abuse Prevention Training**

May 15, 2023 (1:30 PM- 3:30 PM)

### **Client Abuse Prevention/Rights/Healthy Relationships/COVID-19 Training**

May 16, 2023 ( 1 PM- 4 PM)

### **Psychosis/Schizophrenia Training**

May 16, 2023 (1:30 PM- 3 PM)

### **Promoting Safety Training**

May 17, 2023 ( 1 PM- 4 PM)

### **Communications: Building Trust Training**

May 18, 2023 (1:30- 3:30 PM)

### **Workplace Inspections Training**

May 19, 2023 (9:30 AM- 4:30 PM)

### **OCD Training**

May 19, 2023 (10 AM- 12:00 PM)

### **Communication: Civility and Respect/Conflict Resolution Training**

May 25, 2023 (1:30 PM-3:30 PM)

### **Substance Abuse Training**

May 30, 2023 (10 AM- 11:30 AM)



**ICE Calgary  
Congratulates  
Long Term Employees!!!**

STAFF	YEARS	DATE
Cyril Tom	10	April 30
Amiri Sheha	5	April 5
Chadress Kabagenyi	4	April 24
Peters Olatunji	4	April 25
Gladys Marimira	2	April 22

**HEALTH AND SAFETY MEETING MINUTES****FEBRUARY 2, 2023**

(MINUTES EDITED FOR PUBLICATION)

**3.1 Review of Regional Health and Safety Meeting Minutes (sections 3.2 and 3.3.)****3.1 A) Review of Regional Health and Safety Meeting Minutes – Section 3.2. Completed Incident Investigations for Injury, Health and Property Damage****Calgary Meeting Minutes:** No investigations reviewed.**Edmonton Meeting Minutes:**

**December 1, 2022:** Staff's vehicle slid into another vehicle at client's residence. **Incident Investigation Recommendations:** Review Health and Safety binder: Winter Driving, review Policy 3.8.1 Professional Conduct and Policy 2.4.5 Use of Staff Vehicles. **HSC Recommendations:** No additional recommendations.

**December 9, 2022:** Staff hurt back while pushing client's wheelchair. **Incident Investigation Recommendations:** Review Field Level Hazard Assessments, review of mobility recommendations and training. **HSC Recommendations:** No additional recommendations.

**South Meeting Minutes:** No investigations reviewed.**3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 Completed Near Miss Incident Investigations****Calgary Meeting Minutes:** No investigations reviewed.**Edmonton Meeting Minutes:** No investigations reviewed.**South Meeting Minutes:** No investigations reviewed.

**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage:** No investigations reviewed.

**3.3 Evaluation of completed near miss investigations:** No investigations reviewed.

**3.5 COR Audit Review:** COR audit is completed; ICE received a score of 98% on the final report.

**3.6 Hazard Assessment and Control document****(H.A.C.D.):** Reviewed pages 59-64 Seasonal Yard Work.**HSC Recommendations:** No additional recommendations.Seasonal Events. **HSC Recommendations:** No additional recommendations. Snow Shoveling. **HSC****Recommendations:** No additional recommendations.

**Calgary Meeting Minutes:** Reviewed the High Behaviours pages 6-11 Potential for Physical Aggression, Property Damage, and Sexual Behaviours, and AWOL. **HSC Recommendations:** No additional recommendations.

**South Meeting Minutes:** Reviewed pgs. 85-88 Client Support for Seizures. **HSC Recommendations:** To include "if necessary or if required," or remove completely the information about COVID screening and continuous masking under administrative controls. Contact with Unknown Visitors, Contractors, Community Persons at Office or Residences. **HSC Recommendations:** To include "if necessary or if required," or remove completely the information about COVID screening and continuous masking under administrative controls.

**Edmonton – January 18, 2023:** Reviewed pages 7-8 Meetings/Communication (clients, guardians, funders, or other persons associated with service). **HSC Recommendations:** No additional recommendations.

**3.7 Policy review:** Reviewed policy 3.5.9 Eliminating/Mitigating/Controlling Work Site Hazards

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

**3.10 Emergency Response Plan Review:** Reviewed #10 Flooding (Level 2 Community Event). **HSC Recommendations:** No additional recommendations.

**NEXT MEETING DATE: March 2, 2023 10:30 am**

**HEALTH AND SAFETY MEETING MINUTES****MARCH 24, 2023**

(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: June 15, 2022:** Staff was going downstairs to the laundry room when they slipped and fell. **Incident Investigation Recommendations:** Review HACD page 91-Ascending/Descending Stairs at next team meeting. **HSC Recommendations:** No additional recommendations.

**October 12, 2022:** Staff needed emergency services called in the office. **Incident Investigation Recommendations:** Review Office Safety Protocol, Policy 3.5.2 Assignment of Health and Safety Responsibilities, and Policy 3.6.4 Employee Rights and Responsibilities. **HSC Recommendations:** No additional recommendations.

**November 17, 2022:** Staff received threatening texts from Client's family member. **Incident Investigation Recommendations:** Review policy and program plan with staff. Communicate with client to minimize conflict with family member. **HSC Recommendations:** No additional recommendations.

**South Meeting Minutes:** No investigations reviewed.

**Grand Prairie Meeting Minutes:** No investigations reviewed.

**B) Section 3.3 Completed Near Miss Incident Investigations**

**Edmonton Meeting Minutes: September 17, 2022:** During a trip to Vancouver, staff was attacked by a dog while stepping out of a car. **Incident Investigation Recommendations:** SHO will review Policy 2.7.3 Critical and General Incidents and Policy 3.5.5 Employee Work Related Injury, Illness, and Near Miss. **HSC Recommendations:** No additional recommendations.

**South Meeting Minutes: December 20, 2022-** Staff was transporting a client to a medical appointment when they hit ice and slid into a road rail. Staff ensured no injuries to themselves or clients. Staff assessed the vehicle for damages. Staff proceeded to medical appointment. **Incident Investigation Recommendations:** Staff reviewed Policies 2.4.5, 3.1.6 and 3.5.9. Staff reviewed information in the H&S Manual Section D- Transportation Safety. **HSC Recommendations:** No additional recommendations.

**Grand Prairie Meeting Minutes:** No investigations reviewed.

**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (Calgary):** No investigations reviewed.**3.3 Evaluation of completed near miss investigations (Calgary):**

**December 20, 2022:** Staff called ECAT to decline a shift due to inclement weather (-36C with windchill). **Incident Investigation Recommendations:** Reviewed policy 3.5.2 at the H&S meeting (February) and Unit Meeting. H&S representatives will send future memos to all employees in the Calgary region and keep the contact list updated. Review policy 2.4.5.; 3.2.6; Winter is coming memo; D2 and I1 of the Part 2 H&S binder (Winter safety); and Dangerous Work Refusal reporting process with staff. **HSC Recommendations:** No additional recommendations.

**3.5 COR Audit Review:** Reviewed Element 3 Hazard Controls.

**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed the Office HACD pages 1-5 Meeting/Communication, Driving, and Office Cleaning. **HSC Recommendations:** Revise as many references as possible for mandatory first aid kits (Type P) in Administrative Controls to reflect Alberta legislation changes. It is recommended to just reference mandatory first aid kit policy instead of listing the types of kits.

**Edmonton Meeting Minutes:** Reviewed pages 9-10 Driving. **HSC Recommendations:** Add "if required" to PPE section in relation to wearing masks when driving with others. Remove "social distance as much as possible" from Resources and Safe Practices.

**South Meeting Minutes:** Reviewed pgs. 89-90 Entering or Leaving Worksite After Dark. **HSC Recommendations:** No additional recommendations. Reviewed pgs. 91-92 Ascending/Descending Stairs. **HSC Recommendations:** No additional recommendations.

**Northwest Meeting Minutes:** Reviewed pages 59-64 Seasonal Yard Work - **HSC Recommendations:** No additional recommendations. Seasonal Events - **HSC Recommendations:** No additional recommendations. Snow Shoveling - **HSC Recommendations:** No additional recommendations.

**3.7 Policy review:** 4.4.3 Quality Assurance Audit.

**3.8 COVID 19 Pandemic Response:** Vaccine bookings can be made using the following link <https://www.albertahealthservices.ca/topics/page17295.aspx> or by calling 811.

**3.10 Emergency Response Plan Review:** Reviewed the Action Plan Template #14 Snowstorm, Blizzard, Ice Storm. **HSC Recommendations:** No additional recommendations.

**Next Meeting Date: April 21, 2023 @ 10 a.m.**



# Do you know your rights?

Per the Alberta Occupational Health and Safety Act, workers have three main rights: the right to know, right to participate and right to refuse dangerous work.

## Workers have the following rights:

- The right to know
- The right to participate
- Right to refuse dangerous work

The right to know includes information about your health and safety in the workplace. The right to participate gives workers the right to participate in joint health and safety committees and decisions about the health and safety of the company.

The right to refuse dangerous work refers to undue hazards at the work site. Undue hazards are defined as hazards that pose a serious and immediate threat to the health and safety of a person, such as a gas leak or a building collapsing.

For more information, please consult Policy 3.5.2 Worker Right to Refuse Dangerous Work and Assignment of Health and Safety Responsibilities.



### Remember!!

**These rights can be found in Alberta Occupational Health and Safety legislation.**

## Suggestion Box

Have a Health and Safety comment, concern or idea but are unsure of where to submit it or who to talk to? Look no further than the Health and Safety suggestion box! The suggestion box is available for all employees and can be located in the foyer of each regional office.

Any suggestion submitted will be reviewed by a manager. Once reviewed a consultation with the President/COO will be completed. After a plan has been agreed upon the manager will follow up with the employee and acquire any additional information needed. All suggestions remain confidential and there are no repercussions for submissions.

# Preventing musculoskeletal disorders (MSDs)

## Avoiding common hazards

- MSDs is an umbrella term that includes injuries of muscles, tendons, ligaments, bones, and nerves
- Knowing these usual causes for MSDs can keep you and others healthy and safe at work



### Fixed positions

muscles become overtired making them more prone to injury



### Repetition

same joints and muscle groups doing the same motion too often, too quickly or for too long



### Force

when a task requires a level of effort that is too high for any muscle it can cause damage



### Awkward postures

joints are further from their neutral position where there is more strain



### Combination

performing tasks with more than one of these hazards increases MSD risk



Scan to learn more



# COVID-19

## How to care for someone with COVID-19 at home



If possible, ensure the sick person has their own bedroom and bathroom.

Avoid visitors in your home.



Have one healthy person care for the sick person.

Have everyone else physically distance from the sick person as much as possible.



Do not let the sick person make food for others.  
Wash all dishes and sanitize all surfaces after.

Avoid sharing household items such as dishes, drinking glasses, utensils, towels, bed linen and electronic devices.

Frequently wash or sanitize high-touch surfaces such as handrails, doorknobs, cupboard and fridge doors, sink taps and toilets.



Wash hands with soap and water or sanitize with alcohol-based hand rub.



Cover or sneeze into a tissue or your arm. Wash or sanitize hands before touching your nose, mouth, or eyes.



Watch yourself for symptoms. If you get any, isolate immediately and complete the COVID-19 Assessment & Testing tool at <https://myhealth.alberta.ca/journey/covid-19/Pages/HWAssessLanding.aspx> for direction.

Source:  
<https://www.albertahealthservices.ca/topics/Page17026.aspx>