

**AUGUST 2020**

**CALGARY**

**ECAT**

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

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

## **INSIDE THIS ISSUE:**

**THANK YOU  
WINNER**

2

**Health and Safety  
Minutes**

3-4

**Covid –19  
INFO Documents**

5-6

## **TIME SHEET HAND-IN**

### • **August 15<sup>th</sup> 2020**

For all shifts worked  
between August 1 and  
August 15.

### • **August 31<sup>st</sup> 2020**

For all shifts worked  
between August 16 and  
August 31.,

## **UPCOMING**

- **RPAC MEETING**  
– **August 11,**  
**2020 @10:30AM**  
(teleconference only)

# ICE PAGE

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

### **Carmen G.**

Carmen has been with ICE since December 2016. She is friendly and thoughtful of others and loves a good joke. Her life centers around her friends and family but Carmen's health challenges are also a prominent part of her life.

For the most part, Carmen deals with this challenge very well but occasionally she finds it overwhelming. One of the ways she deals with the stress of her health complications are by participating in the many community activities she enjoys.

Carmen takes part in art classes and she enjoys bowling and bingo. She also regularly goes to Lethbridge Senior Citizen Organization activities and Music Therapy. Carmen will also independently meet her friends for coffee. She also enjoys going for walks and staff support Carmen to continue participating in all these activities.

When Carmen has had a particularly difficult time, she may not want to participate in her regular activities. During these times, ICE staff support and motivate Carmen to continue with her programs as she benefits greatly from her participation. Once she is done participating in her programs, Carmen says she usually feels much better. Carmen enjoys volunteering at a seniors home immensely. Her staff say that one of their favourite memories of Carmen was when she volunteered to help 13 ladies from the seniors home do their shopping at Walmart. Carmen was very helpful and loved helping the ladies spend their money.

Carmen is an example of someone living with difficult challenges that maintains meaningful relationships in the community. Way to go Carmen!



## **Employee Spotlight**

Kellie has worked with Lethbridge ICE since November of 2018. She always shows initiative and finds out about things going on in the community that the clients she works with might enjoy. She successfully uses her fun, outgoing personality to motivate clients to participate in community activities.



**ICE OFFICES WILL BE  
CLOSED  
MONDAY, AUGUST 3<sup>RD</sup>  
FOR CANADA DAY**



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

## Ice Calgary Congratulates Long Term Employees:

Staff	Years	Date
Deanna R	27	August 4
Cor K	22	August 27
Beatrice K	8	August 9
Sam C	7	August 28
Adejumoke A	6	August 20
Linda E	6	August 22
Joyce D	6	August 26
Jordan W	4	August 5
Sunu K	4	August 8
Victor A	2	August 21
Justina A	2	August 21
Parminder K	2	August 23
Innocent R N	1	August 1
Yetunde L J	1	August 6
Mona Lisa C	1	August 16

*Thank  
you*

## CET UPDATES

**All ICE regions completed the ACDS Level 2 accreditation process in July 2020.**

**In an effort to control the spread of Covid 19 the survey process was completed in a virtual fashion.**

**All ICE regions did exceptionally well. The results of the survey will be available in late fall 2020.**

**Thank you to the individuals, families, guardians, and staff who participated in the process.**

## ICE THANK YOU CARD INCENTIVE WINNER

**Randy D** received two thank you cards from his supervisor for reporting a water leak at the home and picking up extra shifts.

**Nova Lee B** received a thank you card from her supervisor for picking up extra hours, being so accommodating and flexible and for the positive changes in the program.

**Joanne H** received a thank you card from her supervisor for reporting a near miss and taking the necessary steps to address the potential hazard.

**David A** received a thank you card from his supervisor for removing the client's broken mattress and box spring.

**Gbemisola Olundegun Dawodu** received a thank you card from her supervisor for assisting with an AHS inspection and ensuring all ICE Covid-19 protocols were followed during the inspection.

Congratulations!



**Ngozi** received a thank you card from the booking coordinator for switching shifts at the last minute for a co-worker's benefit.

**Charmaine L** received a thank you card from her supervisor for always going above and beyond caring for her client, especially during these difficult times.

ICE would like to thank the following people for helping to make the CET Audit a huge success:

Michael E, Ron W, Bill W, Eda H, Rob M, Ryan P, Jeff G, Gabe S, Alvin D, Dustin D, Melissa D, Carol B, Daniel G, Kathy M, Tuga Y, Justina A, Denise F, Bev J, Kevin M, Joanne H, Cody P, Justin S, Harmanjeet K, Jeff S, Kristine C, Ron K, and Marco P.

*Thank  
you*

## Virtual Training

### Promoting Safety Training

August 7, 2020  
9:30AM to 1:30PM

### Workplace Inspection Training

August 21, 2020  
9:30AM to 1:30PM



## 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.**



## 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>

### Health and Safety Committee Meeting Minutes June 11, 2020 (Minutes edited for publication)

#### 3.0 Standing Items

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 May 29, 2020 - Meeting Minutes

January 13, 2020

Staff injured their finger when his hand slipped trying to open a frozen window. Incident Investigation Recommendations: Review available resources and controls on site for opening of frozen windows safely; staff provided with demonstration and explanation of how to utilize available hair dryer and safe way to complete task; review of section 2 of the health and safety binder (preventing frozen windows).

Health and Safety Committee Recommendation: No further recommendations. Additional Recommendations: No additional Recommendations.

January 29, 2020

Support Home Operator (SHO) prompting to do laundry when client stated he was tired while in the basement. SHO, seeing that he was upset tried to give him space and went upstairs. Client followed SHO up the stairs and hit and kicked SHO and then punched the wall with his fist. Follow up: SHO to remind client to take frequent breaks to avoid getting too tired.

Incident Investigation Recommendations: Review Positive Approaches; Review Policy 2.7.3 Critical and General Incidents.

Health and Safety Committee Recommendations: No further recommendations.

February 2, 2020

Client became upset as his regular staff was at a team leaders' meeting and staff coming on mentioned TL's name. He was verbally aggressive, calling staff names and punched a hole in the wall.

Incident Investigation Recommendations: Retraining on PRP and Lifeline use; discussion regarding client expectations and behaviour.

Health and Safety Committee Recommendation: No further recommendations.

February 4, 2020

Staff was cleaning and when she bent down, she felt a sharp pain in her lower back. Follow up: Staff to review the HACD and follow procedure for washing/mopping floors.

Incident Investigation Recommendations: Review section C Back Care in Health and Safety Manual.

February 5, 2020

Staff was assembling a table and cut his thumb. Follow up: Reviewed with staff to be cautious and use work gloves to prevent injury in future.

Incident Investigation Recommendation: Work gloves will be purchased for staff's use.

February 7, 2020

Staff was going out to her car when she slipped on a patch of ice and fell. Follow up including staff going for medical assessment/treatment; and reviewed with staff wearing proper PPE when walking in winter conditions.

Incident Investigation Recommendation: Reviewed "Winter Safety" section of the Health and Safety Manual.

February 11, 2020

Staff sprained her hand while shoveling snow. Follow up: staff transported to medical clinic for treatment/assessment. Manager discussed with staff that snow shoveling is shared responsibility and should not be completed by one staff during heavy snowfall.

Incident Investigation Recommendation: staff to review "winter safety" section of health and safety manual, which includes safe snow shoveling.

February 11, 2020

Client threatened staff with a butter knife. Follow up: Police called and talked with client at the residence. Client stated that he was hearing voices to kill somebody. Police officers were able to calm him. Staff locked up all butter knives. Follow up appointment made with psychiatrist and physician.

Incident Investigation Recommendations: Lifeline installation; butter knives to be locked up at all times; TC to review client protocols at team meeting

February 29, 2020

Staff fell while walking with client in the community. It was snowing and staff couldn't see the ice under the snow.

Incident Investigation Recommendations: Purchase proper size ice cleats for client and staff; discuss with both client and staff the importance of wearing ice cleats.

South – May 26, 2020 Meeting Minutes

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

Grand Prairie—May 2020, Meeting Minutes

No Completed Incident Investigations to review.

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

Edmonton May 29, 2020 - Meeting Minutes

January 8, 2020

The smoke alarm went off in the apartment due to a client who decided to cook and burned a pot on the stove. Follow up: Information was provided to client regarding safe cooking and staff reminded to closely monitor client while cooking.

Incident Investigation Recommendations: Staff provided client with feedback and instructions for safe cooking as per health and safety binder; staff to monitor client closely while they are completing kitchen tasks and review safe food handling; and staff to review incident at team meeting.

January 16, 2020

Staff was rushing and tripped going up the stairs.

Incident Investigation Recommendations: Staff reviewed proper ergonomics and safe walking practices; ongoing awareness of potential hazard if rushing.

Health and Safety Committee Recommendations: No further recommendations.

January 17, 2020

While staff was driving client, client unfastened seat belt to reach cell phone and refused to fasten it when prompted. Staff pulled the car over until client agreed to fasten seat belt.

Incident Investigation Recommendations: client training regarding safe transportation; transportation of client in staff vehicles prohibited, client must use taxi or public transport

South – May 26, 2020 Meeting Minutes

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

Grand Prairie—May 2020, Meeting Minutes

No Completed Near Miss investigations to review.

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

January 17 & January 29, 2020

Staff was completing some filing. Staff picked up the file folder from the top where the ACCO prong fasteners were installed, which subsequently cut staff's palm. There was no bleeding. Staff informed management immediately and applied first aid. Follow up: Management found that ACCO prong fasteners brand is sharp like a knife. Management found all ACCO prong fasteners in office and threw them in the garbage. A mass e-mail was sent to the Calgary Region to inform workers of hazard and to throw away any ACCO prong fastener brand. Reception ordered new Staples brand prong fasteners that are more dull.

Incident Investigation Recommendations: Remove all ACCO fasteners from office and order new Staples brand. E-mail sent to all ICE Regions to place all ACCO fasteners in the garbage if found and to start using new Staples brand.

3.3 Evaluation of near miss investigations.

December 12, 2020

Staff was driving client home from day program when client began to verbally escalate as they thought they left their phone at the facility they just left from. Staff attempt to calm client as they couldn't safely pull car over in that moment. Once staff was able to

safely pull over the vehicle, the client found their phone in their purse. Follow-up: Consult with RPAC. CSC put in referral to see counsellor.

Incident Investigation Recommendations: CSC reviewed Policy 2.4.5 "Use of Staff Vehicles," with staff.

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 for May 2020

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: Note: No RIs were complete in May 2020 due to protocols around no visitors in programs as per Alberta Medical Officer of Health Order.

3.5 COR Audit Review—Brigitte discussed the COR Action plan recommendations as per 2.08, 2.09, 3.02, 3.03, 3.04 including ensuring that hazard controls are reviewed at the unit and team meetings and that employees designated to lead the formal hazard assessment are trained. The committee also reviewed the changes made to the Policy 3.5.10 in regards to adding statements such as an investigation will be completed when a new hazard from an inspection is noted or with the identification of a new hazard.

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

The Calgary Health and Safety Committee Reviewed pages 42-47, "Bed Making, Vacuuming and Washing/Mopping Floors," in the HACD. Recommendations include:

- No Additional Recommendations for Bed Making
- The H&S committee reviewed HACD for Vacuuming and recommends to add safety glasses under the Personal Protective Equipment for staff who are sensitive to dust. It is also recommended to add, "exposure to electric shocks," under the Physical Hazard section.
- The H&S committee reviewed HACD for Washing/Mopping Floors and recommends to add, "irritation to eyes" under the chemical hazard section.

3.7 Policy review: 3.5.6 Investigations of Internal Incidents/Near Misses

4.0 Other Business

4.1 COVID 19 – During the review of the Hazard Assessment and Control Document Policy 2.3.9 Infection Control and Cross Contamination, the committee discussed remaining diligent in addressed hazard controls for the COVID 19 pandemic as Alberta stages re-opening, including the following:

- Ensuring that all employees are following COVID 19 protocols, including completing screening questionnaires (Employees, Clients, Visitors/Contractors). The most recent covid-19 protocols that were distributed were on June 3, 2020. New protocols will be developed June 15, 2020 and distributed.
- Employees are continuing to complete good hand hygiene (hand washing/ using hand sanitizer). Posters are all up in the residential houses.
- Employees are continuing to wear PPE as per the protocols (E.g. continuous masking)
- Employees at office, residential sites continue to ensure that they are disinfecting as per cleaning checklists and using quaternary solution to disinfect surfaces, including high touch areas
- Supply levels are being monitored by Regional Management. All programs have adequately supplied with PPE. If staff find that VANCH masks are causing irritabilities or allergic reaction, staff should contact their coordinator or manager immediately. There are alternative masks supplied in the residential homes for staff who experience the irritability or allergic reaction of the VANCH mask.

4.2ICE Page ideas: Community Safety as per Stage 2 of "re-opening" Alberta from covid -19 pandemic while still following Alberta Public Health Orders.

- Health and Safety Training updates: Workplace Inspections Training was completed on June 5, 20 20. Chioma (Rita) O and David (Tolupe) B completed training (virtually) through the videoconferencing app.
- The Health and Safety Committee has a new worker member vacancy. Two fellow employees put their name forward for the vacancy and a health and safety memo with their info was sent out to all homes and in office. Worker members are asked to kindly vote for the individual they would like to see represent themselves on the health and safety committee. Workers are asked to please e-mail Brigitte byvon@icenterprises.com for their votes. Voting will close on June 30, 2020 and the new member will attend the meeting in July.

NEXT MEETING DATE: TBA



# COVID-19: TESTING AND REDUCING STIGMA



**COVID-19 is an illness caused by a coronavirus. Coronaviruses are a large family of viruses, some of which infect animals and others that can infect humans. They are spread through:**

- ▶ respiratory droplets when you cough or sneeze
- ▶ direct contact with a person infected with COVID-19
- ▶ touching an object or surface with the virus on it

Coronaviruses are **not** known to spread through water or ventilation systems.

## YOU CAN HELP REDUCE THE SPREAD OF COVID-19 AND PROTECT YOURSELF, YOUR LOVED ONES AND YOUR COMMUNITY:

- ▶ follow the advice of your local **public health authority** or nursing station
- ▶ stay home and away from others if you are ill
- ▶ **wash your hands** often with soap and water for at least 20 seconds
- ▶ use an alcohol-based hand sanitizer containing at least 60% alcohol if soap and water are not available
- ▶ cough and sneeze into your sleeve and not your hands
- ▶ avoid touching your face with unwashed hands
- ▶ avoid close contact with people who are sick
- ▶ practise **physical distancing** as much as possible
- ▶ wear a **non-medical mask or face covering** in crowds or when physical distancing is not possible
- ▶ clean and **disinfect** frequently touched objects and surfaces

**Symptoms** of COVID-19 are often similar to other illnesses. They can:

- ▶ take up to 14 days to appear after exposure to the virus
- ▶ be mild or more serious
- ▶ vary from person to person

If you are experiencing symptoms, or have been exposed to someone with COVID-19, **you must:**

- ▶ stay home (**isolate**) to avoid spreading it to others
- ▶ avoid contact with others (especially older adults, or those with medical conditions)
- ▶ if you live with others, stay in a separate room or keep a 2-metre distance
- ▶ call ahead before you visit a health care professional or call your local **public health authority** or nursing station
- ▶ tell them your symptoms, discuss the possibility of being tested, and follow their instructions
- ▶ if you need immediate medical attention, call 911

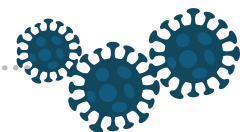
## TESTING

Testing for COVID-19 helps protect our elders and communities. It is the only way to confirm if someone currently has COVID-19, and it is an important tool to:

- ▶ stop the spread of the virus and prevent community outbreaks
- ▶ detect and isolate people who have COVID-19
- ▶ follow up with close contacts of someone confirmed to have COVID-19 (contact tracing)
- ▶ better understand the virus

Getting tested **will help** provide you with a positive or negative diagnosis of COVID-19. It will also assist with contact tracing, which is done confidentially by public health officials or other appropriately trained people to identify individuals you may have been in contact with while contagious.

Getting tested **will not** put your personal health information at risk. Your identity, health status and other personal information is only shared with health care providers as required.



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

Canada

# STIGMA

The COVID-19 pandemic can cause stress on people and communities. It can lead to individuals experiencing social stigma, exclusion, marginalization, mental health issues and discrimination. Lack of understanding about COVID-19 has sparked feelings of fear or anger towards others and unfair treatment against a number of groups, including:

- ▶ people who have COVID-19
- ▶ people who have symptoms of COVID-19
- ▶ health care, front-line and essential workers
- ▶ people from countries where the virus originated from
- ▶ people who have recently travelled or returned to Canada from another country
- ▶ people from communities, cultures, or industries where COVID-19 outbreaks have occurred
- ▶ people who may not follow recommended public health measures

Stigma and discrimination are known barriers that prevent people from getting tested or accessing the care, treatment and support they need. People who have experienced stigma and discrimination throughout their life (e.g., racialized groups, people with mental illness or disability, members of LGBTQ2IA+ communities) may not have access to protective resources during a pandemic, like a safe home to isolate or quarantine when ill, which may introduce additional challenges.

Stigma and discrimination can be dangerous and harmful to individuals and communities by:

- ▶ exposing people to high levels of guilt and stress
- ▶ disempowering people who cannot control their living, working, or social circumstances
- ▶ creating divisions within communities
- ▶ causing people to delay or avoid health services and contacting health authorities
- ▶ making it harder to monitor, stop or slow outbreaks
- ▶ discouraging people from being tested or quarantined
- ▶ making it harder to trace and notify people who may have come into contact with COVID-19 (contact tracing)

**We can all do our part to reduce stigma around COVID-19.** Even people without symptoms can test positive for COVID-19. This includes people who have not yet developed symptoms (pre-symptomatic) and may never develop symptoms (asymptomatic). That is why it is important to:

- ▶ show support, kindness and empathy to those who have, or are tested for, COVID-19
- ▶ **take care of your mental and physical health**
- ▶ **protect yourself and those around you**
- ▶ choose your words carefully

SAY...	INSTEAD OF...
COVID-19; Coronavirus	The virus from Asia/China/ Wuhan
People who may have COVID-19	Suspected cases of COVID-19
People who have COVID-19; People being treated for COVID-19	COVID-19 cases or victims

**Mental health and family violence support services are available to you**, such as the **Wellness Together Canada: Mental Health and Substance Use Support portal** and the **Stop Family Violence** webpages.

## LEARN AND SHARE THE FACTS

Share inspiring stories about those who have recovered from COVID-19, and about community heroes – health care workers, community service providers, grocery store employees, delivery people, long-term care home workers and first responders – who provide support to the population and care for those who are ill.

Get accurate information about COVID-19 from trustworthy sources, such as **Canada.ca/coronavirus**, your **local or provincial/territorial public health authority, or a nursing station in a First Nation community**.

.....

