

**AUGUST 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

### • AUGUST 15<sup>th</sup> 2021

For all shifts worked  
between AUGUST 1st  
and AUGUST 15th.

### • AUGUST 31<sup>ST</sup> 2021

For all shifts worked  
between AUGUST 16th  
and AUGUST 31st

## UPCOMING

### • Health & Safety—

AUGUST 4, 2021  
@9:15 PM

### • RPAC Meeting –

AUGUST 10, 2021  
@10:30 AM  
(teleconference only)

# ICE PAGE

## Making it Happen!- Supporting Social Inclusion

### Daniel P.

Dan has been with ICE since October 2008. He is an easy-going guy who loves being outdoors fishing, hiking and camping. Dan lives independently and receives support from staff with his budgeting, grocery shopping and employment opportunities.

Through this past year, Dan recognized that his support staff were feeling the stresses of COVID-19 and showed his appreciation for them by putting positive messages of thanks and gratitude on his truck.

Dan is very socially active and was limited in his regular activities due to the COVID-19 restrictions that were in place. Dan enjoyed meeting with peers regularly and enjoyed attending the annual ICE Open House and coming into the ICE office to visit with staff. Dan is excited to resume his regular activities and connect with friends and staff.

This year, Dan put his skills and interests to work and took up wood-working. With support, Dan built various pieces of furniture. Dan made beautiful coffee tables, chairs, children's desks and dining tables. Dan typically made the furniture for himself and his family members but is considering selling

some pieces. Staff have encouraged Dan to sell some of the furniture and have assisted Dan by connecting him with various markets around the city. Dan learned new skills this past year and continues to improve his craft.

When Dan is not busy with his personal hobbies or working on his goals with staff, he spends his time outdoors and goes on hikes or walks around the coulees in Lethbridge. Dan takes photographs of nature and his surroundings. Many of his photographs are proudly displayed on the walls of the Lethbridge ICE office.

Dan is an all-around great guy, and has used the pandemic as an opportunity for growth and building new skills. Dan is an absolute inspiration for anyone who has the pleasure of knowing him.



## Employee Spotlight

Jeremy has worked with ICE since August 2017. He has worked in both residential and non-residential settings with a variety of individuals. Jeremy has been working with Dan since May 2019. Jeremy is great at encouraging and sharing in Dan's interests and hobbies and together they have had many successes. Jeremy has extensive knowledge of volunteer and employment opportunities in Lethbridge and helps connect Dan to those resources. Jeremy is always aware of new and interesting activities or events going on in the city and he encourages Dan to participate in new things. Dan and Jeremy make a great team!



### 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

The ICE page will be published every two month beginning in August, 2021, with the next publication in October, 2021. The Training Calendar will be sent to the programs monthly and Thank- You Card Winners will still be chosen monthly. You can expect all of the same wonderful stories and information we publish monthly just on a bi-monthly schedule!

**ICE OFFICE WILL BE  
CLOSED AUGUST 2<sup>nd</sup>  
CIVIC HOLIDAY**



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

## 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.*

### 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!**



### ICE CALGARY CONGRATULATES LONG TERM EMPLOYEES

STAFF	YEARS	DATE
Beatrice K	9	August 9
Sam C	8	August 28
Adejumoke A	7	August 20
Linda E	7	August 22
Joyce D	7	August 26
Jordan W	5	August 5
Sunu K	5	August 8
Kasirat S-J	3	August 20
Victor A	3	August 21
Justina A	3	August 21
Parminder K	3	August 21
Bolawale I	3	August 2
Yetunde J	2	August 6
Nisha J	2	August 12
Ghassan S	2	August 12
Mona Lisa C	2	August 16
Sahar A-N	1	August 10

### ICE THANK YOU CARD INCENTIVE WINNERS

**Melanie Shuya** received a thank you card from her supervisor for bringing a concern to the office's attention for clarification. She won a bluetooth speaker.

Congratulations!



**Tsegay G, Elise R, Mona Lisa C and Beatrice K** received thank you cards from their supervisors for picking up extra shifts.

**Chadress** received a thank you card from the H&S co-chair/CRM for attending the H&S meetings as a visitor, for her dedication to ICE's H&S system and for her passion about co-workers health and safety.

**Amiri S** received a thank you card from his supervisors for staying late to cover a co-worker's shift.

**Joyce D and Ralph F** received thank you cards from their supervisor for their great support of their clients.

**Lorette E** received a thank you card from her supervisor for going out of her way to assist in training new staff, being flexible with hours, clients and changes and for picking up extra shifts.

## VIRTUAL TRAININGS

**Pre-employment Training**  
AUGUST 3,4,10,11,17,18,24,25,31 2021  
SEPTEMBER 1, 7, 8, 14, 15, 21, 22, 28, 29, 2021  
(1:00PM to 4:00PM)

**Alzheimer's & Dementia Training**  
AUGUST 5, 2021 (9:30AM to 12:30PM)

**Autism/Pervasive Development Delay  
(Non-Specific) Training**  
AUGUST 6, 2021 (9:30AM to 12:30PM)  
AUGUST 30, 2021 (9:30AM to 12:30PM)

**Harm Reduction Training**  
AUGUST 6, 2021 (10:00AM to 12:00PM)

**FASD Training**  
AUGUST 6, 2021 (1:30PM to 4:30PM)  
AUGUST 17, 2021 (9:30AM to 11:30AM)  
AUGUST 30, 2021 (1:30PM to 4:30PM)

**Schizophrenia/ Psychosis Training**  
AUGUST 9, 2021 (1:00PM to 3:30PM)

**Hypertension Training**  
AUGUST 16, 2021 (3:00PM to 5:00PM)

**PBI Training**  
AUGUST 16, 2021 (1:00PM to 3:00PM)

**Substance Abuse Training**  
AUGUST 17, 2021 (1:00PM to 3:00PM)

**Conflict Resolution Training**  
AUGUST 18, 2021 (9:30AM to 12:30PM)

**Epilepsy Training**  
AUGUST 19, 2021 (9:30AM to 12:30PM)

**Diabetes Training**  
AUGUST 19, 2021 (1:30AM to 4:30AM)

**Workplace Inspections Training**  
AUGUST 20, 2021 (9:00AM to 5:00PM)

**Communication and Team Work Training**  
AUGUST 20, 2021 (9:30AM to 12:30PM)

**Abuse Prevention Training**  
AUGUST 24, 2021 (10:00AM to 12:00PM)

**Client Goals and Outcomes Training**  
AUGUST 24, 2021 (1:00PM to 4:00PM)

**Trauma Informed Care Training**  
AUGUST 25, 2021 (1:00PM to 4:00PM)  
SEPTEMBER 1, 2021 (9:30AM to 12:30PM)

**OCD/ODD Training**  
AUGUST 26, 2021 (9:30AM to 12:30PM)  
SEPTEMBER 7, 2021 (1:00PM to 4:00PM)

**Promoting Safety Training**  
AUGUST 18, 2021 (1:00PM to 5:00PM)  
AUGUST 27, 2021 (9:30AM to 1:30PM)

**Hazard Assessment and Control Training**  
SEPTEMBER 2, 2021 (1:00PM to 5:00PM)

**Incident Investigations Training**  
SEPTEMBER 8, 2021 (9:00AM to 2:00PM)



## Policy 3.5.9 Eliminating/Mitigating/Controlling Work Site Hazards:

Employees are responsible to be aware of potential worksite hazards and how they may impact the overall health and safety of themselves and that of other employees and clients. Employees are responsible to report and follow through in correcting, eliminating or controlling these hazards with assistance of their Team Leader and Supervisor and communicating this process in the hazard section of the staff communication log book. All supporting documentation must be completed.

Before employees manually lift, lower, push, pull, carry, handle or transport a load that could cause an injury, a hazard assessment is to be performed. This assessment is to consider the following:

- The weight of the load,
- Size and shape of the load,
- The number of times the load must be moved and
- The manner in which the load will be moved.

Before an employee performs any manual client / resident handling activities, a hazard assessment is to be performed considering the employees physical and mental capabilities to perform the work.

If a hazard assessment completed for the above determines a potential for a musculoskeletal injury, the I.C.E supervisor / Manager will develop a plan to eliminate or control the hazard.

To reduce the risk of fire there are to be no lit candles, lit fires in fireplaces and no lit fire pits in the yard in any residential program.

Exterior potted plants/planters are not acceptable at any residential program (i.e. back yard/ balcony). This will serve to reduce/eliminate the extreme fire hazard they present.



## 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.**

## Health and Safety Committee Meeting Minutes

July 7, 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 – June 16, 2021- Meeting Minutes

May 18, 2021: Staff was walking down the staircase, when their hand grazed the wooden handrail, and a splinter of wood entered their right palm at the base. First aid was administered, and a physician seen, but the hand continued to swell, and staff had to go to hospital for IV antibiotics.

**Investigation Recommendations:** post signs and tape the railing for an interim solution. Landlord to replace the railing.

**HSC Recommendations:** None.

South – June 1, 2021 – Meeting Minutes

No completed incidents investigations to review (no incident investigations occurred as there were no incidents during this time frame).

Grand Prairie – June 10, 2021 – Meeting Minutes

N/A – No completed investigations in the past month.

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

Edmonton – June 16, 2021- Meeting Minutes

March 22, 2021: Relief staff went to attend a shift at a client's residence when a dog in the residence jumped up at them, scaring the staff. This resulted in the staff not wanting to work at the residence.

**Investigation Recommendations:** Develop a new process for Field Level Hazard Assessments to be completed by Managers or TCs yearly or when services have been paused for 3 or more months; submit request to revise booking notes on C-views to include hazard assessment section; The N9 Field Level Hazard Assessment will be revised as part of the Non-residential Manual review

**HSC Recommendations:** None.

South – June 1, 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).

Grand Prairie – June 10, 2021 – Meeting Minutes

N/A – No completed investigations in the past month.

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

January 28, 2021:

Client and staff were waiting for the LRT train when a transient man began to talk with the client. The transient man stated that the client's medications were not good for them and was hurting their brain. Staff intervened and stated that the statement was untrue; however, the man proceeded to talk to the client. The man then mentioned that staff was getting rich off client. Staff continued to reiterate that the statement was untrue. This unsettled the man. The man got up, used profane language toward the staff and threatened to spit on staff. The man came closer to the staff and spat on staff. Staff and client stepped back from the man and called the transit police. Follow-up: Staff and client will be exploring another area of the city for the meantime. Staff to continue to utilize PBI techniques. Staff to refrain from exchanging communication with a potential abuser in such situations.

**Investigation Recommendations:** Staff was reminded to use PBI training. Staff reminded of the non-residential HACD, "working alone," and meeting with people in the community. An alternative location was chosen for day program for the meantime.

**Health and Safety Committee Recommendations:** None.

May 21, 2021:

Staff and client were returning from an outing when the staff received a call from office staff. The office staff stated that they would be coming to drop off PPE in the late afternoon. The client overheard the conversation and stated that they would wait for the office staff in the main lobby area. Staff reminded client that it would be several hours before office staff appeared. The client became verbally aggressive and slapped staff on the arm. Staff tried

pressing the lifeline button; however, the lifeline was not in range. Staff was able to redirect the client back to their apartment. Once they arrived to the apartment door, the client stated that staff wasn't allowed inside and punched the staff three times in the chest and slammed the door. Staff pressed lifeline and the police arrived to scene. Staff gave space until the police arrived. Follow-up: Office staff will text staff in the future to see if they can come and drop PPE off right before they leave the office (to avoid client loitering in the lobby). Staff were reminded of the client's Planned Procedure and to take the stairs on the side of the building to avoid the main lobby area.

**Investigation Recommendations:** CRM explored obtaining lifeline base that has greater range. PBI (L-stance) reviewed with staff at the team meeting. CRM exploring 2:1 staffing supports with funder.

**Health and Safety Committee Recommendations:** None.

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: Khrystyna H, Ramandeep K, Chioma (Rita) O, Joy O and Brigitte Y participated in the office inspection on June 29, 2021.

3.5 COR Audit Review: COR Audit is being planned for September 2021.

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

The Health and Safety Committee reviewed the Non-Residential HACD pages 8-10:

Use of community Transit (Buses, LRT) page 8: It is recommended to add hand sanitizer to the safe work practices. It is recommended to add, "recommended that staff carry their cell phone," under engineering controls. Lastly, it is recommended to add chemical hazard for exhaust fumes or second-hand smoke.

Community Access After Dark page 9: It is recommended to add, "Recommended for staff to carry a cell phone," in the engineering controls. It is further recommended to remove CPI as required training under administrative controls as it implies all staff working in non-res requires the training. An alternative could be to recommend the training.

Travel on Slippery surfaces (water, ice or snow) pages 10: It is recommended to add Field Level Hazard Assessment (FLHA) under the administrative controls.

3.7 Policy review 3.5.10 Hazard Assessment Control Document

3.8 COVID 19 Pandemic Response:

COVID Disinfectant Spray Process Change and Addition of Wipes to Programs

Alberta entered Stage 3 on July 1. All public health measures have now been lifted except for isolation/quarantine requirements and masking requirements in health care settings and public transit.

Calgary decided July 5, 2021, to repeal the masking bylaw. Some businesses may still require masking upon entering the business.

All other public health measures have been lifted including social gatherings (there are no longer limits); recreation, performance and entertainment activities; business closures and capacity restrictions; and large events, including concerts, sporting events and exhibition and festivals.

Albertans' 12+ are eligible to book for their first and/or second dose of the COVID-19 vaccine.

4.0 Other Business

Health and Safety Committee training: Ramandeep K and Joy O completed the HACD training on June 21, 2021. Joy completed workplace inspections training June 25, 2021. Joy O and Ramandeep K are signed up to take incident investigations training. All health and safety committee members have the mandatory/required training.

ICE page article ideas: vaccine info and storm/tornado

**NEXT MEETING DATE: August 4, 2021 @ 9:15 a.m.**

## 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>

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/ohs-publications.html#laws>

<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.





## SUMMER FOOD SAFETY TIPS

### Chill

- Don't keep food at room temperature for more than one hour on hot summer days.
- Keep perishable foods cold. Use a cooler filled with ice packs to store your food at or below 4°C .
- Keep the cooler out of direct sunlight and avoid opening it too often. Opening the cooler lets cold air out and warm air in.
- Using separate coolers for food and drinks will keep the food colder for longer because the cooler won't be opened as often.

**Always remember to keep food out of the temperature danger zone of 4°C to 60°C. Harmful bacteria can grow in as little as two hours in this temperature range.**

### Separate

- Keep your raw meat, poultry, and seafood separate from other foods to avoid spreading harmful bacteria.
- Put raw meat, poultry, and seafood at the bottom of the cooler to keep juices from dripping onto other foods.

### Cleaning and Cooking

- Wash your hands thoroughly with warm water and soap for at least 20 seconds, before and after handling food.
- Use a clean plate when taking food off the grill. Never put ready-to-eat or cooked food on a plate that was used for raw meat, poultry or seafood--wash the plate first. This will help you prevent cross-contamination.

### Leftovers

- Cool food quickly in shallow containers. **On hot summer days, don't keep food at room temperature for more than one hour.**





Canada.ca/covid-vaccine

# Get your shot to win!

All Alberta residents 18+ who have had 2 doses of approved Covid-19 vaccine can enter the:

**Open for Summer Lottery** (<https://www.alberta.ca/open-for-summer-lottery.aspx>) for a chance to win \$1 Million or other summer prizes, and the

**Outdoor Adventure Vaccine Lottery** (<https://www.alberta.ca/outdoor-adventure-vaccine-lottery.aspx>) for a chance to win hunting, fishing, or camping experiences.

You must enter each lottery separately for your shot to win both. If you're not vaccinated yet, **book your shot** today at <https://www.alberta.ca/covid19-vaccine.aspx> so you can enter.

