

FEBRUARY 2021

ICE PAGE

Making it Happen!- Supporting Social Inclusion

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

• February 15th 2021

For all shifts worked
between February 1 and
February 15.

• March 1st 2021

For all shifts worked
between February 16
and February 31.

UPCOMING

• Health & Safety—

February 2, 2021
@10:30 AM

• RPAC Meeting –

February 9, 2021
@10:30 AM
(teleconference only)

Colleen A.

Colleen has been with ICE Calgary since 2019. She is an independent and creative individual who likes to craft masterpieces out of all types of materials. With the support of her staff, Colleen has attended classes at the Salvation Army and the Recovery College and volunteered her time at the Kerby Center.



Colleen successfully completed courses such as "How to Save Money", "Determining my Future", "How to Have Healthy Relationships" and various cooking classes. Colleen is proud of her accomplishments and displays the certificates in her home.

With the support of her staff, Colleen began volunteering at the Kerby Center in July 2019. Colleen and staff decorated 200 reindeer which were sold at the Kerby Center. They decorated the Kerby Center Christmas tree and served meals at events held there.

Colleen desired to continue volunteering after the COVID-19 restrictions were introduced. With the support of staff, Colleen made reusable face masks and continues to do so. Colleen has made over 60 masks using her sewing machine. The Kerby Center supplies the material needed, and the masks are given to the elderly population in the community.

Colleen has been asked by the Kerby Centre if she would be interested in selling some of her handcrafted items at the Wise Owl Boutique. Colleen is considering this option with support staff.

With the help of staff, Colleen has taken courses virtually with the Salvation Army and looks forward to in-person learning again. Colleen is enjoying her cooking classes and is learning how to make healthy meals.

Colleen's favorite sport is bowling, and she enjoys socializing with her teammates.

Colleen is looking forward to the COVID-19 restrictions being lifted so she can return to her full active life.

Employee Spotlight



Chadress is a positive and encouraging individual who has been part of the ICE Calgary team for just under two years. Chadress finds creative ways to support Colleen and to aid Colleen in meeting her goals. Chadress recognized Colleen's talents and skills and assisted Colleen in enrolling for classes. These courses helped Colleen meet her set goals and aided Colleen grow as an independent individual. Chadress enjoys witnessing Colleen grow her skills and confidence and is proud to see Colleen involve herself in the community and socialize positively with peers. Chadress stated that working with individuals like Colleen is very fulfilling and she sees her work with Colleen as more than just a job. On her spare time, Chadress likes to do voluntary work, participate in church activities, make homecooked meals and chat with friends and family. She also likes going on long drives and spending time outdoors with friends. Chadress is looking forward to resuming these activities when the COVID-19 restrictions are lifted.

Important Information about your TD Future Builder Group Retirement Savings Plan Account

Effective **March 19, 2021**, TD Future Builder will no longer be providing or administering group retirement saving plans to ICE and the new provider will be Canada Life. This was not a decision chosen by ICE, rather TD has decided they no longer wish to be our provider for this service. Please note this **DOES NOT** change your retirement plan and you are NOT required to do anything for these changes. Canada Life has extensive experience in the Group RSP carriers and will provide a comprehensive financial wellness program to help all our employees reach their retirement goals. You will receive a letter from TD Future Builder notifying you of these changes. **If you have any questions or concerns, please contact: Independent Counselling Enterprises at: 780-453-9664.**

More information about this change in this ICE PAGE.

**ICE OFFICES WILL BE
CLOSED FAMILY DAY,
MONDAY
FEBRUARY 15TH, 2021**



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



Save more for your future

Your group retirement and savings plan is moving to Canada Life on March 19, 2021.

As a Canada Life plan member, you'll benefit from:

- Personalized guidance and product advice from a Canada Life member guide — a licensed wealth professional who can meet with you virtually or over the phone to talk about your goals.
- Online tools to help with planning.
- Resources and educational materials to help with investing.

For more information on the tools and support available through Canada Life, visit **welcome.canadalife.com/getstarted**

Referral Incentive Recipients

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!

Victor Adegoke

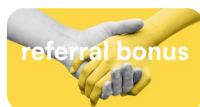
Brigitte Yvon

Aswin Rajendran

Chadress Kabagenyi

Cody Pemberton

Nora De Leon



ICE CALGARY CONGRATULATES LONG

TERM EMPLOYEES

STAFF	YEARS	DATE
Fisseha K	15	February 20
Megan J	10	February 15
Esteban A	9	February 1
Val (Ramel) M	4	February 16
Ange S	3	February 23
Mathias F	2	February 8
Adedalapo A	2	February 25
Onyinye J	2	February 25
Rebecca N	2	February 25
Gillianne C	2	February 26

ICE THANK YOU CARD INCENTIVE WINNERS

Zeina Ahmed received a thank you card from her booking coordinator for supporting her client with medical concerns and going above and beyond. She won a T-Fal Contact Indoor Grill.

Congratulations!



Justin S received a thank you card for persevering with virtual training until succeed.

Ngozi C and Gillianne C received thank you cards for switching shifts to another home with short notice.

Alaba O received a thank you card for taking on additional weekend shifts.

Mona C received a thank you card for working longer shifts.

Tanya D received a thank you card for changing shifts on short notice to support her clients.

Ruth A, Elise R, Esteban A, and Pyari J received thank you cards for taking shifts on short notice and for their hard work.

Jack M and Lorette E received thank you cards for researching material outside of program hours to enhance their client's virtual program.

VIRTUAL TRAININGS

PET Training

February 2-3, 9-10, 16-17, 23-24, 2021 (9:00AM to 4:00PM)

Abuse Prevention Training

February 2 & 16, 2021 (8:00AM to 10:00AM)

February 2, 2021 (1:30PM to 3:30PM)

February 3, 2021 (10:00AM to 12:30PM)

February 16, 2021 (1:00PM to 3:00PM)

Supervision Training

February 3, 2021 (1:00PM to 4:00PM)

Schizophrenia Training

February 8, 2021 (4:00PM to 6:00PM)

February 24, 2021 (8:00AM to 10:00AM)

Cerebral Palsy Training

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

February 23, 2021 (8:00AM to 10:00AM)

PBI Training

February 9, 2021 (1:00PM to 3:00PM)

Covid—19 Training

February 9, 2021 (4:00PM to 5:00PM)

February 17, 2021 (5:00PM to 6:00PM)

Abuse Prevention/PBI /PBS Training

February 10, 2021 (10:00AM to 3:00PM)

Covid –19/ Compassion Training

February 16, 2021 (8:00AM to 10:00AM)

Epilepsy Training

February 17, 2021 (1:00PM to 3:00PM)

BPD and Somatization

February 17, 2021 (1:00PM to 3:30PM)

Conflict Resolution

February 17, 2021 (1:00PM to 4:00PM)

Blood Pressure Training

February 22, 2021 (1:00PM to 3:00PM)

Harm Reduction Training

February 25, 2021 (1:00PM to 3:00PM)

3.1.2 PERSONAL INFORMATION AND DOCUMENTATION REQUIREMENTS

**(Please note that selected sections of ICE Policy 3.12 are reproduced here. Please refer to the Policy Manual for the complete policy).*

- ◆ The following information must be collected or completed on all candidates for employment prior to hiring:
- ◆ Clear Police Information Check / R.C.M.P. Check including a Vulnerable Sector Check (no older than 6 months).
- ◆ The company cannot retain information on an employee file that is not related to employment. This information will be shredded.
- ◆ All employees and contractors of the agency will complete a Police Information / R.C.M.P. Check including a Vulnerable Sector. Check initially upon employment and every three years after the initial check, or if requested by the agency.
- ◆ There is a cost associated with obtaining a Police Information Check/ R.C.M.P. Check. **An employee will be reimbursed for the cost of the information check: once they have completed their probationary period and every 3 years thereafter; and once the clear information check and official payment receipt have been received.** The expense will not be reimbursed if the potential employee obtained the check prior to employment with I.C.E. If this information is required again during the course of employment, the cost will be reimbursed. Reimbursement is not applicable for Support Home Operators or the respite they may hire.



Do you have any ideas for changes to ICE's Policy Manual? If you do, then here is your chance!

Every 3 years, ICE completes a comprehensive review of the Policy manual. All employees and people in service are welcome to suggest any changes to the manual.

Please submit your suggested changes by sending them via e-mail to glane@icenterprises.com.

Your email needs to include the policy number and section and the specific changes you suggest. Submission of any changes must be in by April 30, 2021.

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.

Health and Safety Committee Meeting Minutes
January 26, 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: December 9, 2020 - Meeting Minutes

N/A – No completed injury investigations to review in previous month.

South: December 8, 2020 – Meeting Minutes

October 27, 2020

Client went to take his medications early. Staff encouraged client to wait client became escalated and grabbed staff by the back of the neck while yelling, swearing and threatening to physically hurt staff. Client then grabbed a butter knife and threatened staff with it. Staff used training and de-escalating strategies to calm the client. After taking his medication, client calmed and asked staff to leave the home. Staff returned client's key to client and left the home. Immediate follow up: Staff to continue to utilize PBI training, de-escalation strategies and ECAT/ICE CSC support for further direction. Review and update client's RPAC Protocols to reflect positive support strategies in the case of physical aggression.

Incident Investigation Recommendations: Review client's ability to self-administer medication and update procedures to reflect any changes to medication administration in the program.

Health and Safety Committee Recommendations: N/A – no additional recommendations.

Northwest: December 3, 2020 – Meeting Minutes

Meeting Minutes: Data pending due to technical issue.

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

Edmonton: December 9, 2020 - Meeting Minutes

N/A – No completed near miss investigations to review in previous month.

South: December 8, 2020 – Meeting Minutes

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

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

November 19, 2020

Staff was dropping client off at home when they got out of their vehicle, slipped and fell on icy parking lot. Staff felt immediate pain in their left shoulder. Staff called the ICE office and sought medical attention.

Incident Investigation: Staff to look around for hazards in the community and refer to the HACD card. Staff to find alternate parking/report hazard to building management. To ensure proper footwear for weather conditions meets ICE policy.

Health and Safety Committee Recommendations: N/A- no additional recommendations.

November 24, 2020

Staff was leaving one client program onto the next program when they were involved in a motor vehicle accident. Staff struck another motor vehicle that was in front of them and received a minor injury on their left leg. Police were called to the scene where it was assessed that staff was driving too close to another vehicle. Staff called ICE office and was advised to seek medical attention. Follow-up: Staff went to the doctor the day after to be assessed. Staff to follow traffic laws while driving.

Incident Investigation: Review hazard card when in the community. Review ICE contact process for missed/late shifts. Review ICE Policy 2.4.5- Use of Staff Vehicles.

Health and Safety Committee Recommendations: N/A- no additional recommendations.

3.3 Evaluation of near miss investigations.

N/A – No completed near miss investigations to review in previous month.

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: Chioma (Rita) O and Khristyna H participated in an Office inspection on December 29th, 2020. Khristyna H, Chioma (Rita) O, Opeoluwa F, Stephanie M and Brigitte Y completed required inspections for the year of 2020. Once new members on the HSC obtain appropriate training & Public Health Orders are lifted, members will book complete required inspections.

3.5 COR Audit Review: Committee members reviewed Action Plan Elements 4 & 5 recommendations. The committee discussed that a provincial monthly training calendar has already been developed. Khristyna H also discussed how there is a committee formed to review/update PET slides/materials as well as the Orientation Manual; especially with policy review.

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

Calgary:

The Calgary HSC reviewed the Office HACD pages 13- 16 (Opening, Sorting and routing mail; Making coffee; Ascending/Descending stairs; and Opening Office- first to arrive to worksite):

Opening, sorting and routing mail recommendations: It is recommended to add Biological Hazard of Covid-19.

Making coffee recommendations: N/A- no additional recommendations.

Ascending/Descending stairs recommendations: It is recommended to add Biological Hazard of Covid-19. It is further recommended to add proper hand hygiene to Safe Work practices.

Opening Office- first to arrive to worksite recommendations: N/A- no further recommendations.

Edmonton:

Pgs. 37 & 38 – Shopping (Grocery, Household, etc.): no recommendations to note.

South:

Reviewed 'Assisting Persons who use/have matches, lighters, etc.' (pgs. 81 & 82).

Recommendations include: N/A- no additional recommendations required for this task.

NorthWest: Due to technical issues there are no minutes from the December meeting to review

3.7 Policy review: 3.5.1 Health and Safety

3.8 COVID 19 Pandemic Response:

Please see <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> for updated COVID case numbers and information on current restrictions.

Reviewed most updated COVID restrictions. As of January 18th, 2021, some restrictions have been lifted (i.e., making appointments for hair salons, barber shops etc.) and outdoor gatherings of no more than 10 people permitted. Other restrictions remain in place.

Additionally, ICE has provided updated mandatory COVID training for all staff in response to our continued COVID-19 prevention efforts. Please speak with your direct Supervisor to register if you have not already received this training. Continuous masking in all ICE programs is still in effect. Please ensure you are following the most updated COVID-19 Protocols.

4.0 Other Business

HSC training updates: New members were elected into the health and safety committee during the January 2021 H&S election. There were two new positions to fill. Joy O and Ramandeep K were elected into the committee. Joy O will need to take HACD, Workplace Inspections and Incident Investigations training at the next available time. Ramandeep K already has Workplace Inspections training and will require to take HACD and Incident Investigations training. Chioma (Rita) O will require to complete CCSA Health and Safety Committee Representative training at the next available training. New worker co-chair was elected into the committee by other HSC members. Chioma (Rita) O, congratulations on your new responsibilities/role. ICE page ideas: Dressing appropriate for weather conditions/cold weather/frost bite.

NEXT MEETING DATE: February 5, 2021 @ 3:30 p.m.

Personal Protective Equipment (PPE) - COVID 19

How to make Continuous Masking Work for You

Continuous masking has been challenging for some ICE workers. To support our teams in wearing masks at all times, here are tips for all ICE workers to manage the discomfort that may come with continuous masking.



Tips for Continuous Masking:

- ♦ If your mask is causing you irritation, try an alternative brand of mask for a period of time to see if that resolves the issue.
- ♦ Try a mask with ties to alleviate pressure points.
- ♦ Take measures to ensure you have healthy, resilient skin. Good nutrition and hydration are key. A strong skin barrier provides the best defense against pressure injuries associated with continuous masking.
- ♦ Change the mask frequently and use skin protection if needed.
- ♦ Workers with pre-existing conditions made worse by continuous making should report the issues immediately to your manager.

Report all incidents/ injuries pertaining to continuous masking.

For more information about Covid-19: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

HEALTH AND SAFETY INFORMATION



Repetitive Strain Injury Awareness

Also known as musculoskeletal disorders (MSDs), repetitive strain injuries affect the tendons, muscles, nerves and joints in the neck, upper and lower back, chest, shoulders, arms and hands.

MSDs are the most frequent type of lost-time injury and the single largest source of lost-time costs in Canada.

Causes

Gripping, holding, bending, twisting, clenching, and reaching - these ordinary movements that we naturally make every day are not particularly harmful in the activities of our daily lives. What does make them hazardous in work situations though, is the continual repetition of the movements.

Other contributing work factors may include awkward postures and fixed body positions, excessive force concentrated on small parts of the body such as the hand or wrist, a fast pace of work with insufficient breaks or recovery time, and psychosocial factors such as stress.

Prevention

RSIs develop slowly, workers should be trained to understand what causes these injuries, how best to prevent them, and how to recognize the early signs and symptoms of RSI. RSI Hazards are best eliminated at the source.

Ask yourselves – what do I do in my day, to ensure I do not suffer from a repetitive strain injury?

Other resources: <https://www.ccohs.ca/oshanswers/diseases/rmirsi.html>

Wellness

February is also Heart Month. Prevention starts with knowing your risk. 9 in 10 Canadians have at least one risk factor for heart disease and stroke. Almost 80% of premature heart disease and stroke events can be prevented through healthy behaviors. Habits like eating healthy, being active, and living smoke free, have a big impact on your health.



Heart disease (aka ischemic heart disease or coronary heart disease) refers to the buildup of plaque in the heart's arteries that could lead to a heart attack, heart failure, or death. - 2nd leading cause of death among Canadians.