

# 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

FEBRUARY 15TH 2022  
FOR ALL SHIFTS  
WORKED BETWEEN  
FEBRUARY 1ST AND  
FEBRUARY 15TH.

FEBRUARY 28TH 2022  
FOR ALL SHIFTS  
WORKED BETWEEN  
FEBRUARY 16TH AND  
FEBRUARY 28TH.

## UPCOMING

HEALTH AND  
SAFETY MEETING  
February 9th, 2022 at  
10:00 AM.

RPAC MEETING  
February 8th, 2022 at  
10:30 AM.

## ON SPOTLIGHT

### LINDSAY B

Lindsay has been with ICE since July 2002. She is a lovely young woman with a great sense of humor and a love for talking with people.

Lindsay is very active in the community, and COVID-19 has not put a stop to that! Lindsay enjoys volunteering with the City of Lethbridge by stocking dog bag dispensers in city parks. She attends clay molding classes at CASA where she can often be found making gifts for those in her life. She also goes to the gym at least twice per week.

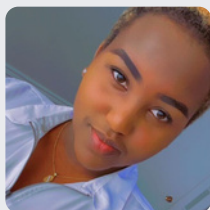
Staff have been supporting Lindsay achieve her goal of a healthy lifestyle by including physical activities and choosing healthy meals. When she's not focused on her goals, Lindsay likes being with family, learning new crafts such as weaving on her loom, puzzles, and maintaining a large garden every year with the help of her supports and her guardian. Lindsay also likes to give back to her community by donating to those in need.

Lindsay recently got a new puppy who is keeping her quite busy! Lindsay had a great time doing Agility Dog Training with her previous service dog and is looking forward to starting Agility Dog Training in the near future.

We are happy that Lindsay has continued to participate in her volunteering and community activities, despite the obstacles that have come up along the way. We enjoy having Lindsay as part of the ICE team and look forward to seeing what she accomplishes in the future!



### LYNN K



Lynn started with ICE in August 2021 and is part of Lindsay's support team. Over the last few months, Lynn has had the opportunity to get to know Lindsay and all her likes and dislikes. Lynn supports Lindsay with her volunteering, community activities and her physical health goal. Lindsay has enjoyed getting to know Lynn and they have been working very well together! Lynn, thank you for joining the ICE team and being a great addition to Lindsay's supports!

## 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 FEBRUARY 21, 2022,  
FAMILY DAY



Please direct all calls to the  
Employee Client Assistance Team  
for that day.  
403.819.0583

## ICE THANK YOU CARD INCENTIVE WINNERS



**Judith Onyinye Omeje** received a thank you card for supporting the client in learning about safety and emergency response measures. Congratulations!



**Chadress Kabagenyi** received a thank you card for her dedication and hard work toward the organization. Keep up the good work!

**Violet N** received a thank you card for picking up extra shifts both during the day and night

**Raji V** received a thank you card for taking extra shifts on short notice.

**Tsegay G** received a thank you card for taking extra shifts on short notice.

**Nahnciaa R** received a thank you card for supporting an individual in service during stressful times

**Alaba O** received four thank you cards from her supervisor, booking and two CRMs for being flexible, extending shift times, and taking on additional shifts

**Ramandeep K** received a thank you card for taking on extra shifts.

**Raji V, Stella B, Jaskiranpreet S, Jessy A, Mamatha V, and Elise R** received a thank you card for picking up extra shifts.

**Don B** received a thank you card from the booking coordinator for being diligent at work.

**David A** received 2 thank you card from his CRM for helping out at another home and taking an individual to a vaccination booster appointment.

**Randy D** received a thank you card from his CRM for assisting with a staffing issue.

## POLICY REVIEW

On January 9, 2022, there was a massive apartment fire in New York City that resulted in multiple deaths and casualties. The cause of the fire was determined to be a malfunctioning space heater. The following is an excerpt from **Policy 3.5.9 Eliminating/Mitigating/Controlling Work Site Hazards:**

- Portable heaters are not to be used as the primary heat source. Portable heaters are not permitted in sleeping rooms. If there is a need for use of a heater, a protocol will be developed outlining the need (i.e., furnace repair required), the length/period of time the heater will be required and clear instruction as to the safe use/storage of the portable heater. To further facilitate client safety if the temperature of the home, is not appropriate to permit a comfortable environment for the client(s) the I.C.E. employee will contact their Supervisor/Manager for alternative arrangements (i.e., hotel/motel, another residential program etc.).
- Halogen lamps are not to be left turned on without employee supervision.
- All lamps in the client home must have the light bulb completely covered/encased by a lampshade or globe.

A reminder that February is water temperature month. The following is an excerpt from **Policy 2.3.14 Water Temperature Monitoring and Safe Bathing Practices:**

All employees, support home operators and their respite will be re-shadowed annually there-after in February.

## FEBRUARY/MARCH VIRTUAL TRAININGS

### **Pre-Employment Training**

February 1, 2, 8, 9, 15, 16, 22, 23, 2022 (9:00AM to 4:30PM)

### **ODD Training**

February 1, 2022 (1:00PM to 2:00PM)

### **Abuse Prevention Training**

February 2, 2022 (10:00AM to 12:00PM)

### **PBI Training**

February 2, 2022 (1:00PM to 3:00PM)

### **Schizophrenia Training**

February 2, 2022 (1:30PM to 2:30PM)

### **Brain Injury Training**

February 8, 2022 (10:00AM to 11:00AM)

### **Substance Abuse Training**

February 8, 2022 (1:30PM to 3:00PM)

### **Hoarding Training**

February 8, 2022 (1:30AM to 3:30PM)

### **Cerebral Palsy Training**

February 16, 2022 (10:00AM to 11:30AM)

### **Blood Pressure Training**

February 9, 2022 (1:30PM to 3:00PM)

### **Autism Training**

February 10, 2022 (1:30PM to 3:30PM)

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

February 11, 2022 (9:30AM to 12:00PM)

### **Lifts and Transfers Training**

February 22, 2022 (1:00PM to 3:00PM)

### **WVBH Training**

February 23, 2022 (1:30PM to 3:00PM)

### **Epilepsy Training**

February 24, 2022 (9:30AM to 11:30AM)

### **Cultural Appreciation Indigenous Peoples of NWT/NU**

February 25, 2022 (9:30AM to 12:00PM)

### **HACD Training**

March 2, 2022 (1:00PM to 5:00PM)

### **CPI Training**

March 4, 2022 (9:00PM to 5:00PM)

### **PBI Training**

March 8, 2022 (10:00AM to 12:00PM)

### **Abuse Prevention Training**

March 9, 2022 (1:30PM to 3:30PM)

### **Trauma Informed Care Training**

March 16, 2022 (1:30PM to 2:30PM)

### **Schizophrenia Workshop Training**

March 17, 2022 (9:30AM to 11:30AM)

### **ADHD Training**

March 17, 2022 (1:30PM to 3:30PM)

### **Client Goals and Outcomes Training**

March 22, 2022 (1:00PM to 3:30PM)

### **Northern Report Writing Training**

March 23, 2022 (1:00PM to 4:00PM)

### **Incident Investigations Training**

March 24, 2022 (1:30PM to 5:00PM)

### **Workplace Inspections Training**

March 25, 2022 (9:00AM to 4:00PM)



## ICE Calgary Congratulates Long Term Employees!!!

STAFF	YEAR	DATE
Fissesha Kelemework	16	February 20
Megan Johnson	11	February 15
Esteban Androque	10	February 1
Val Mabutas	5	February 16
Adedolapo Adeyemi	3	February 25
Onyinye Judith Omeje	3	February 25
Rebecca Nkrumah	3	February 25
Gilliane Calpito	3	February 26
David Abatan	16	January 19
Greta Wozniak	15	January 22
Eugenia Kumodzi	6	January 4
Raji Varughese	6	January 22
Nahnciaa Rutorford	4	January 23
Rita Onyebuchi	3	January 16
Minnu Johnson	2	January 24
Athira Kaleckel Anrudhan	2	January 24

## 2021 T4 Distribution Communication

Employees, your 2021 T-4 will be available ONLINE by the end of January. You can view, save as a PDF or print your T-4 by logging into **Dayforce**. Paper T-4s will not be provided for current employees, so go online to access this important document!

If you experience difficulties and require assistance logging into Dayforce please contact [mtesfaye@icenterprises.com](mailto:mtesfaye@icenterprises.com) with T-4 in the subject line and include your name and employee number in the body of the message.

A Payroll Assistant will be assigned to respond to your request.

## 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!



## 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.

## HEALTH AND SAFETY MEETING MINUTES

JANUARY 12, 2022

(MINUTES EDITED FOR PUBLICATIONS)

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

South - December 7, 2021 - Meeting Minutes

August 18, 2021

Client was carrying a box into her residence. Client went to put the box down and it slipped out of client's hand and hit the staff's leg causing swelling and the first layer of skin to break.

**Incident Investigation Recommendations:** Review information regarding safe work practices and injury prevention. Reviewed applicable policies and HACD- General (pg.38) Shopping (grocery, household). Recommended to inquire if items can be delivered to the program rather than being transported manually.

**Health and Safety Committee Recommendations:** No additional recommendations.

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

Edmonton - Meeting Minutes

No meeting held in the month of December 2021

South - December 7, 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 - December 9, 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: No Completed Injury Investigations to Review (no near miss investigations occurred as there were no miss incidents during this time frame).

3.3 Evaluation of near miss investigations.

No Completed near miss investigations to Review (no completed injury investigations occurred as there were no internal incident investigations).

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns.

3.4 B) Inspections completed: No inspections completed as COVID-19 numbers continue to rise.

3.5 COR Audit Review: 2021 COR Audit is completed.

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

The Calgary region is assigned pages 77-115 in the general HACD. The committee reviewed pages 87-92 in the general HACD.

**Recommendations:**

- Contact with unknown visitors, contractors, community persons at office or residences (pp. 87-88): It is recommended to: state that CPI training is a recommended training instead of required, inform ECAT when leaving shift late (Safe Work Practices), add postings for "caution wet/slippery floor" and cellphones/landlines in case of emergency (Engineering Controls).

- Entering or leaving a worksite after dark (pp. 89-90): It is recommended to state that CPI training is a recommended training instead of required, inform ECAT when leaving shift late (Safe Work Practices), add a biological hazard of COVID-19, do not allow strangers onto site when working alone (Safe Work Practices), and to wear masks as applicable (PPE).

- Ascending/Descending Stairs (pp. 91-92): it is recommended to add "keep stairs free of pets in the examples on engineering controls.

3.7 Policy review: 3.5.9 Eliminating/Mitigating/ Controlling Worksite hazards.

3.8 COVID- 19 Pandemic Response:

- New symptomatic confirmed Resident Management Protocol for COVID-19 developed January 10, 2022

- New Exposed Resident Management Protocol COVID-19 developed January 10, 2022

- New Office Safety Protocol COVID-19 developed January 7, 2022

- Memo for Vaccine Legibility December 21, 2021 was distributed. Those who are 18+ (who had their second vaccine dose 5 months ago or longer) are now eligible to book their 3rd dose of vaccine (booster) through AHS site or local pharmacy.

- New House Guide Visit Combined- Residential developed December 22, 2021

- The Omicron COVID-19 variant is more transmissible than previous variants. Numbers are rapidly increasing in Alberta.

- Continuous masking continues to be in effect.

- Calgary office has a COVID-19 station for outsiders to sanitize their hands and place on new mask before entering any office space.

- Stay home if you have any of the symptoms on the COVID-19 questionnaire and book a test!

- Please keep up to date with the latest COVID-19 protocols

3.9 Outstanding Committee Member Training/ New Members - Review:

Stephanie R is signed up to take HACD training on January 13, 2022, Incident Investigations Training on January 26, 2022, and Workplace Inspections training on January 21, 2022. All other members of the committee have appropriate health and safety training as outlined in ICE policy.

3.10 Emergency Response Plan Review (Regional committees to review the ERP drills and identify recommendations for improvement)- Committee will review Action Plan Template #2 - "Workplace Violence, Harassment and Bullying (WVHB) by (i.e., a guardian, client family member, employee co-worker) community member." HSC Recommendations: no additional recommendations.

4.0 Other Business

- New Health and Safety poster developed. Posters to be distributed to all homes by the end of January 2021

- New H&S member Stephanie R has joined the committee as an employer representative. Welcome to the team and congratulations!

Next Health and Safety Meeting:

February 9, 2022 @ 10 a.m.

# Driving Safety on Icy Road

## (DON'T RUSH IF YOU DON'T WANT TO CRASH)

Canadian drivers have been experiencing difficult road conditions the past few weeks. Knowing how to prepare and react safely to inclement winter weather is vital to save yourself and others from a potential crash or loss of life.

### **What is black ice?**

Black ice is a thin coat of glazed ice on a pavement surface after freezing rain or re-freezing snow and rain. It is not black- it is thin, transparent and takes on the colour of the pavement which makes it difficult to see.

### **How to spot black ice?**

Black ice is difficult to spot. Always expect black ice early in the morning or at night when the temperature drops below freezing after freezing rain or a re-freeze of snow or rain. Be very careful on bridges. Ice formation is anticipated on bridges because the wind blowing underneath is cooler than the road itself.

### **How to prevent skidding?**

If you happen to drive through a patch of black ice, make sure to follow these precautions:

- Do not panic; stay calm.
- React as little as possible. Remove your foot off the gas and the break.
- Steer straight; let the traction on your tires steer the vehicle.
- Place your hands at nine and three o'clock. This will give you more control over the wheel.
- Maintain a safe distance and avoid distractions.

### **What to do when you start skidding?**

If your back wheels are sliding (oversteer), do these:

- Do not slam on the brakes. Ease off your foot from the brakes.
- To straighten out your car, turn your steering wheel into the slide. It will stop the skid and return you to complete control of your vehicle.
- Do not oversteer. Oversteering causes more problems.

### **If your front-wheel skid (understeer), do these:**

- Again, stay calm. Braking abruptly can cause a total loss of control on the wheel.
- Instead of aggressively accelerating or turning, let the traction on your wheels steer the vehicle without using the brake or gas pedals.
- Steer in the direction you want to go, keep that vision goal and do not be afraid of where you are going.
- It is safe to accelerate again once you have passed the icy stretch.

## **Covid 19 - Information**

# **GET YOUR BOOSTER SHOTS NOW**

Effective immediately, all Albertans 18+ are eligible to book third doses of mRNA COVID19 vaccine if it has been at least five months since their second dose. Book online or call Health Link 811 or participating pharmacies.

**[alberta.ca/covid19](https://alberta.ca/covid19)**

# COVID-19

## How to care for COVID-19 at home



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

Avoid visitors in your home.



Have one healthy family member care for 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. Have the sick person make their own food in a separate area or, at least, at a different time. 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 hand rails, door knobs, 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. Complete the COVID-19 Assessment & Testing tool at [ahs.ca/covidscreen](https://ahs.ca/covidscreen) to find out if you need a COVID-19 test.



# Spot fraudulent activity

## Protect your assets

Technology advancements make it easier for criminals to impersonate trusted financial organizations, particularly through incoming calls (no caller ID), texts and emails.

Always remember to:

### Protect your personal information

- Never share credit card numbers, social insurance number, PINs and passwords over platforms or communication methods that aren't secure.
- Keep personal documents in a safe place and shred those you no longer need.

### Think critically

- Consider how trusted organizations usually contact you.
- Question the authenticity of contact methods that differ from your usual experience.

### Focus on the email details

- Scan messages for spelling and grammar mistakes.
- Pay attention to the sending address, subject line, logos and tone of voice.

If anything looks, sounds or feels off, it could be a phishing scam.

If you notice suspicious activity on your plan – report it to 1-800-724-3402.

### Questions? We're here to help!

[mycanadalifeatwork.com](https://mycanadalifeatwork.com)

1-800-724-3402

Monday to Friday 6 a.m. to 6 p.m. MT