

JULY 2020

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

• July 15th 2020

For all shifts worked
between July 1 and July
15.

• July 31st 2020

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

UPCOMING

- HEALTH AND
SAFETY MEET-
ING– July 16,
2020 @3PM**
- RPAC MEETING
– July 14, 2020
@10:30AM
(teleconference only)**

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Charles

Charles started services with ICE in March of 2006 and currently lives in Grande Prairie with a roommate.

Charles is friendly and talkative and is well known in the community.

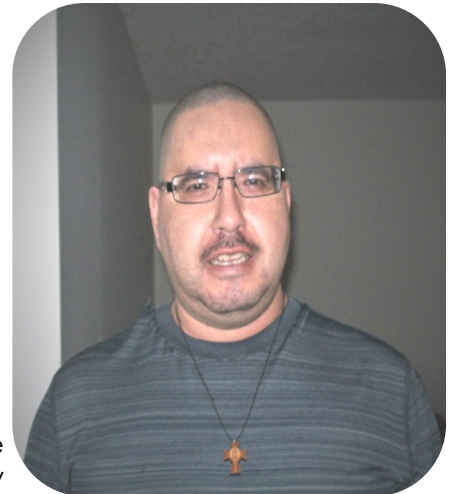
Charles enjoys swimming and occasionally using the gym at Eastlink Centre. He also likes going out weekly to meet up with friends for coffee and meals at Tim Hortons.

Charles' staff assist him in using the computers at the library to access employment information and apply for jobs. He also researches classes he would like to attend to gain new life skills. He is interested in studying courses to help him obtain his learners license. With the skills and guidance Charles has learned, he has been able to be gainfully employed at Ricky's All-Day Grill. He works one day a week as a kitchen helper doing prep work, dishes, mopping floors and doing light cleaning.

Charles has expressed interest in his Indigenous culture and talks about learning from his elders and attending Pow Wows and native circles. Charles attends the native drumming and elders' group at St. Clements School weekly and participates in cultural activities.

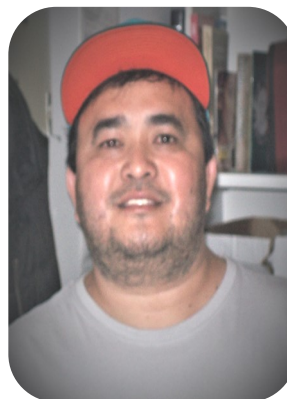
Charles, with the support of his staff, has been able to make trips to events such as Local Pow Wows and round dances. With guidance from his staff, Charles attends social groups and is learning to interact appropriately with his peers. Charles has shown tremendous growth in this area!

Charles has a strong team supporting him to do the things he enjoys, and he is gaining further independence as a result.



Employee Spotlight

Chris has been employed with ICE since 2017. Chris is very polite, outgoing and reliable. Chris supports Charles by helping him build the skills he needs to achieve his goals. Chris helps Charles access courses in the community. Through these courses Charles is gaining life skills and receiving work related training. Chris also supports Charles with his cultural activities by ensuring he is able to attend native classes and events that are ongoing in the local area.



**ICE OFFICES WILL BE
CLOSED
WEDNESDAY, JULY 1st
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
Donald B	22	July 23
George K	15	July 1
Andrew O	10	July 27
Brigitte Y	3	July 4
Kevin M	3	July 11
Gayle R	3	July 12
Christina V	3	July 14
Romandeep K	2	July 4
Ope F	2	July 4
Jane B	2	July 9
Suresh R	2	July 9
Amy B	2	July 18
Elise R	2	July 24
Jacques B	2	July 25
Jeff S	2	July 25
Noah M	1	July 10
Aswin R	1	July 29
Lucille W	1	July 29

ICE HAS A TD GROUP RSP PLAN!

Refer to Policy 3.4.18 FUTUREBUILDER RSP If you are eligible, ICE will match your contributions!

To sign up, please contact:

Independent Counselling Enterprises at : 780-453-9664

Contact your local TD branch or book an appointment online to see a financial advisor to discuss your savings needs and any other financial objectives.

⇒ To find a TD branch close to you:

<https://www.td.com/ca/en/personal-banking/branch-locator/>

⇒ To book an appointment online:

<https://www.td.com/ca/en/personal-banking/products/saving-investing/>

ICE THANK YOU CARD INCENTIVE WINNER

Kristine C received two thank you cards from her supervisor for helping with getting groceries and fire extinguisher inspections completed for several residential programs in addition to her own permanent program.

Yeshi C received a thank you card from her supervisor for helping cover a shift.

Gillianne C received a thank you card from her supervisor for identifying a potential trip hazard and helping find a solution to it.

Mark D, Heidi R, Don B, Dawn H, Bryan V, Rose T, and Corlene W received a thank you card from their supervisor for keeping their clients safe through phase 1 of the pandemic lockdown.

Rita O received a thank you card from her supervisor for reporting a broken chair at the client's residence. This averted a potential hazard for her client. She received a king size 7-piece comforter. Keep up the good work!

Congratulations!



David D received a thank you card from his supervisor for providing useful suggestions during team meetings.

Alaba O received a thank you card from her supervisor for helping with grocery shopping and also for picking up last-minute shifts.

Caroline N received a thank you card from her supervisor for consistently reporting incidents and for providing excellent support to the clients.

Lucile W received a thank you card from her supervisor for finding ways to keep the client active in the community and the home.

Virtual Training

Incident Investigations Training

July 24, 2020
9:30AM to 1:30PM

Hazard Assessment and Control Training

July 29, 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>

INDEPENDENT COUNSELLING ENTERPRISES
Health and Safety Committee Meeting Agenda
June 11, 2020 Calgary

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.

Additional Recommendations: It is recommended for an RPAC consultation. It is also recommended that SHO avoid turning their back to client when client is agitated and to utilize PBI techniques (i.e. L- stance).

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, 2020. 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@centerprises.com for their votes. Voting will close on June 30, 2020 and the new member will attend the meeting in July.

NEXT MEETING DATE: July 16, 2020 @ 3:00 p.m.

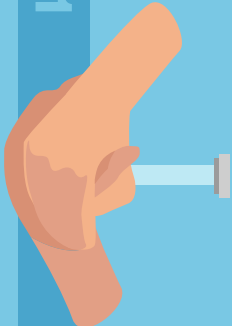
HOW TO WEAR A NON-MEDICAL MASK

Non-medical masks, including homemade cloth masks, can help prevent the spread COVID-19. They are another tool to use in places where it’s difficult to keep two metres from other people for extended periods of time – such as public transit, grocery stores, pharmacies, hair salons, airplanes and some retail shops.

Masks do not replace proper hygiene, physical distancing or isolation to prevent the spread.

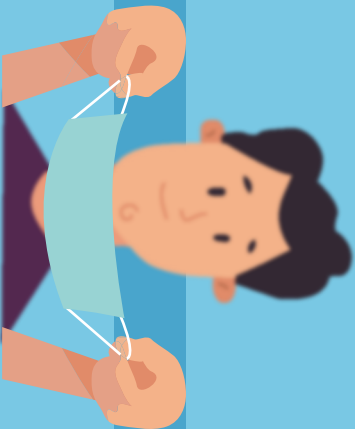


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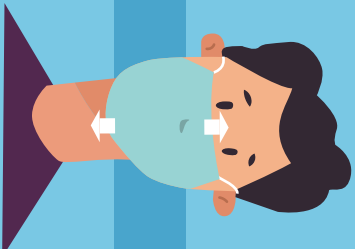


Wash/sanitize your hands.

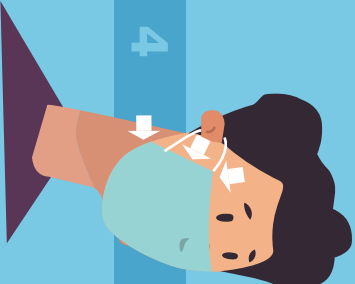
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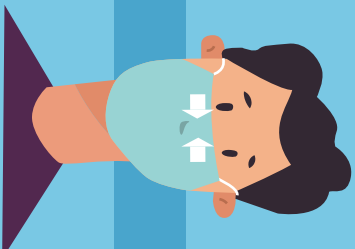
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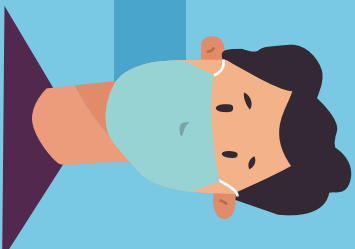
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5



6



SAFELY PUTTING A MASK ON

Inspect the mask, holding it by the ties or loops. Discard if damaged or dirty.

Open fully to cover from the bridge of your nose to your chin.

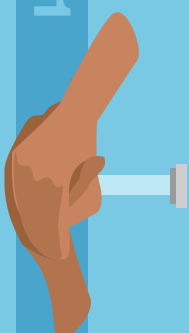
Adjust the mask to your face so there are no gaps on the side.

If mask has stiff edge, pinch to close gaps between nose and mask.

Keep your nose, mouth and chin covered at all times. **Avoid touching the mask.**

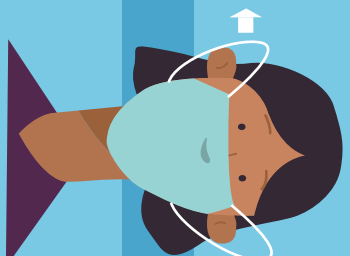


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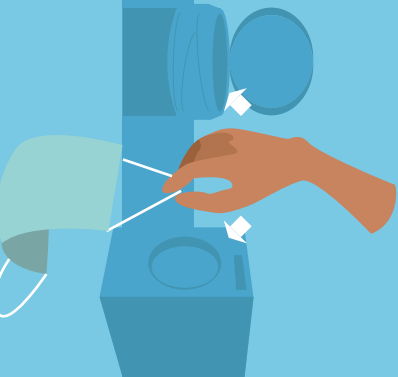


Wash/sanitize your hands.

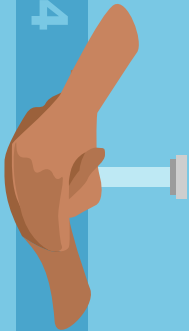
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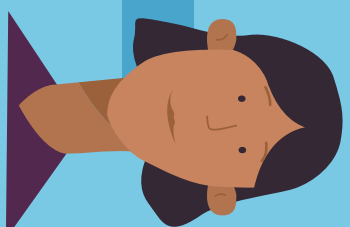


4



Wash/sanitize your hands.

5



SAFELY TAKING OFF A MASK

Remove it from the back by releasing ties or loops. Do not touch the front of the mask.

Discard the mask immediately if disposable. Wash thoroughly if reusable.

FOR MORE INFORMATION ON WEARING AND CARING FOR YOUR MASK

alberta.ca/masks

