

JUNE 2021

CALGARY

ECAT

Employee & Client
Assistance Team
403-819-0583

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

INSIDE THIS ISSUE:

Virtual Trainings 3

Health and Safety
Meeting Minutes 4

COVID-19
Information 6-7

TIME SHEET HAND-IN

• JUNE 15th 2021

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

• JUNE 30th 2021

For all shifts worked
between JUNE 16th and
JUNE 30th.

UPCOMING

• **Health & Safety—**
JUNE 2, 2021 @9:15
AM

• **RPAC Meeting –**
JUNE 8, 2021 @10:30
AM (teleconference
only)

ICE PAGE

Making it Happen!- Supporting Social Inclusion



DAVID

David is a very independent and active individual who started his service with ICE in December 2018. David relocated from Ghana in 2017 and now lives with his family in Calgary.

David completed an employment training course at Mount Royal University and he is currently completing his employment practicum training at Modern Rentals.

David enjoys repairing cars with his dad and is currently working on getting his learners/ driver's license with the assistance of his support staff.

David is a very social person who enjoys meeting people and trying new activities. David enjoys playing soccer and bowling when he is out in the community with his support staff. David has friends in the community and he communicates with them via phone. David also likes to keep himself physically active and fit, so

he goes for walks very frequently especially during day program. David enjoys drawing, painting and coloring with his support staff.

David attends the Indefinite Art and Disability Art Organization. In October 2020, his artwork ("We're All Here Together Still" – first phase of the pandemic) was chosen for an exhibition organized by Indigo Art. His artwork has been selected to be displayed by the Stride Gallery's in all provincial exhibitions.

In early May 2021, Global Affairs Canada acquired artwork by 13 artists represented by the National Access Arts Centre (NAAC) and David's artwork was one of those chosen. David's artwork ("Resiliency and Corona") will be displayed in Global Affairs Canada's branches around the world. Also, David's artwork will be displayed at the upcoming Canadian Exhibition that will be held in Dubai in November 2021. David and his family are very excited and happy about these achievements. David is looking forward to the COVID-19 restrictions being lifted, so that he can return to his full active life and routine.

Employee Spotlight

Onyinye (Judith) has been a part of the ICE Calgary team for more than 2 years and she is very encouraging to the individuals she supports. Judith supports David by working on achieving David's set goals. Both David and Judith enjoy working together and they have aimed at achieving more goals and creating more success stories. Judith is very flexible and adaptive to supporting David with not only achieving his goals, but also with fostering independence.



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

PAYROLL



Is your Personal Information Up to Date in Payroll?

Log into Dayforce at 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.

ICE CALGARY CONGRATULATES LONG TERM EMPLOYEES

STAFF	YEARS	DATE
William D	26	June 7
Arjay A	6	June 4
Bhupinder	6	June 19
Gideon	5	June 22
Vaishaliben	5	June 23
Caroline N	4	June 21
Mercedes	2	June 21



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 THANK YOU CARD INCENTIVE WINNERS

Tanya Dusang received a thank you card from her supervisor for ensuring the client's new home met Health and Safety standards and requirements. She won a Soda Stream Fizzi.

Congratulations!



Elise R and Amiri S received a thank you card from their supervisors for picking up extra shifts.

Gloria C and Randy D received a thank you card from their supervisors for picking up last minute awake overnight shifts.

Gbemisola O received a thank you card from her supervisor for staying late to accommodate her client's appointment.

Nora de L received a thank you card from her supervisor for coming into shift early at the last minute.

Pravitha M, Ruth A, Nora d-L, Elise R and Tanya D received thank you cards from their manager for assisting their clients during a move and cleaning the old apartment. Their efforts are greatly appreciated.

VIRTUAL TRAININGS

Pre-Employment Training

JUNE 1, 2, 8, 9, 15, 16, 22, 23, 29, 30, 2021
(9:00AM to 4:30PM)

Diabetes Training

JUNE 1, 2021 (1:00PM to 3:00PM)

Harm Reduction Training

JUNE 2, 2021 (1:00PM to 4:00PM)

Assist Tune-up Training

JUNE 4, 2021 (8:00AM to 12:00PM)

Schizophrenia Training

JUNE 4, 2021 (10:00AM to 12:00PM)

OCD/Hoarding Training

JUNE 7, 2021 (1:00PM to 3:00PM)

Epilepsy Training

JUNE 8, 2021 (10:00AM to 12:00PM)

Promoting Safety

JUNE 8, 2021 (1:00PM to 5:00PM)

Lifts and Transfers Training

JUNE 9, 2021 (9:00AM to 11:00AM)

FASD Training

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

Covid-19 Training

JUNE 11, 2021 (1:00PM to 3:00PM)

Brain Injury Training

JUNE 14, 2021 (1:00PM to 3:00PM)

Abuse Prevention Training

JUNE 15, 2021 (1:00PM to 3:00PM)

PBI Training

JUNE 15, 2021 (3:00PM to 5:00PM)

ADHD Training

JUNE 16, 2021 (3:00PM to 5:00PM)

Trauma Informed Care Training

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

Hazard Assessment and Control (HACD) Training

JUNE 21, 2021 (1:00PM to 4:30PM)

Cultural Appreciation (Indigenous Peoples of NWT/Nunavut)

JUNE 22, 2021 (10:00AM to 12:00PM)

Workplace Diversity Training

JUNE 23, 2021 (10:00AM to 12:00PM)

Workplace Inspection Training

JUNE 25, 2021 (9:00AM to 4:00PM)

Supervisor Training

JUNE 28, 2021 (1:00PM to 4:00PM)

Communication and Teamwork Training

JUNE 29, 2021 (9:00AM to 12:00PM)

Substance Abuse Training

JUNE 30, 2021 (1:00PM to 3:00PM)



3.8.6 DRESS, HYGIENE AND GROOMING

The purpose of the agency's dress code and personal appearance standards are to ensure that the employee presents him/herself in a professional and neat manner and that safe and sanitary working conditions are apparent at all work sites.

- Excellent personal hygiene is required of all Independent Counselling Enterprises employees.
- Employees are required to dress professionally at all times. Although clothing may be casual, it must be clean and well kept. Employees are not to wear clothing with offensive slogans/diagrams (sexually explicit, discriminatory, profane). Casual clothing such as sweat clothing and shorts are not acceptable for those employees who work within an office setting. An employee should consult their supervisor if clarification is required concerning appropriate dress/footwear.
- Employees are to be well groomed. Hair should be clean and combed. Excessive or conspicuous jewelry is considered inappropriate.
- Footwear should be safe, functional, and appropriate for the job responsibilities at all work settings. Outdoor footwear should be exchanged for indoor wear. Examples of appropriate footwear for working in the programs include shoes with closed toes and heels/heel supports (sling backs) with non-skid/slip resistant soles. Inappropriate/unacceptable examples include: flip flops/beach shoes, open toed/open-backed shoes, slides/mules (backless shoes), footwear with heels greater than 2.5 inches, shoes with spiked heels, platform shoes (soles greater than 1 inch), or slippers.
- In an office setting sandals or open toed shoes are acceptable providing the heel support (secure strap or fully encased) is present and the shoe fits properly i.e. the shoe fits securely at the heel and remains in contact with the entire sole of the foot while walking.

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 May 5, 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 – April 14, 2021- Meeting Minutes

February 3, 2021: Staff advised that while working at the kitchen table during work from home arrangements, she developed pain in her upper back, shoulders, and neck.

Investigation Recommendations: Agency to review ergonomics and follow-up practices in the office; agency to provide resources to employees with hazard identification when working from home.

HSC Recommendations: no recommendations.

Additional Recommendations: No additional recommendations.

February 22, 2021: Staff was descending stairs after checking on clients sleeping, missed a step and fell, twisting her right ankle.

Investigation Recommendations: Review of safety procedures – call ECAT if experiencing difficulties on shift.

HSC Recommendations: none.

Additional Recommendations: No additional recommendations.

February 23, 2021: Staff advised CRM that since start of position at new program which used physical 2 person transfers, her lower back had been sore.

Investigation Recommendations: Staff will review section C Back Care in health and safety manual staff will complete a participation form. Staff removed from program and placed in a more fitting program.

HSC Recommendations: none

February 25, 2021: Employee was assisting client with meal preparation when client dropped a 500ML bottle of vinegar on the employee's thumb of her left hand.

Investigation Recommendations: staff to take a bit more distance while client is cleaning; advise client to remove items from the cupboard before cleaning.

HSC Recommendations: none.

Additional Recommendations: No additional recommendations.

South- April 6, 2021 – Meeting Minutes

March 15, 2021

Client attempted to administer his own medications by taking the staff key and forcefully shoving the key into the locked cabinet. The key broke inside the lock. Client yelled profanities at staff and pushed staff as he was passing by. Staff was not injured.

Incident Investigation Recommendations: Review medication administration policy and client's Positive Approaches with staff, fix or replace damaged medication cabinet.

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

Additional Recommendations: No additional recommendations.

Northwest – April 8, 2021

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 – April 14, 2021- Meeting Minutes

No completed near miss investigation to review in the previous month.

South- April 6, 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)

Northwest – April 8, 2021

N/A – No completed investigations in the past month

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

February 28, 2021

Staff was putting away the dishes into the cupboard when client came into the kitchen. Client slapped staff with force in the left eye. Staff reached into their pocket and pulled out the lifeline button; however, client grabbed the lifeline out of staff's hand. Staff went to the office area where the lifeline base was to engage it. Client followed staff into the area and when lifeline responded, client stated to not send the police. Staff kept persisting that they send police.

Incident Investigation Recommendations: Planned Restrictive Procedure (Lifeline portion) reviewed at team meeting. Client stressors/triggers reviewed with staff. Lifeline base moved closer to the exit. Lifeline was contacted to place note in client file to send police immediately.

Health and Safety Committee recommendations: No additional recommendations.

3.3 Evaluation of near miss investigations.

December 3, 2020

Staff walking in the client's home and tripped over a rug and hit the picture frame on the wall. The picture frame fell and broke on the floor (glass component).

Incident Investigation recommendations: The rug was removed from the home as there was no reason for it to be placed in the area.

Health and Safety Committee recommendations: No additional recommendations.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns: N/A

3.4 B) Inspections completed : N/A

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

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

Calgary Region reviewed the Non-residential HACD section:

Working/Meeting with People in the community (clients, guardians, community members, strangers) pgs. 2-3, and Working Alone pgs. 3-4.

3.7 Policy review: 3.5.5 Employee Work Related Injury, Illness and Near Miss

3.8 COVID 19 Pandemic Response:

For more information on province restrictions, please see the <https://www.alberta.ca/enhanced-public-health-measures.aspx> website.

The HSC discussed continuous masking, proper hand hygiene and limiting use of retail stores as the numbers continue to climb. Worker committee members were encouraged to book a vaccine as per step 2 C vaccine eligibility. Ages 12+ are eligible for Pfizer vaccine starting May 10th, 2021.

Other Business

HSC training updates: Ramandeep K requires to take incident investigations training and HACD training. Joy O requires to take workplace inspections, HACD and incident investigations training. New June training calendar will include some health and safety trainings for HSC members to attend.

ICE Pages Ideas: Mental Health/Self-care as restrictions continue to be enforced.

NEXT MEETING DATE: June 2, 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.

WHAT IS STRESS?

Stress is a normal response to situational pressures or demands. A certain amount of stress is a normal part of daily life, but long-term stress can become harmful. When stress becomes overwhelming and prolonged, the risks for mental health problems and medical problems increase.

Avoid stress when you can!

Try these strategies to steer clear of your stress at work:

- **Know what's expected of you.** If you feel like you're never sure you're doing enough, ask your supervisor to clarify your tasks.
- **Get organized.** Arrive at work on time and start your day in a more relaxed way. If your work space is neat, you'll find what you need when you need it.
- **Manage your time, set priorities and recognize your limits.** Identify your priority tasks. Do those first. If you're weighed down by too many tasks, ask your supervisor to help you set priorities.
- **Maintain your focus.** Try doing one thing at a time and see if you feel calmer and more in control.
- **Discuss your workload with your supervisor.** Outline what you feel you can reasonably handle and suggest options for getting the rest of the work done.
- **Share the workload when you need to.** Asking for help isn't a sign of weakness. It means you're a concerned worker who wants to get the work done on time.
- **Let go of the need to be perfect.** Recognize that no one can do everything perfectly all the time. Recognize your strengths as well as your limits and avoid comparing yourself to others.

Try these strategies to cope with workplace stress you can't avoid:

- Take regular breaks from your work during the day.
- Focus on the positive.
- Practise positive self-talk.
- Picture yourself coping well with stressful situations.
- Use proven methods to reduce your stress.
- Seek fulfillment outside your work.
- Maintain a balanced lifestyle.
- Enjoy the payoff when you cope with stress

Too much workplace stress affects your job performance. Know the stresses you face in your workplace. Learn how to cope with them. Then you'll have more energy, feel more confident and enjoy your hours at work a whole lot more.

Get vaccinated

All Albertans 12+ can
get the COVID-19
vaccine

Get the facts about COVID-19 vaccines

The vaccines work.

Scientific and medical evidence show that vaccination can help protect you against COVID-19. Studies are also showing that vaccinated people may have less severe illness if they do become ill from COVID-19.

Canada.ca/covid-vaccine

Canada

Get Tested



COVID-19 testing is available to all Albertans with symptoms, close contacts and anyone linked to an outbreak.

New health measures were put in place for high case regions to protect the health system and reduce the rising spread of COVID-19 provincially.



STAGE 1

Triggered 2 weeks after vaccine threshold is reached

Albertans 12+
with first dose **50%**

Hospitalizations
under 800

June 1

- Up to 10 people for:
 - indoor weddings,
 - outdoor social gatherings,
 - outdoor physical, performance and recreational activities are permitted for all ages,
 - outdoor youth sports, performance and recreation training are permitted in distanced groups
 - *Indoor social gatherings are still not permitted*
- Outdoor patio dining of tables up to four people – Household and close contacts only
- Funerals up to 20 people
- Personal and wellness services can re-open, by appointment only
- Capacity for places of worship increases to 15% of fire code occupancy (effective May 28)
- Distancing and masking requirements remain in effect

STAGE 2

Triggered 2 weeks after vaccine threshold is reached

Albertans 12+
with first dose **60%**

Hospitalizations
under 500

Mid-June

- Outdoor social gatherings plus indoor and outdoor weddings and funerals increase to 20 people, with distancing plus public outdoor gatherings up to 150 people
- Retail capacity and capacity for places of worship increases to one third of fire code occupancy
- Restaurants may seat tables of up to six people, indoors or outdoors.
- Gyms and other indoor fitness open for solo and drop in activities with 3 metre distancing between participants, fitness classes may resume with 3 metre distancing
- Indoors and outdoors youth and adult sports resume with no restrictions
- Indoor settings may open with up to 30% of fire code occupancy (including indoor recreation centres, arenas, cinemas, theatres, museums, galleries, libraries, etc.)
- Youth activities (day camps, play centres) may resume, with restrictions
- Personal and wellness services can resume walk-in services
- Post-secondary can resume in-person
- The work from home order is lifted, although working from home is still recommended
- Distancing and masking requirements remain in effect

STAGE 3

Triggered 2 weeks after vaccine threshold is reached

Albertans 12+
with first dose **70%**

Early-July

- All remaining public health restrictions lifted
- No restrictions on indoor social gatherings
- Isolation requirements for those with COVID-19 and measures in continuing care settings still in place