

MARCH 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

• MARCH 15th 2021

For all shifts worked
between MARCH 1 and
MARCH 15.

• March 31st 2021

For all shifts worked
between MARCH 16
and MARCH 31.

UPCOMING

• Health & Safety—

MARCH 10, 2021
@9:15 AM

• RPAC Meeting –

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

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Adam S.

Adam has been with ICE Grande Prairie since 2017. He is a soft spoken young man who is interested in movies and video games. He loves board games and puzzles that he works on with his roommate and staff. Adam loves action/adventure and mystery movies, and his favorite video games are strategy puzzle type games.

With the COVID-19 restrictions, Adam and his staff have found creative ways to stay busy. Together, they work on crafts and have made a model city from popsicle sticks.

When talking about his goals, Adam enthusiastically talks about how much he enjoys the pool and gym with staff supports. He is excited to access these activities once the COVID-19 restrictions lift. Adam specifically

enjoys the lazy river and shallow pools.

Adam enjoys the company of his staff and they encourage him to stay active and have fun doing so!

Adam is working on a newly developed goal to research and create a plan to take courses on becoming

a dog trainer. Staff are helping him create a list of places he can take these courses locally. Adam hopes he is able to volunteer and work towards creating a career working with animals.



Employee Spotlight



Josh has worked with ICE in Grande Prairie Since the fall of 2020. Josh is a calm and quiet young man, who uses his talents in arts and drama to come up with creative ideas to help his clients stay busy with the covid19 restrictions. He encourages Adam to join in with crafts and to play board games with staff and roommate to keep them socially engaged.

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.**

IMPORTANT TIME CHANGE REMINDER

Clocks “Spring” ahead
on Sunday

**March 14, 2021 @
2:00AM**



3.8.15 SOCIAL MEDIA

**(Please note that selected sections of ICE Policy 3.8.15 are reproduced here. Please refer to the Policy manual for the complete policy).*

The agency acknowledges the rights of employees to use after-hours social media accounts, however, employees must be aware that what they post on personal social media accounts such as Facebook and Twitter, may negatively impact the agency, its employees and/or other stakeholders, including clients, guardians, family members, funding bodies and contractors.

The following are examples of unacceptable conduct on social media:

1. Posting content that is contrary to the agency's current policies and procedures, including its mission statement, philosophy, and values.
2. Posting content that involves bullying, harassment, intimidation, discrimination, or threats of any type towards the agency, its employees, or other stakeholders.
3. Posting negative or derogatory content, including comments about, or statements deemed defamatory or detrimental to the welfare of the agency, its employees, clients, or other stakeholders.
4. Posting content divulging confidential information that is in violation of the Freedom of Information and Protection of Privacy Act, Health Information Act, and/or Personal Information and Protection Act.

Any infringement of the above regulations will result in corrective action.



ICE CALGARY CONGRATULATES LONG

TERM EMPLOYEES

STAFF	YEARS	DATE
Tanya D	22	March 18
Richard S	10	March 10
Susan M-J	10	March 23
Sharon R	8	March 16
Denise F	6	March 9
Joanne H	5	March 9
Arjun RPJ	4	March 29
Cindy M	2	March 11
Aminata J	2	March 20
Yeshi C	2	March 21
Christsanthus C	1	March 4
Miya G	1	March 4
Pyari J	1	March 4
Caroline G	1	March 5
Ngozi C	1	March 6
Hasifah N	1	March 6

ICE THANK YOU CARD INCENTIVE WINNERS

Jisna Mathews received a thank you card from the booking coordinator for picking up additional shifts on short notice and for her hard work and dedication. She won an Instapot Set.

Congratulations!



Kendra F received a thank you card from her supervisor for her creative genius for the virtual program she created and for thinking outside the box.

Pyari J, Olaronke O, and Esteban A received thank you cards from the booking coordinator for picking up additional shifts on short notice and for their hard work and dedication.

Gbemisola O received a thank you card from the booking coordinator for her patience and understanding and for taking extra time to train a staff.

VIRTUAL TRAININGS

PET Training

MARCH 2-3, 16-17, 30-31, 2021 (9:00AM to 4:00PM)

Abuse Prevention Training

MARCH 9 & 16, 2021 (8:00AM to 10:00AM)
MARCH 16, 2021 (1:00PM to 3:00PM)

Schizophrenia Training

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

Cerebral Palsy Training

MARCH 10, 2021 (1:00PM to 3:00PM)

CN PBI Training

MARCH 26, 2021 (1:00PM to 3:00PM)

Covid—19 Prevention Training

MARCH 12 & 17, 2021 (2:00PM to 4:00PM)

Epilepsy Training

MARCH 1, 2021 (10:00AM to 12:00PM)

CPI Training

MARCH 5 & 18, 2021 (9:00AM to 5:00PM)

Hoarding Training

MARCH 12, 2021 (10:00AM to 12:00PM)

Oppositional Defiance Disorder Training

MARCH 15, 2021 (1:30PM to 3:30PM)

Anxiety/Depression Training

MARCH 16, 2021 (10:00AM to 12:00PM)

Communication and Teamwork Training

MARCH 16, 2021 (2:00PM to 5:00PM)
MARCH 29, 2021 (1:00PM to 4:00PM)

Compassion Fatigue/ Burnout Training

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

Medication Administration Training

MARCH 19, 2021 (1:30PM to 4:30PM)

Harm Reduction Training

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

Complex Needs Training

MARCH 31, 2021 (10:00AM to 3:00PM)

PAYROLL



2020 T-4's

In addition to being mailed through Canada Post to the address on file in Dayforce at the time of production, your **2020 T-4 is available by logging into a desktop version of Dayforce.** Unfortunately, there is **no mobile version of the employee tax forms** available within the Dayforce mobile application. Alternately, on a mobile device enter **can59.dayforcehcm.com** into your browser to log in.

Your Dayforce credentials:

Company: ice

User Name:

For Employees employed prior July 16, 2020:

Your username is your first name.last name as it appears on your current pay statements with the first letter of each in lower case.

For employees employed July 16, 2020 onward:

Your username is your first name.last name as it appears on your current pay statements with the first letter of each in upper case.

Password:

If you have not previously logged into Dayforce your **initial password is your last name (as it appears on your current pay statements and in lower case) followed by the last 3 digits of your Social Insurance Number (without any spaces between).** You will be prompted to change your password.

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>

<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 – January 20, 2021 – Meeting Minutes

August 17, 2020

Staff notified CR Manager that they had tested positive for COVID-19. Follow-up: Initiate RMP, provided 40 PPE kits and reviewed program to ensure there were adequate supplies and follow-up inspection by HS Specialist and HSC co-chair occurred August 25, 2020.

Incident Investigation Recommendations: Team training on all COVID-19 guidelines and documents; Ensure all COVID documentation including posters and protocols are at the program. Staff to continually monitor postings to ensure that they are not being removed by client; increased supervision of the home – regular phone calls to the program to assess health and safety status of employees and clients.

October 25, 2020

Staff was cleaning the kitchen when client asked him to stop. Staff tried to reason with client by saying he was just doing his duties which angered client - he started shouting profanities towards staff. Client then started to threaten staff with physical violence. Staff pressed lifeline; EPS arrived on site. This calmed the client down. CRM advised staff to keep his distance for the rest of the shift and to not hesitate to press the lifeline if he feels that he is in a compromised situation.

Incident Investigation Recommendations: manager will review client positive approaches document and Risk Assessment with staff, and complete staff participation form.

November 15, 2020

Incident at program where client had contact with their mother and family did not notify staff that mother had tested positive for Covid-19 until 5 days passed.

Incident Investigation Recommendations: COVID-19 Training developed and conducted with employees; incorporated into Pre-Employment Training and rolled out provincially; Eye Protection Protocol developed and distributed provincially for clients posing additional risk factors. Additional eye protection supplies distributed to homes with clients deemed to have a higher risk of unknown exposure.

December 19, 2020

Client was advised by staff that he needed to put all movies back in the drawer. Client became aggressive and accused staff of stealing his movies and that he would call police. Staff were able to redirect client to his room, but he emerged and kicked staff in the knee.

Incident Investigation Recommendations: Manager will review client positive approaches document and Risk Assessment with staff, and complete staff participation form.

South: January 5, 2021- Meeting Minutes:

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

NorthWest: January 7, 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 – January 20, 2021 – Meeting Minutes

September 16, 2020

Staff was confirmed to be in close contact with a COVID positive case in the previous 2 days, however staff and supervisor had been in close contact with one another.

Incident Investigation Recommendations: review office spacing/ locations and scheduling work from home; COVID-19 training developed and conducted with employees; incorporated into Pre-employment training and rolled out provincially; Increased messaging regarding continuous masking and improper ways to wear masks; review/ retrain in office safety protocol.

November 12, 2020

Staff was informed of COVID exposure and in the days prior to being contacted, the staff has been in more than one program as part of work shift.

Incident Investigation Recommendations: suspension of all inspections – random, EQAs, etc. province wide; review of employees' tasks and responsibilities and potential impact to agency and organizational processes; review internal inspection and risk mitigations.

South: January 5, 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: January 7, 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 Incidents Investigations to Review (no incident investigations occurred as there were no incidents during this time frame).

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: No inspections/EQA's completed in January 2021. Joy O will still require taking workplace inspections prior to participating in any inspections.

3.5 COR Audit Review: The HSC reviewed Elements 6, 7 and 8.

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

Office Related Work: pages 17 (Termination/Hiring) recommendations: It is recommended to add a psychological hazard category.

Working with Clients with High Behaviours pages 2-3 (Potential for Verbal Aggression, Potential for Property destruction) recommendations: It is recommended to add debriefing with management under resources- admin controls.

Edmonton HSC Reviewed:

Asked the HSC to review the HACD and to bring any new tasks forward to be included for this year's version of the HACD.

South Committee Reviewed:

ICE South has been assigned review of the General Section (Pages 77-115) for the upcoming 2020-2021 meetings.

Reviewed pgs. 83&84- 'Supporting clients who are smoking cannabis/tobacco products or using them by other routes. (i.e., ingesting/vaping).

Recommendations include: N/A- no additional recommendations required for these tasks.

Reviewed pgs. 85&86- 'Client Support for Seizures'

Recommendations include: Adding COVID-19 as a biological hazard and applicable COVID related controls such as mask in PPE.

Reviewed pgs. 87&88- 'Contact with unknown visitors, contractors, community persons at offices or residences'.

Recommendations include: N/A- no additional recommendations required for these tasks. COVID related hazard and controls have already been added.

Northwest HSC Reviewed:

Reviewed pages 45-48 Washing/Mopping Floors and Vacuuming: no recommended changes for either.

Reviewed pages 49-50 Laundry Tasks: recommendation – remove all references to staff bedding as we no longer have sleep nights.

NEXT MEETING DATE: March 10th, 2021 @ 9:15 a.m.



HURT AT WORK?

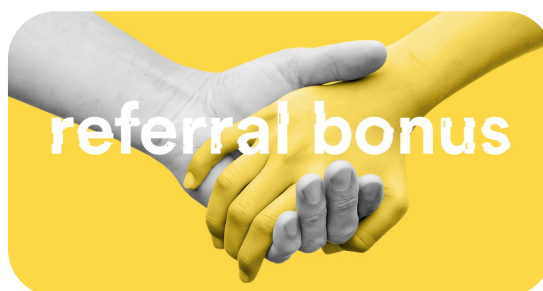
Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately to an ICE supervisor or manager.** In the event of an injury, the employee will follow all agency policies and procedures.

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 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!



Your ICE Employee Health and Safety Committee



Back Row, Left to Right: Khrystyna H, Brigitte Y & Opeoluwa F
Front Row, Left to Right: Chioma (Rita) O, Joy O & Ramandeep K

WHAT WE ARE: A group of worker and employer representatives working together to identify and solve health and safety concerns as well as promote awareness and interest in health and safety. We provide support for the 3 basic rights that all Albertans have in protecting their health and safety including: the right to know, the right to participate and the right to refuse dangerous work.

WHY: A health and safety committee benefits both employers and workers. A healthy and safe workplace cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage. It is also the law. Occupational Health and Safety (OHS) legislation passed in June 2018, mandates companies to have Health and Safety Committees/ Representatives.

If you have concerns about your own or another employee's safety, you are obligated to report it (*ICE policy 3.5.2 / OHS legislation*). There are a number of ways to report your concerns. You may report these to: your supervisor or manager, call an Employee Client Assistance Team (ECAT) supervisor, contact a member of the Health and Safety Committee (numbers below) or drop a note into the health and safety box in the reception area of your regional office.

If you are a residential employee, it is also your responsibility to document identified hazards in the 'Hazard Identification section' of the 'Staff Communication Log' so co-workers/others may be made aware immediately.

HOW: The Health and Safety Committee works to improve your work environment by completing inspections, participating in and reviewing injury/illness/near miss investigations, reviewing policy and hazards, and taking action based on these findings, as well as by bringing forth your concerns to management.

WHEN: In Calgary the committee meets monthly in office or via virtual meetings (confirmation of dates are printed each month in the ICE Page). If you are interested in attending a meeting, please call Brigitte Y @ 403-219-8357.

NAME	PHONE		NAME	PHONE
Khrystyna H	403-219-8421		Chioma (Rita) O	403-219-0503
Brigitte Y	403-219-8357		Joy O	403-219-0503
Opeoluwa F	587-620-6230		Ramandeep K	403-219-0503

#StopTheSpread

When to use a Face Shield?



PROVIDING PERSONAL
CARE

YES



When client
cannot wear a mask when
standing within 6 feet/ 2
meters of staff

YES

When client
cannot or will not
stay 6 feet/ 2
meters away from
staff

YES

Client has
behaviours that increase the
likelihood of spreading the virus
(singing,
coughing, yelling)

YES



Face shields are
effective only when
used in combination
with frequent hand-
cleaning with alcohol-
based hand rub or
soap and water.



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**