

MAY 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

• MAY 15th 2021

For all shifts worked
between MAY 1 and
MAY 15.

• MAY 31ST 2021

For all shifts worked
between MAY 16 and
MAY 31.

UPCOMING

• **Health & Safety—**
MAY 5, 2021 @9:15
AM

• **RPAC Meeting –**
MAY 11, 2021
@10:30 AM
(teleconference only)

ICE PAGE

Making it Happen!- Supporting Social Inclusion

JOHN

John has been with ICE Edmonton since February of 2017. John is an independent individual who has made great strides in achieving his goals. With the support of his staff, Robin, John has further developed his independent living skills and has formed positive relations within his community.

John enjoys accessing recreational facilities for the use of the gym and swimming. During the COVID-19 pandemic, Robin has supported John in developing a routine for safely accessing community resources like going for coffee, and when the weather is nice, they prefer to be outside bike riding and/or walking.

During down time, John watches documentary-style television shows and

movies. John is also an avid reader and has a vast collection of science fiction books. John is fond of learning new things, and in March 2021 he successfully completed a Quest program with staff support. Prior to this, John attended a personal enhancement program.

John has an eagerness to grow and seizes available opportunities. ICE applauds the determination and efforts that John has exhibited. ICE is looking forward to seeing the great things John will accomplish in the upcoming year.



Employee Spotlight



Robin is a dedicated employee who has been a part of the ICE Edmonton team since 2018. Robin encourages self-advocacy and recognizes John's strengths. Robin's positive and outgoing character is an inspiration. Robin recognizes how physical and social activities support others in having a meaningful and affirmative environment to flourish within.

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 OFFICE WILL BE
CLOSED MONDAY MAY
24TH FOR VICTORIA DAY**



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

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
Jody H	12	May 15
Ivy W	12	May 20
Lorna K	10	May 17
Khrystyna H	9	May 31
Nora D	9	May 31
Randy D	5	May 12
Nikki N	5	May 25
Nana K	3	May 4
Nicole B	2	May 14
Gbemisola O D	2	May 17

ICE THANK YOU CARD INCENTIVE WINNERS

Cindy M received a thank you card from her supervisor for encouraging and practising with her client to wear the appropriate PPE at his employment site. She won a Cuisinart Griddler.

Congratulations!



Johna J received a thank you card from the QA manager for taking the initiative to plan a structured schedule of activities that suit her client's needs and ensuring everyone was kept in the loop.

Lucille W received a thank you card from her supervisor for reporting a hazard in the home.

Caroline G received a thank you card from her supervisor for going above and beyond in supporting her clients.

Judith O received a thank you card from her supervisor for going above and beyond in supporting her clients, the family has expressed their extreme happiness for all her efforts.

Jeff S received a thank you card from the booking coordinator for picking up additional shifts on short notice.

Richard S and Alfere L received thank you card from the booking coordinator for picking up additional shifts.

Jasbir G and Fisseha K received thank you cards for picking up additional hours and shifts.

VIRTUAL TRAININGS

Lifts and Transfers Training
MAY 3, 2021 (8:00AM to 11:00AM)

Healthy Eating Training
MAY 4, 2021 (1:00PM to 3:00PM)

Supervisor Training
MAY 6, 2021 (1:00PM to 4:00PM)

Abuse Prevention and Response Protocol Training
MAY 7, 2021 (1:30PM to 3:30PM)

Burnout and Compassion Training
MAY 10, 2021 (3:30PM to 5:30PM)

Communication and Teamwork Training
MAY 11, 2021 (10:00AM to 2:00PM)

Pre-Employment Training (PET)
MAY 11-12, 2021 (9:00AM to 4:00PM)
MAY 25-26, 2021 (9:00AM to 4:00PM)

Diversity Training
MAY 12, 2021 (10AM to 12PM)

ADHD Training
MAY 18, 2021 (1:00PM to 2:00PM)

Hoarding Training
MAY 18, 2021 (2:00PM to 3:30PM)

Promoting Safety Training
MAY 19, 2021 (9:30AM to 1:30PM)

Diabetes Training
MAY 20, 2021 (1:30PM to 3:00PM)

Client Goals and Outcomes Training
MAY 25, 2021 (10:00AM to 1:00PM)

Harm Reduction Training
MAY 26, 2021 (10:00AM to 12:00PM)

Trauma Informed Care Training
MAY 26, 2021 (1:00PM to 4:00PM)

CPI Training
MAY 28, 2021 (9:00PM to 5:00PM)



3.5.1 HEALTH AND SAFETY

*Please note that selected sections of ICE Policy 3.5.1 are reproduced here. Please refer to the Policy manual for the complete policy).

The agency is committed to a Health and Safety Management System that protects its employees, clients, contractors and the general public including their physical, psychological, and social well-being.

Goals:

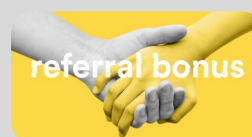
- To provide effective leadership, management and supervision of I.C.E. operations that communicates and reinforces healthy and safe practices and behaviors.
- To actively promote employee participation in health and safety at all levels of the organization.
- To ensure that ICE employees/ support home operators (SHO) are adequately qualified, suitably trained, and have sufficient experience to perform their work in a safe and effective manner.
- To achieve and maintain effective systems for:
- Identification of hazards and implementation of safety controls;
- Workplace inspections and quality assurance;
- Incident reporting, investigation, correction and effective injury mitigation/ management.

Personnel at all levels of the company including managers, supervisors, front line employees and support home operators are responsible and accountable for health and safety within I.C.E. The success of this program requires active participation by each person, every day.

- ◆ Management will demonstrate leadership in health and safety, develop health and safety policies and procedures, implement health and safety systems (hazard assessment and control, incident investigation, workplace inspections) and provide training, equipment and adequate resources for health and safety.
 - ◆ Supervisors will communicate health and safety expectations to employees, identify training needs and arrange/ provide training. They will provide on the job orientations, training, supervision and enforce compliance with I.C.E. policies and procedures.
 - ◆ Employees and support home operators will complete required training and follow I.C.E. policies and procedures; assess hazards; use designated safety controls and work in a healthy and safe manner.
- I.C.E. believes that a healthy and injury free workplace is important and achievable with active cooperation by all involved 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!



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
April 7, 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 – March 10, 2021- Meeting Minutes

March 12/ September 17, 2020

Property Damage – Client broke into the tool cabinet and used a wire cutter to disable the lifeline and the water pipe under the sink. Client started swearing and escalated. Staff attempted to use lifeline but client convinced operator everything was calm. Staff exited the apartment; police were called.

Investigation Recommendations: Retrain regular staff in Clients' Positive Approaches, Lifeline Communication System, Client Risk Assessment, Client AWOL Protocol, Clients' PRN Protocol, Clients Suicide Protocol. Service review to determine more appropriate supports for this client.

HSC Recommendations: no additional recommendations.

March 19/ June 8, 2020

Client Violence - Client swiped at staff's head and TC attempted to redirect client. Client then pushed him. Staff managed to achieve safe distance from client and called police.

Investigation Recommendations: Consult with RPAC, follow up with psychiatrist, review training requirements.

HSC Recommendations: no additional recommendations.

December 16, 2020

COVID-19 - A person in the home tested positive for Covid19 but had no other symptoms. Client was tested Dec 14 and were informed on Dec 15 they were positive.

Investigation Recommendations: TC to review updated COVID-19 Support Home Prevention Protocol with SHO, Manager to review COVID-19 reporting process with SHO.

HSC Recommendations: no additional recommendations.

January 2, 2021

Client bit the staff on this left thumb and scratched his arm, leaving open wounds.

Investigation Recommendations: Completion of program and client specific re-training with staff.

HSC Recommendations: no additional recommendations.

January 14, 2021

COVID-19 - 3 staff tested positive along with 1 client.

Investigation Recommendations: Review RMP with all staff including further PPE requirements and monitor program as per ICE established practices.

HSC Recommendations: no additional recommendations

January 20, 2021

Client rolled into office on a chair and tried to shut the door. Staff put leg in the door jamb to prevent the door from closing. Client put all their weight on door and cracked it. Cli-

ent then hit the staff in the face a couple times which caused a minor injury.

Investigation Recommendations: Manager will review clients' Positive Approaches and Risk Assessment with staff.

HSC Recommendations: No additional recommendations.

January 27, 2021

Staff suffered medical episode prior to arrival on shift resulting in hospitalization.

Investigation Recommendations: No evidence of work or site related causes, no corrective actions taken.

HSC Recommendations: no additional recommendations

South- March 2, 2021 – Meeting Minutes

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

Northwest – March 18, 2021

November 25, 2020:

Staff was preparing supper and was cutting peppers using a knife while holding the pepper in their hand. Staff cut themselves with the knife.

Incident Investigation Recommendations: HACD was reviewed with staff and reminder to use cutting board available in home.

HSC Recommendations: no further recommendations.

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

Edmonton – March 10, 2021- Meeting Minutes

January 7, 2021

File cabinet fell over after drawer came off the rails and fell into an open drawer below.

Incident Investigation Recommendations: Contact with supplier and maintenance/ repair completed, removal of files to bottom drawer for better weight distribution, lifting wedges provided to stabilize and level the filing cabinet.

HSC Recommendations: no additional recommendations.

South- March 2, 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 – March 18, 2021

November 23, 2020:

Client pulled coils off the top of stove and lifted top of stove to access wiring.

Incident Investigation Recommendations: Monthly cleaning to be completed during calm times.

HSC Recommendations: no further recommendations.

December 24, 2020:

Staff was serving lunch to clients and pulled the table towards the client rather than asking client to move closer. Legs of table on opposite end detached from the top and the table collapsed.

Incident Investigation Recommendations: Table to be immediately replaced. Previous recommendations regarding seating clients reviewed with staff. (have client seat themselves and then swing legs under table)

HSC Recommendations: no further recommendations.

February 12, 2021:

Staff was turning out client's bedroom light when front section of switch popped off. (No wires were exposed) Staff covered switch and contacted landlord.

Incident Investigation Recommendations: Contact Landlord to replace all worn switches, and recommend toggle style be used vs rocker style switches.

HSC Recommendations: no further recommendations.

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.

December 3, 2020:

Client was pulling staff in several directions including grabbing staff's items. Client then went up to the librarian and grabbed and pulled their arm and went into the enclosed space reserved for the Librarian. The librarian called the police between 2:00-3:00 p.m., the police escorted Client out of the library.

Investigation Recommendations: RPAC consultation. Review agency process for obtaining information about clients during intake.

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

February 11, 2021

Staff mistakenly touched the glass closing the fireplace with their finger. Staff noticed that the glass felt very hot and ran their finger in cold water to avoid blistering.

Investigation Recommendations: Review ICE policy 3.5.9. Eliminating/Mitigating/Controlling Work Site Hazards. Staff to note incident in the hazard section of the communication logbook. HACD to be reviewed and hazard identified. Pilot light to be turned off.

Health and Safe Committee Recommendations: N/A- 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 type: Khrystyna H and Ramandeep K participated in an office inspection on March 24, 2021.

3.5 COR Audit Review: Nothing to report at this time.

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

changes if needed):

High Behaviors section 8-13:

Working with Clients pages 8-9 – “Away Without Leave,” AWOL: It is recommended to add follow covid-19 protocols (i.e., continuous masking) under administrative controls.

Self-Injurious Behaviors pages 10-11 - i.e., self-scratching, picking, cutting, self-hitting, head banging etc.: no further recommendations.

Client Suicidal Behaviors pages 12- 13: It is recommended to add a Biological hazard for potential exposure to covid-19. It is furthermore recommended to add Chemical hazard for potential to exposure to chemicals.

3.7 Policy review: 3.5.4 Working Alone

3.8 COVID 19 Pandemic Response:

- Review March 2, 2021 changes: new protocol regarding the 'Variant of Concern', reviewed COVID-19 document changes. All members confirmed they are aware of the changes.

- Vaccine Rollout:

ICE has developed a plan for scheduling the vaccine for the clients, which aligns with the rollout determined by Alberta Health Services.

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. Chioma (Rita) O completed her Health and Safety Representative training through CCSA on April 6, 2021.

ICE Pages Ideas: Covid variant or allergies.

NEXT MEETING DATE: May 5, 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.





Covid-19 Reminders

- Wash your hands regularly.
- Monitor yourselves for symptoms - stay home if sick.
- Do not touch your face.
- Wear a mask wherever you go.
- Practice physical distancing.
- Follow all ICE and Alberta Public Health measures.
- Get vaccinated when you can.

ROAD SAFETY



- Obey all traffic signs and signals.
- Always walk on the sidewalk; if there are no sidewalks walk on the side of the road facing traffic.
- Wear bright or light-colored clothing or reflective strips when walking in dark or low-light conditions.
- Cross safely at corners and crosswalks, preferably at intersections with traffic lights.
- Stop at the curb to show drivers you intend to cross the road; hold your arm straight out at right angles to your body pointing across the road as a legal sign to motorists that you wish to cross the road.
- Look left, right and left again before proceeding to cross the road; cross when traffic has come to a complete stop and make eye contact with drivers in each lane that you cross to ensure you are seen.
- Watch for traffic turning at intersections or entering and leaving driveways.
- Ensure you are teaching clients good pedestrian skills and modelling pedestrian safety when you are walking with your clients.

MOTORIST



- Scan farther down the road and obey posted speed limits. Always be prepared to slow down or stop. Avoid loud music and other distractions when driving.
- Use caution when approaching intersections or mid-block crosswalks. Allow pedestrians to cross the road before proceeding.
- Be cautious in parking lots or when backing out of a parking stall or driveway.
- Slow down around parked or stopped vehicles as they may hide a pedestrian who is crossing the road, particularly children who may dash out into the street.
- Stay alert and slow down on residential streets and through school zones; the speed limit for school and playground zones in urban and rural areas is 30 km/h unless otherwise posted.

WORK FROM HOME

Quick tips

- Maintain regular hours – set a schedule and stick to it.
- Check your posture regularly.
- Don't ignore discomfort!
- Take your breaks in full.
- Avoid distractions.
- Avoid glare from the sun.
- Continue to socialize with colleagues.
- Exercise.



WORKSPACE REMINDERS

- Your desk, chair and other accessories are of good quality.
- The workspace is tidy and organized to reduce reaching and twisting motions and has been cleared of potential slip-tip-fall hazards.
- Lighting is properly arranged: there should not be reflections on or glare on the computer monitor, and light levels do not cause eye strain.
- Don't forget to have an Emergency Response Plan in place (including Fire protection, first aid supplies, and electrical safety).

The facts about COVID-19 vaccines

Vaccination is one of the most effective ways to protect your health. Vaccines work with the body's natural defences to develop protection against a disease. COVID-19 vaccines provide instructions to your body's immune system to recognize and fight off the virus that causes COVID-19.

Free vaccines will be available to everyone who lives in Canada. Provinces and territories have developed detailed vaccination rollout plans for their residents.



Why get vaccinated for COVID-19?

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.

Vaccines Are Safe



Only vaccines that are proven to be **safe**, **effective** and of **high quality** are authorized for use in Canada. The COVID-19 vaccines have been rigorously tested during their development and then carefully reviewed by Health Canada.

The vaccines cannot give you COVID-19 because they don't contain the virus that causes it. The vaccines also cannot change your DNA.



mRNA vaccines provide instructions to your cells for how to make a coronavirus protein. This protein will trigger an immune response that will help to protect you against COVID-19.

Viral vector vaccines use a virus that's been made harmless to produce coronavirus proteins in your body without causing disease. Similar to mRNA vaccines, this protein will trigger an immune response that will help to protect you against COVID-19.

Continue to follow public health measures



COVID-19 vaccines are important tools to help us stop this pandemic. Right now, we still need to follow public health measures to reduce the spread of COVID-19 and save lives.

Federal, provincial and territorial governments will continue to assess the risk of COVID-19 spread in communities. Measures will be adjusted over time as more people are vaccinated, and we learn more about the science. Everyone is looking forward to a future when we can be together. Until then, we need to protect each other, especially those who are still vulnerable to severe disease from COVID-19.

Get the facts. Visit Canada.ca/covid-vaccine to learn more.



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