

NOVEMBER 2020

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**

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**HEALTH AND
SAFETY MINUTES**

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**COVID-19 AND
FLU SEASON**

6

TIME SHEET HAND-IN

• **November 15th 2020**

For all shifts worked
between November 1
and November 15.

• **November 30th 2020**

For all shifts worked
between November 16
and November 30.

UPCOMING

• **Health & Safety—**

November 12, 2020
@ 1:30PM

• **RPAC Meeting –**

November 10, 2020
@10:30AM

(teleconference only)

• **CSC/TC/TL Meet-**

ing - November 25,
2020 @ 9:00AM -
11:00AM 1:00PM -

ICE PAGE

Making it Happen!- Supporting Social Inclusion

WADE

Wade is a quiet young man who started services with ICE Grande Prairie in the summer of 2010. Wade is very actively involved as a volunteer at the Peace Area Riding for the Disabled Society (PARDS).

Once a week Wade will assist PARDS by collecting bottle donations from a local restaurant and bringing the collected money back to the organization. Wade also works onsite at PARDS doing yard work, grounds upkeep, and maintenance.

Wade and his staff William are working towards Wade's goal of achieving his class 4 license. Wade expressed that he would like to be able to drive the PARDS bus that transports PARDS clients to and from lessons. Wade hopes achieving his class 4 license will lead to further job opportunities and extend his volunteer opportunities in his community. Wade is actively seeking job opportunities.

Wade enjoys an active lifestyle and goes for walks at the local walking track. Wade plans walks outside at the local trails surrounding Muskoseepi Park. Wade expressed interest in learning about gold panning and plans to contact a local company to get more information on the subject.

Wade and his staff planned fishing trips to local fishing ponds and lakes in the area. They have been fishing at the Sixsmith fish pond as well as Muskoseepi Park fish pond. Wade and William have been working on meeting new people so that Wade will have people with similar interests to join in his activities.



Employee Spotlight



William has been part of the ICE Grande Prairie team for 3 years. Together, Wade and William work on achieving the goals Wade has set. They study and learn the requirements to obtain Wade's class 4 licensing. William assists Wade in planning activities that work with Wade's budget and interests.

William's calm and quiet demeanor and his knowledge make it easy for Wade to keep active and involved in the community. When William is not working he is involved with his family and is active in the church.

**ICE OFFICES WILL BE
CLOSED
Wednesday, November 11th
for Remembrance Day**



**Please direct all calls to the Em-
ployee Client Assistance Team for
that day.**

403-819-0583

Ice Calgary Congratulates Long Term Employees:

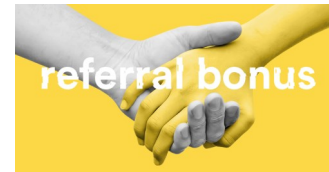
Staff	Years	Date
Donna M	22	November 23
Janet Z	15	November 25
Shafiqul A	14	November 16
Melanie S	12	November 25
Coleen D	8	November 30
Sherry R	4	November 1
Amr E	3	November 5
Bea S	3	November 6
Afere L	3	November 6
Richlyn B	3	November 22
Jasmine C	2	November 6
Nova Lee B	2	November 20
Alaba O	2	November 22
Catherine W	2	November 26
Sara G	1	November 1
Neenu P	1	November 19
Manpreet K	1	November 19
Amarachi A-N	1	November 20
Chukwuma O	1	November 20
Chioma O	1	November 20

*Thank
you*

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 qualify for a \$100 incentive bonus!



Daylight Savings Time



**Sunday, November 1st, 2020
at 2:00AM**

Clocks are turned
BACKWARD 1 hour.

ICE THANK YOU CARD INCENTIVE WINNERS

Nicole Birch received a thank you card from her supervisor for assisting in preparing PPE kits. She won a Premium Dough and Bread Maker.

Congratulations!



*Thank
you*

Zeina A, Mona C, and Raji V received thank you cards from their supervisor for picking up extra shifts.

Lorette E, Sherry R, Isaac L, and Gillianne C received thank you cards for going above and beyond with their creativity in finding new ways to work safely with their clients.

Gillianne C also received a thank you card from the ECAT supervisor for picking up a shift at the last moment.

Congratulations!

Virtual Training

Pre-Employment Training

November 3 - 4, 2020 (9:30AM - 4:00PM)
November 9 - 10, 2020 (9:30AM - 4:00PM)
November 17 - 18, 2020 (9:30AM - 4:00PM)
November 24 - 25, 2020 (9:30AM - 4:00PM)

Schizophrenia Training

November 4, 2020 (1:00PM - 3:00PM)

Anxiety/ Depression Training

November 4, 2020 (3:00PM - 5:00PM)

Autism/PDD Training

November 9, 2020 (10:00AM - 12:00PM)

Conduct Disorder / ODD Training

November 9, 2020 (1:00PM - 3:00PM)

FASD Training

November 10, 2020 (10:00AM - 12:00PM)

Diabetes Training

November 10, 2020 (1:00PM - 3:00PM)

PBI Training

November 12, 2020 (9:30AM - 5:00PM)

Harm Reduction Training

November 17, 2020 (1:30PM - 4:30PM)

PTSD Training

November 18, 2020 (1:30PM - 4:30PM)

ADHD Training

November 19, 2020 (9:30AM - 11:00AM)

Workplace Inspections Training

November 20, 2020 (9:30AM - 4:00PM)

Trauma Informed Care Training

November 24, 2020 (1:30PM - 4:30PM)

Transgender Awareness Training

November 25, 2020 (1:30PM - 3:30PM)

Substance Abuse Training

November 26, 2020 (9:30AM - 11AM)



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.



Update Regarding the ICE Christmas Party - Calgary

The COVID-19 pandemic has been affecting all areas of ICE's operation and service; the annual ICE Christmas Party is no exception. Maintaining the health and safety of our employees and individuals is of utmost importance and as such it has been decided that ICE will not be hosting the ICE Christmas Party celebration this year.

ICE would still like to ensure that we recognize and honor our employees for all their accomplishments and hard work over the past year! ICE recognizes the ways employees have gone above and beyond this year, and we want to be able to celebrate that dedication, even amidst all these challenges. Annual ICE awards will continue, although how employees receive these awards will be a bit different this year. Award winners will be notified by the ICE Office and will be acknowledged in the December 2020 ICE Page.

We will also be continuing with 'door' prizes to be won by employees. We will be drawing employee names and those who win a door prize will be contacted by the ICE Office. Please send your ballots to **snordin@icenterprises.com**. One ballot per employee is permitted.

Thank you for all that you do to make this organization such a success, and congratulations to all for a job well done this year!



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>

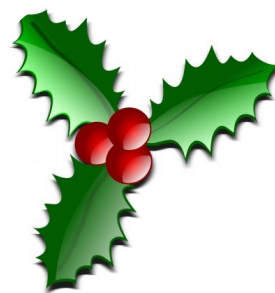
<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

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>

Christmas Planning

Many of us love holiday traditions like turkey and stuffing, curling up on the couch watching your favorite Christmas movie, and don't forget hot chocolate with marshmallows! As December draws nearer, so does the excitement as we prepare for the Christmas season. Decorating, cooking, and fun seasonal activities are starting; here are some tips to ensure an abundance of Christmas Spirit in the clients' homes over the holiday season;



Decorating: Staff are encouraged to assist clients to **safely** decorate their residence however they like. We must do our best to ensure our clients enjoy their Christmas Holiday especially with all the disruption caused by the pandemic. Some clients may want a tree, lights, or stockings hung, others may choose to have a delicious Christmas meal. Remember to:

- Check for and replace frayed cords and string lights with burnt out bulbs.
- Watch out for tripping hazards such as cords or decorations.
- Only use artificial Christmas trees, garland, and wreathes (real ones are a fire hazard!)
- Use safe food handling practices and keep an eye on food when it is cooking.

Holiday Spirit Boosters: A few suggestions for getting into the Christmas mood are:

- Cooking or ordering a Christmas meal such as ham, turkey, cranberry sauce, mashed potatoes, stuffing, and gravy. Meals can be ordered at Sunterra Market, Sorrentino's, Sobey's, or Swiss Chalet. If your clients decide to place an order, please keep in mind to order early as many providers have early deadlines to order.
- Watching Christmas movies such as Home Alone, The Grinch that Stole Christmas, Elf, Santa Clause, or Christmas Vacation. Put on the fire log channel (Shaw Channel 299, Telus Channel 10).
- Playing Christmas music on the radio (105.9 FM, 96.3 FM usually start in November).
- Making and decorating a gingerbread house which are sold at most grocery stores.
- Writing and decorating Christmas cards.
- Purchasing and wrapping gifts for family and friends.
- Going for a walk, in appropriate clothing for the weather, to enjoy the neighbors Christmas decorations and lights.
- Checking out some seasonal events such as: The Winter Wonder Forest, Candy Cane Lane, or a walk around the Legislature.
- Help your clients dress up in festive attire like a great Christmas sweater.

Gift Giving: Speak to your supervisor for how to ensure your clients will have gifts to open for Christmas.

Being Present: It is important that main staff work during the Christmas holidays so the clients may enjoy the holiday with those they are most comfortable with and connected to. It is beneficial to speak to your clients about the holiday schedule and any traditions in advance so you and they know what to expect. All activities should be planned around the clients' needs and interests.

Safety: When planning indoor events where the clients would like to invite friends or family over for the holidays, staff are to follow the Public Health Recommendations and ICE protocols regarding food sharing and Safe Visitor Practices.

**ICE would like to wish all clients and staff a
Happy and Healthy Holiday Season. Merry Christmas!**

Health and Safety Committee Meeting Minutes
October 26, 2020
(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: September 8, 2020- Meeting Minutes

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

South: September 26, 2020- Meeting Minutes

May 14, 2020

Client was escalating and although staff followed client's positive approaches, client continued to escalate including yelling. EMS/police were called, and the client attempted to strike the Emergency Medical Services (EMS) worker. The EMS worker was able to avoid the client's strike. The EMS worker administered a sedative and client was taken to the Grey Nuns Hospital and held for 24 hours for further assessment.

Incident Investigation Recommendations: Installment of Lifeline System; Training on Staff of Lifeline Guidelines, Client to return to injection medication schedule and implementation of a psychotropic PRN protocol.

June 15, 2020

Client was complaining of noise for much of the day from neighbours walking their dog. The client became further agitated after speaking to the manager and broke the kitchen cabinet door stating that if he wrecks his home than he will have to move out. Follow up: debriefed with client. It was noted that the client subsequently did subsequently move to a new apartment on August 1, 2020 as a result of the incident and to prevent further property damage.

Incident Investigation Recommendations: Staff re-training on client's Positive Approaches, Lifeline Communication System, Risk Assessment, AWOL Protocol, PRN Protocol, and Suicide Prevention Protocol.

June 16, 2020

Client backed her wheelchair into staff after she was told she couldn't have another toy. Staff went to see doctor and get assessed for injury. Staff was coached to ensure that she is offering choices to client rather than being directive.

Incident Investigation Recommendations: Review policy 2.5.1, 2.7.3; staff to re-take Abuse Prevention; re-develop client's positive approaches.

Northwest: September, 2020- 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: September 8, 2020- Meeting Minutes

No Completed Near Miss Investigations to Review (no near miss investigations occurred as there were no miss incidents during this time frame)

South: September 26, 2020- Meeting Minutes

N/A – No completed near miss investigations to review in previous month.

Northwest: September, 2020- 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 injury 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 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: HSC committee members will continue to be booked in months of November and December to participate in EQA's with QARM. Opeoluwa F completed two Random Inspections in the month of September.

3.5 COR Audit Review

Congratulations to everyone; 98% was achieved in the COR external audit. This also speaks to the good job done by the HSC members!

Supervisor and Manager Training – meeting held on August 29th to address standardizing supervisor and manager training and develop an outline. Jessica and Holly are to create Action Plan to be reviewed at a committee meeting – please note the Action Plan may include fellow Health and Safety Committee (HSC) members.

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 2-5, (Meetings/Communication [Clients, guardians, funders or other persons associated with service delivery] & Driving). Recommendations for pages 2-3 (Meetings): No additional recommendations.

Recommendations for pages 4-5 (Driving): It is recommended to add Exposure to persons/with aggressive behavior/sexual harassment to physical hazards. It is recommended to also add PPE to Controls as staff should wear masks when there is an additional person in the vehicle (during the covid-19 pandemic). It is further recommended to add a 'Best Practice Section,' to recommend the use of all weather tires during winter months.

Edmonton:

Review of 2020 HACD – Pages 21-22 – Use/Handling of Sharps (Knives, scissors, BBQ tools, peelers, shaving implements, water temperature thermometers etc.). Recommended changes include: In the physical hazards section: change Potential Consequences (PC) from 4 to 5 and Total from 10 to 11. Under engineering controls, adding sheaths for knives.

South: Entire HACD (4 sections) for the office H&S Binder have been reviewed and updated to reflect the revisions requested. Changes focused mainly on outlining new COVID-19 risks and controls. Reviewed changes with H&S Committee and those persons present signed the annual document review form. Managers and CSC's to complete the updates for Residential programs prior to the due date of September 30, 2020.

Northwest:: No review of HACD for September.

3.7 Policy review: 2.2.1 Client Rights and Responsibilities

3.8 COVID 19 Pandemic Response- Continuous masking procedures still in effect. Please continue to follow most updated Employee/Office/Visitor/ Contractor/Client covid-19 protocols.

4.0 Other Business

Health and Safety Training Updates: Stephanie was re-elected by fellow co-workers into the HSC. Stephanie already has the mandatory 16-hour training required by the health and safety committee. Gillianne still requires to complete Incident Investigations training and Hazard Assessment and Control training.

New Health and Safety member elected to committee (Stephanie M). There will be an election for new Co-chair by the end of this meeting. New co-chair will facilitate meeting after they receive appropriate co-chair training.

Winter safety preparation – ice cleats are a good idea for winter, Dollarama had them for \$4. Remember to 'walk like a penguin'

HSC committee members will be booked in months of November and December to participate in EQA's with QARM and Random Inspections.

ICE Page Recommendations: walk like a penguin poster or flu shots

NEXT MEETING DATE: November 12, 2020 @ 1:30 p.m.





What is "The Flu"?

- ◆ A viral disease called influenza that affects the nose, throat, and lungs (the respiratory tract).
- ◆ Influenza is contagious; it is easily passed from person to person.
- ◆ Influenza lowers the body's ability to fight other infections, including COVID-19.
- ◆ It can lead to bacterial infections, such as pneumonia, and even death in some cases
- ◆ People can spread influenza (are contagious) the day before they have symptoms and for 5 days after symptoms start.
- ◆ Antibiotics do not work against the influenza virus or any other virus.
- ◆ Antiviral medications may be used for treatment or prevention of influenza – please see your doctor for these.

How can influenza be prevented?

- ◆ Get the vaccine each year because the virus changes.
- ◆ The best time to get immunized is October or November.
- ◆ Wash your hands with soap and water or clean your hands with a hand sanitizer that has alcohol in it, especially after doing personal care, before and after you eat, and after you cough or sneeze.
- ◆ Cover your mouth and nose with your arm or a tissue when you cough or sneeze, turning your head away from others.
- ◆ Get plenty of exercise, enough sleep and ensure you have a balanced diet with vitamins and minerals. These 3 factors increase the body's ability to fight infections by strengthening the immune system.

Can you find the 8 symptoms in the crossword?

J	L	A	P	P	E	T	I	T	E	L	O	S	S	C	B	F	R	Q
A	T	Y	U	V	X	U	J	H	N	E	C	O	U	G	H	Z	O	P
E	R	Z	H	L	W	X	Y	N	P	C	D	E	R	O	U	M	M	M
O	P	A	F	E	V	E	R	B	C	D	N	E	D	L	J	U	E	L
N	O	M	R	E	A	C	S	W	R	C	V	N	M	I	Y	S	P	C
L	O	P	D	E	R	D	V	N	U	J	K	I	O	F	D	C	E	C
R	B	E	V	R	T	U	A	N	T	J	U	I	R	L	O	L	F	B
U	N	B	U	I	Y	R	V	C	D	R	K	J	I	Q	V	E	C	X
N	K	C	E	W	Q	Y	P	O	H	L	K	H	J	F	D	A	N	A
N	B	V	C	E	Q	J	U	Y	I	E	N	K	U	E	R	C	V	Q
Y	L	K	J	H	G	F	D	S	A	G	Q	Q	N	M	T	H	R	E
N	M	N	B	V	C	X	Z	L	K	F	A	T	I	G	U	E	W	P
O	L	K	N	Y	R	V	E	R	C	X	X	Q	J	K	L	S	E	V
S	O	R	E	T	H	R	O	A	T	P	O	I	U	Y	T	R	E	Q
E	Z	R	T	V	Y	U	I	R	B	N	O	R	Q	L	O	B	G	D

Why Vaccinate?

The influenza vaccine (flu shot) can protect you from influenza for at least 4-6 months or even longer! The flu shot reduces the incidence of the flu, how sick you get and even how long you have it.

Where and How Can I Get Vaccinated?

Flu vaccines are available starting October 19th, 2020 - anyone wishing to have a flu vaccine must make an appointment.

- Anyone older than 5 years should go to a pharmacy or doctor's office
- For children under 5, their parents and household members and people without a provincial health care number should book an appointment at a public health clinic online at this website: <https://www.albertahealthservices.ca/influenza/influenza.aspx>

What If I already have the flu or are showing symptoms of other illnesses?

- Stay home and rest when you are sick. If you have symptoms of COVID-19, isolate and complete the AHS Online assessment here: <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>
- Follow safety protocols: wear a mask, wash your hands, stay 2 metres apart when possible.
- Drink a lot of fluid as this helps your body fight off infections better (water, juices, and soup)

Symptoms of the FLU

The symptoms of influenza are fever of 38.5°C (101.3°F) or higher that starts suddenly, sore throat, runny nose, cough, headache, muscle aches, appetite loss, and fatigue.

Covid—19 Information Update:

COVID-19 is not going anywhere for the near future. We need to keep doing the right things to prevent the spread, even though many of us are tired of COVID-19. We are all in this together

- Keep washing or sanitizing your hands
- Stay home if you are feeling sick
- Maintain physical distance
- Wear a mask
- Gather safely

1/3 of new cases have come from social events (parties, weddings, funerals, etc.)

There are restrictions in several areas within Alberta. For the most up-to-date information on the status in your area, visit: <https://www.alberta.ca/schools/covid-19-school-status-map.htm>