

OCTOBER 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

• **October 15th 2020**

For all shifts worked
between October 1 and
October 15.

• **October 30th 2020**

For all shifts worked
between October 16
and October 30.

UPCOMING

• **Health & Safety—
October 15, 2020
@ 1:30PM**

• **RPAC Meeting –
October 13, 2020
@10:30AM
(teleconference only)**

ICE PAGE

Making it Happen!- Supporting Social Inclusion

HEATHER

Heather moved to Airdrie, Alberta from BC and joined ICE in 2011. With the support of her staff, Heather attended a weekly Bible Study, took classes, and volunteered in various places. Last year Heather found employment which has been temporarily put on hold due to the Covid-19 restrictions. She is gradually resuming her programs as the restrictions slowly lift.

The Bible Study group Heather attends meets weekly at a local church in Calgary. She has taken quilting classes at the Centre 4 Artistic Soles for many years where she makes quilts, book bags and jackets. Staff helped Heather enter one of her beautiful quilts into the Heritage Park Quilt Festival in 2017. It truly was a work of art!

Heather has volunteered in multiple school libraries over the years and continues to do so in a school in Airdrie. Heather is always looking for more opportunities to utilize her excellent organizational and office skills.

Last year, with the assistance of her staff, Heather found a volunteer position with Alberta Health Services at the Urgent Care in Airdrie. She is a valuable member to their team and Heather enjoys the volunteer work she is given.

With the support of her staff, Heather found paid employment at an office until early March and is looking forward to returning when it is safe to do so.

In between her volunteer placements, her job, and the classes she takes, Heather also walks regularly to stay healthy. She helps her friends at their volunteer placements, and loves to copy books with her exquisite printing.

Heather is the Airdrie representative for all the Special Olympic sports. Her favorite sport is bowling. She has attended many large tournaments in Calgary, Cochrane, Olds and Drumheller.

Heather is looking forward to the COVID-19 restrictions being lifted so she can return to her full active life.



Employee Spotlight



Mary returned to ICE two years ago after living out of the province. She has been supporting clients in Airdrie and began working with Heather for a second time in March this year. They did not have long together before the COVID 19 restrictions were put in place, but they enjoyed working with each other and look forward to getting back to their busy program. Mary was the original staff who assisted Heather in starting her quilting classes, attending Bible Study and volunteering at the library. Mary enjoys assisting her clients to find new and exciting adventures and activities. Mary's calm nature and wonderful sense of humor make the days enjoyable and Heather and Mary are always moving from one activity to the next. When Mary is not working, she can be found reading a good book or camping.

**ICE OFFICES WILL BE
CLOSED
MONDAY, October 12th
for Thanksgiving 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
Mohammed A	14	October 20
Beverly J	13	October 10
Rachel N	12	October 3
John VK	11	October 22
Christina L	10	October 14
Olubokola (Buky) A	7	October 2
Josephine E	5	October 14
Justin S	4	October 14
Mariamol (Maria) G	2	October 2
Mary M	2	October 30
Harmanjeet K	2	October 31
Emmanuel B	1	October 18
Jisna M	1	October 18
Zeina A	1	October 23

*Thank
you*

Payroll Updates!!!

There has been a change in the DayForce User log in credentials for employee's with their first day worked with ICE July 16,2020 forward.

The User Name has changed to **First-name.Lastname** with the first letter of each capitalized.

Your Dayforce credentials:

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.

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.

ICE THANK YOU CARD INCENTIVE WINNERS

Nova Lee B received a thank you card from her supervisor for covering a full-time position from March to September in a residence and for providing excellent social activities for the clients.

Congratulations!



*Thank
you*

Jeff S received a thank you card from his supervisor for reporting a hazard in the home and completing the correct follow up.

Chadress K received a thank you card from her supervisor for reporting a hazard in the building to ECAT , the building manager and you supervisor. Great job in completing the correct follow up.

Virtual Training

Pre-Employment Training

October 20 to 22, 2020 (9AM to 4PM)



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.



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/>

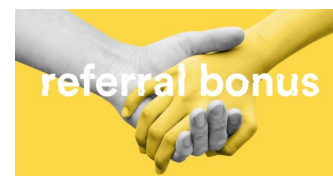
⇒ To book an appointment online:

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

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!



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>

Health and Safety Committee Meeting Minutes
September 17, 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 – August 5, 2020 -Meeting Minutes

April 16/20 - Client became upset when asked to turn the television down and physically attempted to strike at staff. Follow up: Lifeline system was called and client calmed down when Edmonton Police Service arrived.

April 27/20 - Client grabbed staff's hand and pulled it down in a hard way when staff was attempting to administer medications to client. Follow up: Reviewed PRP and alternate ways to make task requests to client. Follow up: staff to sit med cup on table instead of handing it to the client.

May 25/20 – Client pushed staff in the chest when client requested staff to check the mailbox. Staff stated as he didn't have the key, to wait until tomorrow. Follow up: Staff to follow PRP and maintain safe space, including have exit route available if necessary.

July 30/20 - Client tried to spit on staff several times. Follow up: Staff used lifeline and then it was cancelled as client calmed when guardian showed up. Meeting set up to discuss issues with guardian and funder.

Incident Investigation Recommendations: Staff provided updated PRP and review of Risk Assessment at Team Meeting; TC provided suggestions for staff for consistency in dealing with client behaviours; and annual planning meeting set up with guardian and funder, including to discuss incidents.

May 9, 2020

Client and staff were watching T.V. when client began yelling for roommate to take out the garbage. The client then began insulting staff when they stated that it's not time yet for roommate to do garbage chore. Staff then headed towards the door as client was becoming more upset and client attempted to grab staff and pushed the lifeline button that staff had. Police were dispatched and had a talk with the client, who calmed down when they arrived. Follow up: Staff to continue to maintain safe distance when client agitated; staff to offer PRN when required; TC to speak with client regarding not focusing on roommate's tasks

Incident Investigation Recommendations: Staff to review PRP and PRN Protocol, and Lifeline Communication System with team.

May 29, 2020

Staff reported that she may have strained her back completing a lift/transfer from the bed to the toilet and then called 911 to get paramedics to assist client back to bed as staff was not comfortable with the transfer. Follow up: Staff to receive additional training regarding client's routines/communication system; and current orientation system to be reviewed to ensure routines adequately described.

Incident Investigation Recommendations: Staff trained on all client protocols.

June 30, 2020

Client was agitated after staff told them to wait on getting an x-ray but refused to see a doctor first. When the staff was on the phone with their manager, the client then attempted to hit staff and hit the phone out of the staff's hands while swearing at staff. The client also attempted to block the entrance door so staff could not leave.

Incident Investigation Recommendations: Review positive approaches with staff, including keeping a safe distance when client is agitated; and staff to review PBI strategies and re-write PBI exam.

South- August 11, 2020- Meeting Minutes

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

Northwest- August 12, 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 – August 5, 2020 -Meeting Minutes

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

South- August 11, 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)

Northwest- August 12, 2020- Meeting Minutes

No Completed Near Miss Investigations to Review.

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

May 3, 2020

Staff was sitting at the office area when client brought out their clothes to complete the laundry. Staff reminded client of the laundry schedule that was agreed upon with client and the client began calling staff names and stated that staff do not have the right to tell client what to do. Staff advised client to contact ECAT while staff stepped out of the apartment to provide client with space. While staff attempted to leave the apartment, client punched staff in the chest. Follow-up: Consultation with RPAC, staff reviewed client's Planned Procedure, reviewed verbal intervention strategies with staff, and staff went to the doctor to be assessed.

Incident Investigation Recommendations: Supervisor reviewed client Planned Procedure with staff, RPAC consultation and RPAC recommendations shared at the Team Meeting.



May 23, 2020

Staff was assisting client with meal preparation. While moving the glass soup bowl with hot contents, the handle broke off which subsequently spilled hot contents onto staff hand and onto the floor. Staff ran hand under cold water. Follow-up: removed defective bowl from program and review of cooking/food preparation in the General HACD at the Team Meeting.

Incident Investigation Recommendations: Staff reviewed Policy 3.5.5 Employee Work Related Injury, Illness, and Near Miss in regards to their responsibilities when it comes to reporting/recording incidents of injury/near miss. Reviewed Cooking/Food preparation in the General HACD at the Team Meeting.

3.3 Evaluation of near miss investigations.

January 18, 2020

Staff and client were completing a fire drill. Staff asked client if they would like to hold their hand while going down the stairs; however, client declined. It was very slippery outside due to the melting snow, and client slipped and fell. Staff attempted to catch client. Follow-up: Staff was reminded to avoid rushing and to take their time to avoid any potential injury.

Incident Investigation Recommendations: Staff reviewed Appendix A-6 Client Mobility/Fall Support- Strategies for Injury Prevention from HACD manual.

On **January 30, 2020**, client required assistance to change soiled briefs and client attempted to hit staff with their hand. An hour later client attempted to hit staff with a shower hose while bathing. Follow-up: Continue to utilize strategies that engage client's hands in positive task with soft object (i.e. stress ball). Minimize parallel talk as this has been known to agitate the client further.

On **February 2, 2020**, client was standing in the kitchen and stated that they wanted to slap staff in the face. Client stated that they would hit staff all they want and stated that they would call office. Staff gave space to client. An hour later, client was banging their mug on the kitchen counter. When staff asked for the mug to be handed over, client threw the mug toward the staff; however, missed staff and shattered on the ground. Follow-up: purchase shatter resistant mugs/plates. Staff to avoid parallel talk as it could agitate the client further, staff reviewed client's positive approaches with stressor of bathing.

On **February 23, 2020**, client was outside having a smoke when they asked for assistance. Client suddenly walked inside with a lit cigarette. Staff attempted to guide client back outside and asked client to place cigarette in the smoking receptacle. Client ignored staff's reminders and proceeded to flick cigarette ash at staff. Client then put the cigarette out on the arm of the couch. Later that evening, client asked for some milk and when staff approached client to take their mug that they were holding out to staff, client threw the mug toward staff; however, missed and shattered on the ground. Follow-up: Staff were reminded to monitor client closely whenever they smoke, staff reminded to bring milk to the mug instead of taking the cup to pour milk in as client could see it as a "no" response.

On **March 2, 2020**, staff asked client if they would like to take a shower and client refused. When staff reminded client of the soiled briefs, client went to the washroom. When staff was assisting client to undress, client attempted to kick staff but missed and was calling staff names. Staff gave space to client. Follow-up: consultation with RPAC, reviewed positive approaches and signs of agitation with staff at the Team Meeting, Staff reminded to avoid re-asking whether client needs assistance to change soiled briefs when declined on several occasions

and to complete this task with regular staff instead.

On **March 3, 2020**, staff asked client if they would like to bathe. Client refused at first, went out for a cigarette and returned into the home attempting to undress themselves. Staff asked client if they would like assistance. When staff went to assist the client, the client attempted to hit staff. Follow-up: Staff reminded to avoid verbalizing task request as it can trigger client, and floors cleaned by staff.

On **March 29, 2020**, client was refusing assistance to change their soiled briefs. When staff noticed that client was trying to undress, staff offered assistance and client attempted to hit staff; however, missed staff. Follow-up: Staff reminded to ask client permission prior to getting into their personal space.

Incident Investigation Recommendations: Consultation with RPAC, replaced porcelain/glass mugs and plates with shatter resistant ones, complete role play exercise in client team meetings to address client stressors in client specific situations and place colorful non-smoking sign on outdoor patio door to discourage unsafe smoking upon entering the apartment from the patio.

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: Office Inspection- Brigitte Y (1 other participant). Brigitte will also be scheduling health and safety members RI and EQA for October, November and December to ensure committee meets required quota.

3.5 COR Audit Review

External COR audit began September 8, 2020.

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 53-58, "General Housekeeping Tasks (Cleaning windows, doors, walls, appliances, cleaning bathrooms, dusting, wiping and washing surfaces," "Storing and Using Household Cleaners," and "Household Maintenance: Changing Light Bulbs, use of a ladder, use of floor mats." in the General HACD.

Recommendation include:

General Housekeeping Tasks: It is recommended to include psychological hazard as there are extra cleaning duties required by covid-19 cleaning checklist (mental stress). It is recommended to add exposure to slips in the physical hazards and potential to burns. It is also recommended to add quat and step ladder under Engineering controls. It would be further beneficial to include turning off appliances prior to cleaning in the Safe work practices.

Storing and Using Household Cleaners: It is recommended to add, “pour away from label that identifies instructions of use/hazards,” in the Safe work practices section.

Household Maintenance: It is recommended to add, “use two people on shift to change light bulb,” in the Safe Work Practices section.

The Health and Safety Committee will be reviewing assigned HACD (Working with High Behaviors, Office, Non-Residential) at the next health and safety meetings.

3.7 Policy review: 2.3.8 Medical Conditions and Procedures (Community Rehabilitation)

3.8 COVID 19 Pandemic Response

A reminder to continue to follow protocols including continual masking, screening, and cleaning checklists. A reminder for staff to continue to social distance and practice good hygiene and encourage clients to do the same.

There have been civic bylaw changes, including in Edmonton and Calgary, which makes wearing masks mandatory in public indoor spaces (E.g. grocery stores, malls, recreation centres) effective August 1, 2020. Staff should already be continuously masking when out in the community as per protocols. Clients should also be encouraged to wear masks when accessing public indoor places where it is possible.

Social stories available for clients in regards to handwashing, social distancing and wearing a face mask

All staff have completed the review of the updated Residential and Non-Residential covid-19 Management protocols and have signed a training participation form indicating that they received the information.

Swimming pools are slowly beginning to re-open. Staff are asked to utilize a face shield in the pool.

4.0 Other Business

4.1 Health and Safety Training Updates: David B completed Health and Safety Representative training as part of his co-chair duties through the CCSA on September 1, 2020. Gillian C still requires to complete Incident Investigations training and Hazard Assessment and Control training.

4.2 New Health and Safety Poster completed and posted on the office Health and Safety bulletin. Posters also distributed to all residential programs.

4.3 Updated HACD will be ready for distribution to all residential programs, office, and non-residential programs by September 30, 2020

4.4 Ideas for ICE Pages: Recall on red, yellow, white, and sweet yellow onions grown by Thomson International Inc. Several Canadians have been hospitalized due to salmonella.

NEXT MEETING DATE: October 15, 2020 @ 3:15 p.m.

**CORONAVIRUS
(COVID-19)
INFORMATION**



Frequently Asked Questions: Covid 19

1. How does COVID-19 spread?

- COVID-19 is transmitted through person-to-person spread by:
 - Larger droplets, like from a cough or sneeze.
 - Touching contaminated objects or surfaces, then touching your eyes, nose, or mouth.
- COVID-19 is not airborne and cannot spread through the air over long distances or times, like the measles. Studies suggest that the virus generally only survives for a few hours on a surface, though it may be possible for it to survive several days under ideal conditions.

2. How long is a person contagious if they develop COVID-19?

- Current evidence indicates people with mild or moderate disease are no longer infectious by day 10 after symptom onset if their symptoms have resolved.
- People known to be sick with COVID-19 must isolate for 10 days from the beginning of symptoms or symptoms resolve, whichever takes longer.

3. I am worried I may bring the virus home to my family. How can I ensure that I do not?

- We understand that you may have concerns about COVID-19 and the impact it may have on your clients, friends, family members, and yourself.
- We are confident that the guidelines and equipment we have in place will protect our workers from exposure to COVID-19.
- It is critical that staff understands and is compliant with ICE procedures and protocols which are based on AHS direction for congregate living.
- As a reminder, ICE require all workers to wear a surgical/procedural mask continuously, always and in all areas of the workplace if they:

- provide direct client care
- work in client homes or must enter client homes
- cannot maintain adequate physical distancing from clients or co-workers

- By protecting yourself and using your PPE properly while at work, you are also protecting your family members and loved ones.
- You are also reminded not to bring your own PPE to work in residential settings (for example, a cloth mask). To ensure you are properly protected, please use the PPE supplied by ICE in ICE programs.
- The effective and appropriate use of PPE keeps staff clothing clean. Hair and shoe coverings are not required PPE.

- Here are some additional recommendations:

- ⇒ Minimize contact between unprotected clothing and client environments. For instance, do not lean up against walls, countertops, furniture, client beds, or medical equipment.
- ⇒ Change your clothes at the end of a shift, either at the program or once you arrive at home. If you change at work, transport the clothes you have changed out of into either a disposable plastic bag or a washable cloth bag that can be laundered at the same time as the clothes.

- ⇒ Workers who are healthy and not experiencing symptoms can still share spaces with their family including bedrooms and bathrooms.
- ⇒ If you do become symptomatic, self-isolation is required.
- ⇒ All Albertans are eligible for testing for COVID-19, whether they are symptomatic or not. Testing will be by appointment, which can be easily booked online. If using the Internet is not an option, 811 can book an appointment online for individuals who want to be tested.

4. I noticed a co-worker with symptoms at work. What should I do?

- When staff come to work sick, they risk spreading the infection to everyone they encounter. We all have a shared responsibility to keep our workplace safe, so speak up if you think someone is coming to work sick.

5. What type of precaution should I use when treating a client with suspected or confirmed COVID-19?

- Staff are advised to use Contact and Droplet precautions and follow the Resident Management protocol in addition to routine practices when caring for a client with suspected or confirmed COVID-19, including a procedure mask, gown, gloves and eye protection (e.g. goggles, face shield, or procedure mask with built-in eye shield). Note: personal eyeglasses are not sufficient eye protection.
- It is critical that staff should refer to and comply with the AHS direction and ICE protocols when working with clients. These protocols outline the circumstances and situations where personal protective equipment is required and appropriate in response to COVID-19.
- Review the PPE checklist for contact and droplet precautions and the proper procedures for donning and doffing procedures. The most important thing is paying close attention to detail.
- These guidelines are consistent with both the Public Health Agency of Canada and the World Health Organization, and with other provinces and territories in Canada.

6. Along with continuous masking, what other tips or preventative measures should I follow to keep safe at work?

- Masks should complement – not replace – other prevention measures. Please remember to:
 - **Wear appropriate PPE always.** This varies depending on the precautions for each client. Don and doff your PPE appropriately. Posters available at each ICE Program will offer good guidance for appropriate donning and doffing. Ask your supervisor for assistance, if required.
 - When physical distancing is not possible, such as in staff common areas, masks help prevent transmission. This means that if you need to remove your mask to eat or drink, and there is not room to social distance, you must find another location.
- Ensure all clients are masked when leaving programs. They should first perform hand hygiene before donning a mask.
- Take your daily health screening very seriously and pay attention to your physical health. Do not come to work sick.

- Practice frequent hand hygiene.
- Please gently remind your peers when you notice they might be forgetting good practices and be grateful if they point out you are doing the same.

7. When are care sites required to report an outbreak?

- All congregate care sites in the province are required to report to public health if they have even one resident or staff member with any COVID-19 symptoms.
- An outbreak is declared by AHS according to their criteria. You will be notified if the program where you work is in outbreak.
- Reporting an outbreak ensures public health is immediately involved to support the facility to protect residents and staff from spread of the virus.

8. What is the protocol if a client tests positive or an outbreak occurs in an ICE facility? Who do we contact?

- AHS has created a Coordinated COVID-19 Response team, made up of zone operations, Infection Prevention and Control, Medical Officer of Health, Public Health Nursing, and Safe Health Environments, to support any site that is experiencing an outbreak.
- This team will ensure the containment of the virus and reduce the spread as quickly as possible.
- If a client tests positive, all staff and clients will follow the Resident Management Protocol. AHS will do contact tracing and AHS or ICE will notify staff if they need to be tested.
- If a staff member tests positive, AHS will do contact tracing and will provide guidance on additional testing for staff and clients based on exposure.

9. Are staff allowed to work at multiple ICE sites if there is a confirmed outbreak at one of the sites they work at?

- To limit the spread of COVID-19, staff that typically work at multiple sites are temporarily restricted to work at a single site. Staff will be notified by ICE about where they are able to work upon direction from AHS. Staff may be able to work in other sites once it is determined clients are no longer contagious.

10. When is an outbreak declared over?

- An outbreak is declared over only when four weeks have passed with no new cases.

11. I am waiting for my test results. How long will it take?

- In terms of test results, it takes approximately one day from the time a swab is collected to when the sample is received at the lab.
- From received in the lab to a result, it takes about 13 hours.
- From swab collection to a result, it takes less than two days.
- Once a positive COVID-19 test result comes in, currently individuals are notified by AHS staff within 24 hours.

- AHS staff are doing their best to provide results as quickly as possible, however given the high volume of test results, there can be delays. Please be assured, you will be contacted directly. Positive COVID-19 test results are being prioritized at this time in the interest of public health.
- In the meantime, please follow self-isolation procedures to reduce the risk of transmission.
- The guide below can help you and your manager confirm when it is appropriate to return to work if you have been self-isolating, had symptoms, or been tested, and when/if clients are to isolate.

12. Do I need to have a test to confirm that I do not have COVID-19 before I can return to work if I am sick or have been exposed to COVID 19* (exposure means close contact without use of PPE)?

- Anyone with COVID-19 symptoms is legally required to isolate themselves for 10 days from the onset of symptoms and until their symptoms have resolved. If you display symptoms, you must contact 811 and follow directions. If you are directed to be tested by AHS, you must be tested and have a negative result BEFORE you can return to work.
- If you have been exposed to someone (in close contact without proper PPE), you must test and isolate as per AHS direction (14 days isolation).
- This extra measure provides a margin of safety to protect our most vulnerable and also helps ensure that our testing resources are used where they can provide the most value, including diagnosing clients in congregate care environments, acute care settings, and healthcare workers with new symptoms.

14. I work for ICE and another service provider or health care facility. How does this order affect me?

- To prevent you from potentially transmitting COVID-19 between the sites, you must be assigned to work at only one ICE facility and for one employer.

15. What are my rights?

- Your rights as an employee
 - the right to know
 - the right to participate
 - the right to refuse dangerous work

The right to refuse work for health and safety reasons: Under the Canada Labour Code, employees have the right to refuse to do a job if there is reasonable cause to believe that the job presents a danger to themselves or another employee. **Employees must be at work in order to legitimately refuse to work.** You may be assigned other work if you refuse to do work you feel is dangerous. Please refer to ICE's policy regarding work refusal (Policy 3.5.2)

16. What are ICE's responsibilities as an employer?

- ICE has an obligation to take reasonable care to protect the health and safety of employees. In situations where a staff member or client has tested positive for COVID 19, ICE meets this obligation through implementation of approved protocols based on AH guidelines for congregate living, including the provision of PPE and direction on prevention of the spread of COVID 19.

Scenario	Isolation Required	Days Isolated
Symptomatic Resident	Yes	10 days from symptom onset <u>OR</u> until symptoms resolve, <u>Whichever is longer</u>
Positive COVID-19 test	Yes	10 days from symptom onset <u>OR</u> until symptoms resolve, <u>Whichever is longer</u>
Close contact with someone who has COVID 19	Yes	14 days
Current resident who returns from hospital admission <u>related</u> to confirmed COVID-19	Yes	14 days from symptom onset <u>OR</u> until symptoms resolve, <u>Whichever is longer</u>
Current resident who returns from hospital admission <u>unrelated</u> to COVID 19	Yes	14 days

13. Will I be looking after confirmed COVID-19 clients?

- Depending on where you have been working, you may be providing care to clients with COVID-19.
- If this occurs, you will be provided with the necessary education and appropriate personal protective equipment (PPE) to support you in your work.

17. What is an essential worker?

- Essential workers are considered critical to preserving life, health and basic societal functioning. This includes, but is not limited to, first responders, health care workers, critical infrastructure workers, hydro and natural gas, and workers who are essential to supply society by critical goods such as food and medicines. ICE employees are considered essential workers.