

SEPTEMBER 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**

• **September 15th 2020**

For all shifts worked
between September 1
and September 15.

• **September 30th 2020**

For all shifts worked
between September 16
and September 30.

UPCOMING

- **Health & Safety—
September 17,
2020 @ 3:15PM**
- **RPAC Meeting –
September 8, 2020
@10:30AM
(teleconference only)**

ICE PAGE

Making it Happen!- Supporting Social Inclusion

SAM

Sam has been with ICE since November 2010. He is a personable, family oriented and hard-working man who enjoys being an active member of his community. Sam is well known within his neighborhood and has developed long-lasting relationships with neighbors and their pets.

Currently, Sam works at the Loblaw's City Market. Sam is responsible for gathering carts from the corrals, stocking shelves and assisting with other projects around the store. One of the barriers that Sam faces is being provided enough hours within his employment. Sam's staff has supported him with finding new meaningful opportunities. Some of these include volunteering to speak at public events and volunteering with taking care of horses (e.g., washing, grooming, etc.). Sam's dream job is to work as a car detailer.

Debo, an employee of ICE, explained that Sam is focused on his future and continually raises the bar to new levels. Sam likes bike riding, swimming, working out, going to the park, attending antique car shows and going out to the movies. Sam is charismatic and often tries to put others needs ahead of his own.

Sam, you set a great example for others and you have a heart of gold. Actions speak louder than words and yours tells an inspirational story!



Employee Spotlight



Sam and Debo have been working together for many years. Sam reports that he is happy to have Debo in his life, supporting him to achieve his goals. The pride and ethical standards Debo displays within his work is truly inspirational. Thank you Debo for being such a valuable member of our team!

**ICE OFFICES WILL BE
CLOSED
MONDAY, September 7th
FOR LABOUR 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
Dianne S	17	September 2
Theresa W	16	September 16
Stephanie N	15	September 6
James R	12	September 18
Edwin J	7	September 13
Ali M	5	September 3
Shelly R	5	September 24
Kendra F	5	September 25
Marcello M	4	September 8
Anoop M	3	September 12
Raymond H	1	September 5
Violet N	1	September 9
Abiola S	1	September 9
Oludolapo A	1	September 3

*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 WINNER

Kristine C received a thank you card from her supervisor for noticing a hazard in the home and dealing with it immediately and then completing the correct follow-up.

Harmanjeet K received 3 thank you cards from her supervisor for finding and correcting 3 hazards in the home immediately and then completing the correct follow-up.

Joanne H received a thank you card from the ECAT Manager for reporting a malfunctioning smoke detector and resolving the concern appropriately.

Jacqueline M received a thank you card from her supervisor for her assistance delivering COVID supplies to multiple homes on several occasions.

Caroline N received a thank you card from the ECAT supervisor for agreeing to extend her shift to accommodate a co-worker.

Dolapo A and Alaba O received thank you cards from ECAT booking supervisors for picking up last minute shifts.

*Thank
you*

Congratulations!

We would like to congratulate Nikki Novak and Sam Campbell on their new positions. Nikki is the new Community Rehabilitation Manager and Sam is the new Quality Assurance and Risk Manager. Best of luck in you new positions.

Yeshi Choedon

received a thank you card from her supervisor for noticing a hazard in the home and dealing with it immediately then completing the correct follow-up.

Congratulations!



Virtual Training

Pre-Employment Training

September 1-2, 2020

9:30AM to 3:00PM

PBI Training

September 2, 2020

1:00PM to 3:00PM



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/>

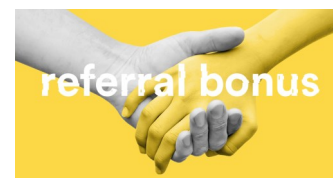
⇒ To book an appointment online:

<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
August 20, 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- July 15, 2020 Meeting Minutes
 January 22, 2020

A paper jam happened when staff was attempting to make a copy
 of a CI to take to the hospital. Staff opened the back and attempted
 to fix the jam and got a small burn on her finger that did not re-
 quire medical attention. It was noted that the fax machine was old
 and jamming frequently.

Incident Investigation Recommendations: Review to not use de-
 fective equipment at next team meeting. Replaced defective fax
 machine.

Additional Recommendations: When equipment has been found to
 be defective, report immediately as to avoid potential hazard.

February 2, 2020

Client became upset after being told she could not bring hazardous
 objects (exercise weights) into the program as well as being told
 by the DATS driver she was bringing too many bags on the DATS
 bus at a time. She became verbally aggressive, swearing and yell-
 ing as well as punched the staff. Another staff was able to redirect
 the client.

Incident Investigation Recommendations: Reviewed client's PRP
 and Risk Assessment and PBI skills, including keeping a safe dis-
 tance from client with staff involved.

February 24, 2020

Staff was taking out the garbage and slipped on a patch of ice re-
 sulting in a fall. Follow up: Staff was offered to go to the doctor
 but stated that they were not injured. TC threw safety salt on icy
 areas.

Incident Investigation Recommendations: Reviewed with staff
 winter safety section of the health and safety manual.

Additional Recommendations: Ensure staff have proper footwear
 for winter weather conditions.

April 18, 2020

After asking staff to confirm funds in the program, client began
 escalating and walked out of the program. When staff caught up to
 the client, the client attempted to grab and threatened to punch
 staff as well as yelled threats. Staff stayed at a safe distance from
 the client and attempted to redirect the client, who eventually
 calmed.

Incident Investigation Recommendations: Spoke with both staff
 and client regarding COVID 19 regulations.

South- July 14, 2020 Meeting Minutes

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

Northwest- July 16, 2020 Meeting Minutes

No Completed Incidents Investigations to Review

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

Edmonton- July 15, 2020 Meeting Minutes

N/A – No completed near miss investigations to review in previ-
 ous month.

South- July 14, 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- July 16, 2020 Meeting Minutes

N/A – No completed investigations in the past month

3.2 Evaluation of current Internal Incident Investigations for In-
 jury, Health and Property Damage:

No Completed Incident Injury Investigations to Review

3.3 Evaluation of near miss investigations.

January 30, 2020

Staff and client were parking at Tim Horton's. The client opened
 the door without looking to see if it was safe to exit the vehicle.
 Another car was parking at the same time and the door was
 scratched by the other car. Follow-up: Staff to remind client to
 check for cars prior to opening car door. It was also recommended
 for staff to educate client further on road safety.

Incident Investigation Recommendations: Staff to remind the cli-
 ent to look for parked cars beside them before they open car doors.

February 5, 2020

Staff was attempting to move their vehicle in a parking lot while
 an ambulance was parked directly behind the staff vehicle. Staff
 attempted to carefully move the vehicle, however, the staff car
 ended up contacting the parked ambulance. There was no damage
 to the ambulance. Follow-up: Staff to ask owner of vehicle to
 please move the vehicle prior to attempting to move theirs.

Incident Investigation Recommendations: Staff to continue to uti-
 lize mission possible training to maintain safety while driving in
 the community. Transportation Safety (Section D) of the Health
 and Safety binder Part 2 have been reviewed with staff to continue
 to promote safety while driving.

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held because of health and safety concerns -
 include name of committee member(s) completing, program, is-
 sue, inspection type (E.g. RI) and # workers involved: N/A

3.4 B) Inspections completed - Include name of committee mem-
 ber(s) completing inspection, inspection type (E.g. EQA, RI, Of-
 fice Inspection), # of inspections and # of workers involved for
 each inspection type: N/A

3.5 COR Audit Review: Brigitte updated the group with docu-
 ments that had been revised as part of the COR Action Plan, in-
 cluding revisions to Environmental Quality Audits, Staff Office
 Random Inspections and Monthly Safety Inspection Checklists,
 including the addition of instruction and spaces to record emer-
 gency drills. The committee also reviewed COR action plan rec-
 ommendations as per 3.07 including reviewing the Violence and
 Harassment Policy. This Policy now includes that the policy will
 be reviewed after an incident occurs related to violence and/or
 harassment or if the Health and Safety Committee recommends a
 review.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Re-
 view section (and provide recommendation(s) for changes if need-
 ed)

The Calgary Health and Safety Committee Reviewed pages 48-52, "Laundry Tasks, Garbage Handling and Disposal & General Housekeeping tasks," in the General HACD.

Recommendations include:

Laundry Tasks: It is recommended to add urine or fecal matter to biological hazards, fire to physical hazards (i.e. lint trap catches fire), potential exposure to covid-19 virus to biological hazards, to wash according to instructions on the tag in the engineering controls, add monthly safety inspections to administrative controls, as well as to wash hands prior to and after washing laundry to engineering controls.

Garbage Handling: It is recommended to add urine or fecal matter to biological hazards, including the potential for allergic reaction (i.e. from items thrown into the garbage), as well as potential exposure to covid-19 virus to biological hazards. It is also recommended to add slips, trips and falls to the physical hazards.

General Housekeeping Tasks: It is recommended to add, "body fluids (i.e. urine or fecal matter) & potential exposure to covid-19 virus to biological hazards to biological hazards. It is also recommended to add potential for fire burn (by a pot or pan if element still hot or appliance cooling down) as well as possibility to electric shock. It is recommended to add, use of appropriate cleaners for certain housekeeping tasks in engineering controls. Furthermore, it is recommended to add unplug appliance prior to cleaning and to clean after the appliance cools down in the engineering controls.

Edmonton- July 15, 2020, Meeting Minutes

Hazard Assessment and Control document (H.A.C.D.) – Reviewed the draft revisions for p. 2-3 Working with People. There were no further changes recommended. Reviewed the draft revisions for p. 99 Staff Illness at Work. In addition to the recommended changes, it was recommended to add 2.7.3 Critical and General Incidents to the Administrative Controls section and to add a PPE Section include "Use of Proper PPE when cleaning environmental surfaces, including gloves, gowns, surgical masks (E.g. continuous masking) and N-95 respirators as per public health orders." Pgs. 14-15 Outdoor Activities were reviewed. Recommended changes include: Adding COVID 19 to the list of Biological Hazards; In the Psychological Hazards section, change PC from 2 to 3 and Total from 8 to 9; In the Physical Hazards section, increase HP from 1 to 3, Total from 9 to 11, and PR from 2 to 1. The committee also reviewed p.16-17 Accessing Community. Recommended changes to the following: adding COVID 19 to the list of biological hazards; in the Physical Hazards section, increase Hazard Probability (HP) from 2 to 3, Total from 9 to 10 and Priority Rating (PR) from 2 to 1. In the PPE section, "use of proper PPE, including gloves, surgical masks (E.g. for continuous masking), face shields, N-95 respirators as per public health orders.

South- July 14, 2020, Meeting Minutes

Review section (and provide recommendation(s) for changes if needed)

South Committee Reviewed: Office Related Work page 4 Driving: Committee suggested adding sanitizing vehicle to controls. Also suggested increasing biological hazard consequence to 4. Page 5

Office Cleaning: Committee suggested adding risks associated with Covid-19 to biological hazards (i.e. possible contact with virus) Add masks and other PPE available to those cleaning the office into controls.

North- July 16, 2020, Meeting Minutes

Pages 106-109

Lifting, moving, and cleaning furniture. Changing the water bottle on the water cooler

No changes recommended

Paperwork (Documentation by hand, filing, etc.) – No changes recommended

3.7 Policy review: 3.5.15 Pandemic Response COVID 19

3.8 COVID 19 Pandemic Response

Staff should continue to follow protocols including continual masking, screening and cleaning protocols as Stage 2 continues.

Staff should be continuously masking when out in the community. Clients should also be encouraged to wear masks when accessing the community.

There is an office staff protocol, which includes self-checks twice per day for all office staff. Any visitors to the office, including clients/employees/contractors to go through screening including temperature checks.

When using the thermometers, ensure to change batteries as needed. If the thermometer states "hold," change the mode arrow to change to "body temperature" mode.

4.0 Other Business

4.1 Health and Safety Training Updates: All health and safety members have received their workplace inspections training on June 5, 2020. Health and Safety members Chioma (Rita) O and David B also attended Incident Investigations training on July 24, 2020 as well as Hazard Assessment and Control training July 29, 2020. David B also is booked to complete Health and Safety Representative training as part of his co-chair duties through the CCSA on September 1, 2020. Gillian C was recently elected as a new health and safety member. She will require the Incident Investigations training as well as Hazard Assessment and Control training.

4.2 Brigitte discussed that a new Health and Safety Poster will be developed as there has been changes with members of the committee. Brigitte suggested to have everyone's individual pictures as a group picture is not possible due to the Global Pandemic and Public Health Orders of social distancing. The committee agreed to this suggestion.

4.3 The Health and Safety Committee Reviewed the Terms of Reference and Standards of Confidentiality with the new team members. A copy of both documents was sent to the committee for their own review and signature of agreement.

4.4 Ideas for ICE Pages: Community safety in stage 2 of reopening, coping with stress and anxiety, or being in isolation and how to cope.

NEXT MEETING DATE: September 17th @ 3:15 p.m.



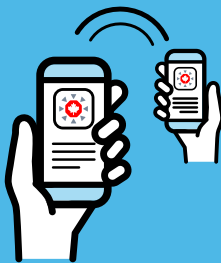
COVID Alert: Canada's COVID-19 exposure notification app

Let's protect each other

The new COVID Alert app is designed to let Canadians know whether they may have been exposed to COVID-19. Download it today to protect yourself and others.

How the app works

1. The app uses Bluetooth signals to exchange random codes with nearby phones with the app installed.
2. If someone you've come in close contact with later tests positive for COVID-19, they will receive a one-time key from their local health authority that they can enter into the app.
3. You and others who have spent time (more than 15 minutes, less than 2 metres apart, over the past 14 days) near this person will then be notified through the app that you may have been exposed.



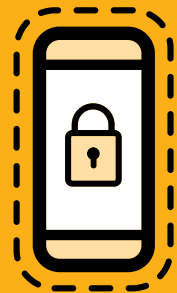
Your privacy is protected

COVID Alert does not collect personally identifiable information about you.

It has no way of knowing:

- Your location
- Your name or address
- The place or time you were near someone
- Your health information

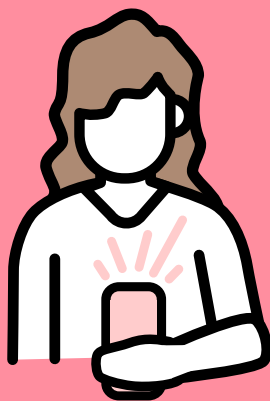
No information is shared without your consent.



What to do if you test positive

You will get a one-time key to enter into the app.

The app then notifies other app users that they may have been exposed. Notifications are based on having spent more than 15 minutes less than 2 metres from another user in the past 14 days. **Your identity is not revealed.**



What to do if you may have been exposed

If the app notifies you about potential exposure, you should follow the guidance from your local public health authority.



Why you should download the app

The app is another tool Canadians can use to help limit the spread of infection and prevent future outbreaks as we ease restrictions and restart the economy. The more Canadians who install the COVID Alert app on their phones, the better we can limit the spread of COVID-19.

Download the app and help others use it too. Find out more at canada.ca/coronavirus.