

APRIL 2021

EDMONTON

ECAT

Employee & Client
Assistance Team
780-461-7236

Phones do not accept text
messages— staff need to call
ECAT.

INSIDE THIS ISSUE:

**Virtual
Training**

3

**Health & Safety
Meeting Minutes**

4

**COVID -19
INFORMATION**

6-7

TIME SHEET HAND-IN

- **April 15th 2021**— For all shifts worked between April 1st and April 15th.
- **April 30th 2021**—For all shifts worked between April 16th and April 30th.

UPCOMING:

- **HEALTH AND SAFETY MEETING**— April 14th, 2021 at 1:30PM
- **RPAC MEETING**— April 21st, 2021 at 1:30PM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Tina F.

Tina has been with ICE since July 2011. She is a lovely young woman who enjoys being around people. Tina is from a large family and lives with her mother in Lethbridge. Her family is very involved and enjoy getting together for events and gatherings, which Tina loves being a part of.

Staff take Tina window-shopping and exploring in her community often and Tina enjoys people watching immensely. Tina also enjoys meeting new people. Tina and her mom have attended the ICE annual Open House celebrations throughout the years, and Tina has great relationships with all the ICE South office staff.

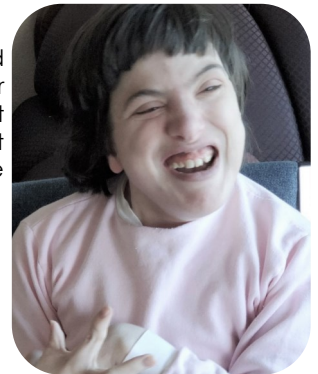
Staff and Tina have a long-standing tradition of walking for lunch to the local Tim Hortons in her neighbourhood. Tina is familiar with the regulars and people will often greet Tina when she arrives. Due to COVID-19, Tina was unable to enjoy lunch at Tim Hortons, but this did not stop her from accessing the community! Tina continued to go for

walks in her neighbourhood and explore the city in other ways with her staff supporting her.

Tina has a great sense of humor, and enjoys making others laugh. Tina is non-verbal but finds creative ways to communicate with staff and others, even bringing people their shoes to encourage them to go out.

On days where the weather does not cooperate, Tina likes to stay home and cuddle with her favorite stuffed animals.

Tina is looking forward to going back to her favorite local hangout spots, and trying out swimming with the support of her staff!



Employee Spotlight



Dawn has worked with South ICE since October 2014. She has worked with a variety of individuals during her time with ICE but started working with Tina regularly in 2016. Dawn has extensive knowledge and experience with the City of Lethbridge, and supports Tina with exploring the community by taking the bus and walking. Tina's mom is very happy. Dawn works very well with Tina and Tina much appreciates the ways that Dawn supports her. Thank you Dawn for your hard work over the last 6 years!

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 FRIDAY APRIL
2ND, AND MONDAY APRIL
5TH FOR EASTER**



**Please direct all calls to the
Employee Client Assistance
Team for that day.
780-461-7236**

ICE THANK YOU CARD INCENTIVE WINNERS

Cody May received a thank you card from his supervisor for doing an excellent job in taking over the responsibilities at his program while the TC was on LOA. He won a Homasy Humidifier.

Congratulations!



Evelyn Pelletier received a thank you card for all her hard work in ensuring the clients at the program were well taken care. She won a Bella Food Steamer.

Good job!



Madinah Kabagambe received a thank you card for helping in conducting water shadow of relief staff at the programs. She won a slow cooker pot.

Keep it up!



3.5.10 HAZARD ASSESSMENT AND CONTROL DOCUMENT

*(Please note that selected sections of ICE Policy 3.5.10 are reproduced here. Please refer to the Policy manual for the complete policy).

The Hazard Assessment and Control Document Master (HACD) is a continual evolving document that details all hazards known to the employees of Independent Counselling Enterprises and the controls in place to mitigate them. Employees at all levels of the organization are involved in the creation and updating of this document.

For residential settings the HACD Master is tailored at each site to include a site-based assessment and control information that details the hazards specific to that setting. Community Support Coordinators/Team Coordinators or the appropriate Manager will update the site-based hazard assessment under the following circumstances:

- With the receipt of General and Critical Incident Report indicating employee injuries or near misses
- With the identification of new hazards
- With a change in work procedures
- With the occurrence of renovation/ construction
- With the introduction of new or update to equipment
- Change in support requirements due to client behaviour

In non-residential settings a Hazard Assessment Checklist (as part of the Non-Residential Random Inspection) will be completed by a supervisor, or designate, in each new work site. All employees working in these sites will be provided a copy of the non-residential section of the HACD Master and are responsible for ongoing hazard assessment and reporting new hazards to a supervisor utilizing this information and their "Identify Hazards/Utilize Controls" card distributed at the beginning of non-residential shifts.

A copy of the HACD Master will be available at all sites where more than one employee works, in all Health and Safety Binders, and in every office. All employees are responsible to ensure that the document remains an accurate reflection of the hazards and controls of the agency.

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	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/ohs-publications.html#laws	
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.

VIRTUAL TRAININGS

PET Training

APRIL 13-14, 27-28, 2021 (9:00AM to 4:00PM)

Abuse Prevention Training

APRIL 12, 2021 (1:30PM to 3:30PM)

APRIL 23, 2021 (9:30PM to 12:30PM)

Cerebral Palsy Training

APRIL 7, 2021 (1:00PM to 3:00PM)

CN PBI Training

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

Covid—19 Prevention Training

APRIL 7, 2021 (4:00PM to 5:00PM)

Epilepsy Training

APRIL 7, 2021 (1:30PM to 3:30PM)

CPI Training

APRIL 29, 2021 (9:00AM to 5:00PM)

Hoarding Training

APRIL 21, 2021 (9:30AM to 11:00AM)

Communication and Teamwork Training

APRIL 14, 2021 (2:00PM to 5:00PM)

FASD Training

APRIL 6, 2021 (10:00AM to 12:00PM)

Client Goals and Outcomes Training

APRIL 9, 2021 (9:30AM to 12:30PM)

Alzheimer's and Dementia Training

APRIL 8, 2021 (1:00PM to 5:00PM)

Brain Injury Training

APRIL 14, 2021 (9:30AM to 11:00AM)

Hypertension Training

APRIL 19, 2021 (1:30PM to 3:30PM)

Autism Training

APRIL 20, 2021 (1:30PM to 3:30PM)

Diversity Training

APRIL 21, 2021 (10:00AM to 12:00PM)

OCD Training

APRIL 21, 2021 (11:00AM to 12:30PM)

ADHD Training

APRIL 26, 2021 (1:30PM to 3:30PM)

Diabetes Training

APRIL 13, 2021 (9:30AM to 11:00AM)

Trauma Informed Care Training

APRIL 27, 2021 (10:00AM to 12:00PM)



PAYROLL



Is your Personal Information
Up to Date in Payroll?

Log into Dayforce at www.dayforcehcm.com

Review your **Profile**.

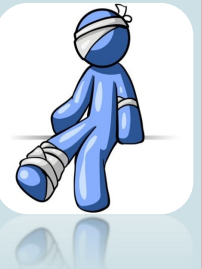
Any changes and additions can be made by selecting **Edit** and entering the desired information in the fields below. **Please include your email address.** Review the information you have entered and select **Submit/Save**.

If you experience difficulties contact a Payroll Assistant at the Edmonton ICE Office 780-454-9500 for assistance.

HURT AT WORK?

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

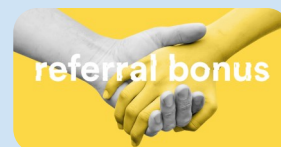
While not all injuries are reportable to WCB, all injuries and work related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow up may be completed for the safety of all parties.



Referral Incentive Recipient

Dejen Hailemicheal

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!



Health and Safety Committee Meeting Minutes
March 10, 2021
(Minutes edited for publication)

3.1 Review of 'Regional HSC Meeting Minutes

A) Section 3.2. Completed Incident Investigations for Injury, Health and Property Damage

Calgary (February 5, 2021) & South (February 2, 2021) Meeting Minutes: No completed investigations in the previous month.

Northwest: No meeting held in February

B) Section 3.3 Completed Near Miss Incident Investigations

Calgary (February 5, 2021) & South (February 2, 2021): No completed near miss investigations in previous month.

Northwest: No meeting held in February

3.2 Evaluation of completed Internal Incident Investigations for Injury, Health and Property Damage (Edmonton):

Property Damage: 2 investigations.

Investigation Recommendations: Retrain regular staff in Clients' Positive Approaches, Lifeline Communication System, Client Risk Assessment, Client AWOL Protocol, Clients' PRN Protocol, Clients Suicide Protocol HSC Recommendations: no further recommendations

Client Violence: 4 investigations.

Investigation Recommendations: (1) Consult with RPAC, Police visit –psychiatrist appointment, review staff training, review incidents at team meetings (2) Manager will review clients' Positive Approaches and Risk Assessment with staff. HSC Recommendations: no further recommendations

COVID-19: 2 investigations

Investigation Recommendations: (1) TC to review updated COVID-19 Support Home Prevention Protocol with SHO, Manager to review COVID-19 reporting process with SHO. (2) Monitor program as per ICE established practices. HSC Recommendations: no further recommendations

3.3 Evaluation of completed near miss investigations. 1 near miss (file cabinet fell):

Incident Investigation Recommendations: Contact with supplier to ensure 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 further recommendations

3.4 Health and Safety Committee Inspections:

B) Inspections completed (E.g., EQA, RI, Office Inspection): Cody – 1 RI w/ 1 participant; Matthew – 4 RIs w/ 8 participants & 4 Support Home visits w/ 4 participants. Dusi – 1 monthly safety inspection. Pauline – 1 monthly inspection w/ 1 participant

3.5 COR Audit Review: Nothing to report.

3.6 Hazard Assessment and Control document (H.A.C.D.): Pages 16-17 Accessing Community

Physiological hazard EF would be 2, not 4. PC and HP would both be higher at 3. Physical Hazards: PC should be decreased from 4 to 3, HP should be increased to 3 with COVID being considered. Engineering - add wipes under disinfectant.

Calgary February 5, 2021 Meeting Minutes: (1) Office Related Work: pages 17 (Termination/Hiring) recommendations: add a psychological hazard category. (2) Working with Clients with High Behaviours pages 2-3 (Potential for Verbal Aggression, Potential for Property destruction) recommendations: add debriefing with management under resources- admin controls.

South February 2, 2021 Meeting Minutes: Reviewed (1) pgs. 89&90 'Entering or leaving worksite after dark', (2) pgs. 91&92 'Ascending/descending stairs', & (3) pgs. 93&94 'Travel on wet/slippery surfaces (water, ice or snow). Travel around obstructions on floors': no recommendations from HSC.

Northwest: No meeting held in February

3.7 Policy Review: 3.5.5: No changes recommended.

3.8 COVID 19 Pandemic Response: (1) Review March 2, 2021 changes: new protocol regarding the 'Variant of Concern', review of COVID-19 document changes. All members confirmed they are aware of the change. (2) Restrictions eased March 8, now in step 2 (3) Vaccine Rollout: Plan developed for clients, aligns with Alberta Health Services rollout. ICE does not yet have an indication from AHS when or if staff will be contacted for their vaccine. If ICE employees meet the criteria laid out in the AHS vaccine rollout, they should schedule the vaccine themselves.

Other Business

Review of Committee Attendance: members will be notified when they receive a HSC incentive Membership: looking for more members, if anyone is interested please contact H&S Specialist Jessica Wilson. Worker membership is extremely valuable, your input is vital to improving the safety program at ICE.

NEXT MEETING DATE: April 14, 2021 at 1:30 p.m.



Burns /Scalds



Each year, thousands of Albertans suffer from burn injuries including scalds, flames, sunburn, frostbite, chemical or electrical, most of which are preventable. **A burn is damage to the skin and underlying tissue.** Children and older adults sustain burns at lower temperatures and in less time than adults. Children, seniors, and the disabled are less likely to survive burn injuries, usually spend longer in hospital, and have more difficulty recovering. Up to 60% of burn injuries happen in or around the home. The vast majority are preventable.

Types of Burns

- First-degree – affects only the outer layer of the skin. The burn site is red, painful, dry and with no blisters. Long term tissue damage is rare. Generally heals in 3-5 days with no scarring.
- Second-degree – involve damage to the top two layers of the skin. The burn site appears red, blistered, and may be swollen and painful. Generally, heals in 10 – 21 days.
- Third degree – destroy all layers of the skin and may also damage the underlying bones, muscles, and tendons. The burn site appears white or charred. There is no sensation in the area since the nerve endings are destroyed. Skin grafts are required.

Burn Causes

· Tap water scalds – Scalds are the number one cause of burns in Alberta. Scalds result when one or more layers of skin are destroyed by contact with hot liquid or steam. Tap water scalds are 100% preventable. The severity of the injury depends on two things: the temperature to which the skin is exposed and the length of time the skin is exposed to the burning substance.

For hot water to cause 3rd degree burns:

- At 60 degrees C it takes one second
- At 55 degrees C it takes five seconds
- At 50 degrees C it takes five minutes
- Flame burns – Burns can be caused from contact with flames or hot objects, or through the inhalation of super-heated gases that can damage tissues in the airways and lungs. Flame burns can be caused by clothing catching fire from a stove burner, match, candle, or an open flame.
- Chemical burns – occur when living tissue is exposed to a reactive chemical substance such as strong acid or base.
- Electrical burns – occur when an electric current passes through the body

Scald Prevention Tips

- Ensure that you are testing the water temperature at the sinks and tubs **as per ICE policy 2.3.15 Overall Facility Wa-**

ter Temperature Monitoring and Safe Practices. Overall water facility temperature is not to exceed 49 degrees C.

- If you are providing a bath assist, follow the safe bathing procedures in the home. These include turning the cold water tap on first, ensuring that you agitate the water to evenly disperse tap water as the bathtub fills, test the temperature of the water by measuring it with a thermometer and, if it is the correct temperature, by putting your elbow or forearm in the water to double check prior to the client getting in the tub. **The water temperature must not exceed 40 degrees Celsius. See Policy 2.3.14 Bath/Shower Safe Water Temperature Monitoring.**

- Avoid flushing toilets, running water, or using the dishwasher or washing machine while anyone is showering to avoid sudden fluctuations in water temperature.

Burn Prevention Tips

- Carry pots to plates, not plates to pots.
- Keep all pot handles turned back and away from the stove edge.
- Check handles on appliances and cooking utensils to ensure that they are secure.
- When removing lids from hot foods, remember that steam may have accumulated. Lift the lid away from your face and arms.
- Wear short sleeves or light-fitting clothing while cooking.
- Always use oven mitts or pot holders when moving pots or hot liquid or food.
- Heat food in containers or dishes that are safe for microwave use only.
- Steam builds in covered containers can easily result in burn injuries.
- Puncture plastic wrap or use vented containers to allow steam to escape or wait at least a minute for steam to escape. When removing covers, lift the lid away from your face and arm.
- Ensure that all chemicals are securely stored away from the furnace.

Burn Care

- **Immediately cool the burn with water.** Pour cool water on burns or soak them for at least 3 – 5 minutes (30-40 minutes for chemical injury).
- **Never use ointment or butter.** This may allow the burn to retain heat.
- **Cover the burn.** Apply a soft, clean, dry dressing, bandage, or sheet to the burned area.
- **Don't break blisters** as this could lead to infection.
- **Seek medical help.** If there has been an incident involving you/your client, ensure that you or your client gets medical attention as soon as possible, including calling 911.

Prevent the spread of COVID-19

GET THE FACTS

Canada has one of the most robust vaccine approval processes in the world. Any adverse effects have been minimal.

The COVID-19 vaccines meet high national requirements. They are safe and vital.

Seniors are at a higher risk from COVID-19. Vaccines help your immune system and fight off disease.

Covid-19 vaccines are for young and healthy people, too. They can protect you and those around you.

All approved vaccines effectively prevent serious illness and death.

Get vaccinated as soon as you can, no matter what vaccine is provided.



Prevent the spread of COVID-19

GET THE FACTS

COVID 19 Variants of Concern

Variants are viruses that have changed or mutated while reproducing inside an infected person's cells. The variant can be spread to others and may continue to mutate as it moves from person to person.

New variant strains of COVID-19 were recently identified in the United Kingdom, South Africa, and Brazil, and have since been identified in many other countries around the world. These strains are known as variants of concern, as they appear to spread more easily than other COVID-19 strains.

Alberta is monitoring for these variants of concern. Confirmed variant cases are updated daily.

Symptoms in variant cases are the same as usual COVID-19, including cough, fever, shortness of breath, runny nose, and sore throat. See the full list of symptoms.

How one case turned into 42.

One Albertan returned from travel with a case of a COVID-19 variant of concern. Instead of quarantining alone for 14 days following return from travel outside Canada, the infected traveller socialized with a friend during quarantine. It kicked off a chain of COVID-19 infections that spread far beyond that one case. This is a real case.

Taken from <https://www.alberta.ca/covid-19-variants.aspx>

