

**AUGUST 2020**

**EDMONTON**

## **ECAT**

Employee & Client  
Assistance Team  
**780-461-7236**

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

## **INSIDE THIS ISSUE:**

**THANK YOU  
WINNERS**

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SAFETY MINUTES**

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DOCUMENT**

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## **TIME SHEET HAND-IN**

### • **August 15<sup>th</sup> 2020**

For all shifts worked  
between August 1 and  
August 15.

### • **August 31<sup>st</sup> 2020**

For all shifts worked  
between August 16 and  
August 31.

## **UPCOMING**

- **HEALTH AND  
SAFETY MEET-  
ING–** August 5, 2020  
@1:30 PM
- **RPAC MEETING–**  
August 19, 2020@  
1:30PM

# ICE PAGE

**Making it Happen!- Supporting Social Inclusion**

### **Carmen G.**

Carmen has been with ICE since December 2016. She is friendly and thoughtful of others and loves a good joke. Her life centers around her friends and family but Carmen's health challenges are also a prominent part of her life.

For the most part, Carmen deals with this challenge very well but occasionally she finds it overwhelming. One of the ways she deals with the stress of her health complications are by participating in the many community activities she enjoys.

Carmen takes part in art classes and she enjoys bowling and bingo. She also regularly goes to Lethbridge Senior Citizen Organization activities and Music Therapy. Carmen will also independently meet her friends for coffee. She also enjoys going for walks and staff support Carmen to continue participating in all these activities.

When Carmen has had a particularly difficult time with, she may not want to participate in her regular activities. During these times, ICE staff support and motivate Carmen to continue with her programs as she benefits greatly from her participation. Once she is done participating in her programs, Carmen says she usually feels much better. Carmen enjoys volunteering at a seniors home immensely. Her staff say that one of their favourite memories of Carmen was when she volunteered to help 13 ladies from the seniors home do their shopping at Walmart. Carmen was very helpful and loved helping the ladies spend their money.

Carmen is an example of someone living with difficult challenges that maintains meaningful relationships in the community. Way to go Carmen!



## **Employee Spotlight**

Kellie has worked with Lethbridge ICE since November of 2018. She always shows initiative and finds out about things going on in the community that the clients she works with might enjoy. She successfully uses her fun, outgoing personality to motivate clients to participate in community activities.



**ICE OFFICES WILL BE  
CLOSED  
MONDAY, AUGUST 3<sup>RD</sup>  
FOR HERITAGE DAY**



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

## Health and Safety Incentive Presentation



Chetna received a health and safety mug for attending 6 health and safety committee meetings.  
*Congratulations!*

## Virtual Training

### **Promoting Safety Training**

August 7, 2020  
9:30AM to 1:30PM

### **Workplace Inspection Training**

August 21, 2020  
9:30AM to 1:30PM



## ICE THANK YOU CARD INCENTIVE WINNERS

Desale W. received a thank you card from his supervisor when he bought a toaster for his clients. Desale is always promoting client safety, health, and cleanliness at the program.

*Congratulations!*



Ferid D received a thank you card from his supervisor when he participated in the CET survey.

*Very much appreciated!*



Marion B received a thank you card from her supervisor when she checked and maintained contact with the client throughout the pandemic.

*Keep it up!*



## 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.



## CET UPDATES

All ICE regions completed the ACDS Level 2 accreditation process in July 2020.

In an effort to control the spread of Covid 19 the survey process was completed in a virtual fashion.

All ICE regions did exceptionally well. The results of the survey will be available in late fall 2020.

Thank you to the individuals, families, guardians, and staff who participated in the process.

## 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 July 15, 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. Completed Incident Investigations for Injury, Health and Property Damage

Calgary – June 11, 2020 Meeting Minutes:  
N/A – No completed investigation to review in previous month.

South – June 9, 2020 - Meeting Minutes:  
N/A – No completed investigations to report in previous month.

Northwest:  
N/A - Regional health and safety committee was not held in June.

3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 Completed Near Miss Incident Investigations  
Calgary – June 11, 2020 - Meeting Minutes:

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

South – June 9, 2020 – Meeting Minutes:  
N/A – No completed investigation to review in the previous month.

Northwest:  
N/A - Regional health and safety committee was not held in June.

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

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 require medical attention. It was noted that the fax machine was old and jamming frequently.  
Incident Investigation Recommendations: Review to not use defective equipment at next team meeting. Replaced defective fax machine.



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 yelling 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 distance from client with staff involved.

February 24, 2020

Staff was taking out the garbage and slipped on a patch of ice resulting 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.

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.

### 3.3 Evaluation of completed near miss investigations.

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

### 3.4 Health and Safety Committee Inspections

3.4 A) Inspections held because of health and safety concerns – N/A for June.

3.4 B) Inspections completed for June – Random Inspections: Total of 4 – Pauline – 1 (0 participants); Cody – 1 (1 participant); Matthew – 2 (5 participants). Monthly Safety Inspections: Total of 2 – Pauline – 1 (0 participants); Dusi – 1 (2 participants)

3.5 COR Audit Review – Review COR Action Plan – Greg updated the group that documents had been revised as part of the COR Action Plan, including revisions to Environmental Quality Audits, Staff Office Random Inspections and Monthly Safety Inspection Checklists, including the addition of instruction and spaces to record emergency drills.

3.6 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.

Calgary – June 11, 2020 - Meeting Minutes:

Reviewed pages 42-47, "Bed Making, Vacuuming and Washing/Mopping Floors," in the HACD. Recommendations include:

No Additional Recommendations for Bed Making

The H&S committee reviewed HACD for Vacuuming and recommends adding safety glasses under the Personal Protective Equipment for staff who are sensitive to dust. It is also recommended to add, "exposure to electric shocks," under the Physical Hazard section.

The H&S committee reviewed HACD for Washing/Mopping Floors and recommends adding, "irritation to eyes" under the chemical hazard section.

South – June 9, 2020 - Meeting Minutes:

Office Related Work Page 2 and 3 "Meetings/Communication (clients, funders, or other persons associated with service delivery" and discussed this hazard and how things may be affected by the COVID-19 pandemic prevention protocol. The committee felt that "surgical/procedure masks are available" should be added to the standard precautions section. Also, site specific controls could have a point about the agency's adherence to AB Public Health advisories (i.e. physical distancing, increased cleaning, and disinfecting protocols etc.).

Northwest:

N/A - Regional health and safety committee was not held in June.

### 3.7 Policy Review – 2.4.1 Guidelines for Planning Activities

### 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.

Other Business

4.1 Health and Safety Training Updates – Greg confirmed that all Health and Safety Committee representatives had either received or were booked into Hazard Assessment and Control Training on July 24th (9:30 am to 1:30 pm) and Incident Investigation Training on July 29th (9:30 am to 1:30 pm).

4.2 Health and Safety Poster – Greg discussed that a new Health and Safety Poster will be developed as there has been changes with members of the committee. Greg thought it would be an idea to have everyone's individual pictures as group picture is not possible (as it presents issues with social distancing). The committee approved of this idea.

**NEXT MEETING DATE: August 5, 2020**



# COVID-19: TESTING AND REDUCING STIGMA



**COVID-19 is an illness caused by a coronavirus. Coronaviruses are a large family of viruses, some of which infect animals and others that can infect humans. They are spread through:**

- ▶ respiratory droplets when you cough or sneeze
- ▶ direct contact with a person infected with COVID-19
- ▶ touching an object or surface with the virus on it

Coronaviruses are **not** known to spread through water or ventilation systems.

## YOU CAN HELP REDUCE THE SPREAD OF COVID-19 AND PROTECT YOURSELF, YOUR LOVED ONES AND YOUR COMMUNITY:

- ▶ follow the advice of your local **public health authority** or nursing station
- ▶ stay home and away from others if you are ill
- ▶ **wash your hands** often with soap and water for at least 20 seconds
- ▶ use an alcohol-based hand sanitizer containing at least 60% alcohol if soap and water are not available
- ▶ cough and sneeze into your sleeve and not your hands
- ▶ avoid touching your face with unwashed hands
- ▶ avoid close contact with people who are sick
- ▶ practise **physical distancing** as much as possible
- ▶ wear a **non-medical mask or face covering** in crowds or when physical distancing is not possible
- ▶ clean and **disinfect** frequently touched objects and surfaces

**Symptoms** of COVID-19 are often similar to other illnesses. They can:

- ▶ take up to 14 days to appear after exposure to the virus
- ▶ be mild or more serious
- ▶ vary from person to person

If you are experiencing symptoms, or have been exposed to someone with COVID-19, **you must:**

- ▶ stay home (**isolate**) to avoid spreading it to others
- ▶ avoid contact with others (especially older adults, or those with medical conditions)
- ▶ if you live with others, stay in a separate room or keep a 2-metre distance
- ▶ call ahead before you visit a health care professional or call your local **public health authority** or nursing station
- ▶ tell them your symptoms, discuss the possibility of being tested, and follow their instructions
- ▶ if you need immediate medical attention, call 911

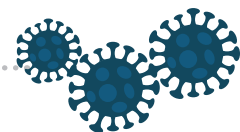
## TESTING

Testing for COVID-19 helps protect our elders and communities. It is the only way to confirm if someone currently has COVID-19, and it is an important tool to:

- ▶ stop the spread of the virus and prevent community outbreaks
- ▶ detect and isolate people who have COVID-19
- ▶ follow up with close contacts of someone confirmed to have COVID-19 (contact tracing)
- ▶ better understand the virus

Getting tested **will help** provide you with a positive or negative diagnosis of COVID-19. It will also assist with contact tracing, which is done confidentially by public health officials or other appropriately trained people to identify individuals you may have been in contact with while contagious.

Getting tested **will not** put your personal health information at risk. Your identity, health status and other personal information is only shared with health care providers as required.



# STIGMA

The COVID-19 pandemic can cause stress on people and communities. It can lead to individuals experiencing social stigma, exclusion, marginalization, mental health issues and discrimination. Lack of understanding about COVID-19 has sparked feelings of fear or anger towards others and unfair treatment against a number of groups, including:

- ▶ people who have COVID-19
- ▶ people who have symptoms of COVID-19
- ▶ health care, front-line and essential workers
- ▶ people from countries where the virus originated from
- ▶ people who have recently travelled or returned to Canada from another country
- ▶ people from communities, cultures, or industries where COVID-19 outbreaks have occurred
- ▶ people who may not follow recommended public health measures

Stigma and discrimination are known barriers that prevent people from getting tested or accessing the care, treatment and support they need. People who have experienced stigma and discrimination throughout their life (e.g., racialized groups, people with mental illness or disability, members of LGBTQ2IA+ communities) may not have access to protective resources during a pandemic, like a safe home to isolate or quarantine when ill, which may introduce additional challenges.

Stigma and discrimination can be dangerous and harmful to individuals and communities by:

- ▶ exposing people to high levels of guilt and stress
- ▶ disempowering people who cannot control their living, working, or social circumstances
- ▶ creating divisions within communities
- ▶ causing people to delay or avoid health services and contacting health authorities
- ▶ making it harder to monitor, stop or slow outbreaks
- ▶ discouraging people from being tested or quarantined
- ▶ making it harder to trace and notify people who may have come into contact with COVID-19 (contact tracing)

**We can all do our part to reduce stigma around COVID-19.** Even people without symptoms can test positive for COVID-19. This includes people who have not yet developed symptoms (pre-symptomatic) and may never develop symptoms (asymptomatic). That is why it is important to:

- ▶ show support, kindness and empathy to those who have, or are tested for, COVID-19
- ▶ **take care of your mental and physical health**
- ▶ **protect yourself and those around you**
- ▶ choose your words carefully

SAY...	INSTEAD OF...
COVID-19; Coronavirus	The virus from Asia/China/ Wuhan
People who may have COVID-19	Suspected cases of COVID-19
People who have COVID-19; People being treated for COVID-19	COVID-19 cases or victims

**Mental health and family violence support services are available to you**, such as the **Wellness Together Canada: Mental Health and Substance Use Support portal** and the **Stop Family Violence** webpages.

## LEARN AND SHARE THE FACTS

Share inspiring stories about those who have recovered from COVID-19, and about community heroes – health care workers, community service providers, grocery store employees, delivery people, long-term care home workers and first responders – who provide support to the population and care for those who are ill.

Get accurate information about COVID-19 from trustworthy sources, such as **Canada.ca/coronavirus**, your **local or provincial/territorial public health authority, or a nursing station in a First Nation community**.

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