

DECEMBER 2020

EDMONTON

ECAT

Employee & Client
Assistance Team
780-461-7236

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

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TIME SHEET HAND-IN

• **December 15th 2020**

For all shifts worked
between December 1
and December 15.

• **December 31st 2020**

For all shifts worked
between December 16
and December 31.

UPCOMING

- **HEALTH AND
SAFETY MEETING–**
December 9, 2020
@1:30 PM
- **RPAC MEETING–**
December 16, 2020@
2:00PM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Travis N.

Travis is a likeable and kind young man who began services with ICE in June 2019. Travis is Indigenous and grew up on the Piikani First Nation. He was living with his youth mentor in Lethbridge for several years and transitioned to a Support Home when he turned 18.

Travis enjoys being active and participating in cultural activities. His youth mentor frequently involved Travis in outdoor activities including kayaking and hiking. Travis continues to be active in the community with his support staff. Travis has faced many adversities including the loss of many family members within a short period of time. Travis continues to persevere and maintain positive connections within his reserve and the community. Travis has expressed interest in signing up for an 8-week fitness challenge that is being offered by AHS through Piikani First Nation. He will be required to participate in many activities and challenges throughout that time.

Taking part in physical activities helps Travis remain healthy and happy. Staff motivate Travis and remind him of the benefits he gains from his participation in community activities. Travis and staff recently got a gym membership at the YMCA and attend the gym about three times a week to play basketball.

Staff noted that initially Travis was very quiet and would often respond to questions with one-word answers. As Travis continues to build trust and rapport with his support team, he has become more vocal and expressive with his thoughts and feelings. Travis has made great strides over the past year, and we cannot wait to see what the future holds for him!



Employee Spotlight



Michael joined ICE in March 2020. He joined ICE at the start of the pandemic and jumped right in. He is someone who shows initiative and finds creative ways to motivate the clients he works with. Michael is successful in creating fun, meaningful experiences to help his clients participate in community activities. ICE appreciates Michael's ability to provide client connection to the community over this past year.

Thanks Michael!

**ICE OFFICES WILL BE CLOSED
Friday & Monday,
December 25th & 28th
for Christmas Day and Boxing Day**



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

780- 461-7236

Referral Incentive Recipient



Marceline Njoh
November 2020

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive \$100!

Virtual Trainings

Pre-Employment Training

December 1, 8, 9, 15, 16, 2020 (9:30AM - 4:30PM)

Epilepsy Training

December 1, 2020 (10:00AM - 12:00PM)

Hoarding Training

December 3, 2020 (1:30PM - 3:30PM)

Incident Investigation Training

December 4, 2020 (9:30AM - 1:30PM)

OCD Training

December 7, 2020

Autism PDD Training

December 8, 2020 (10:00AM - 12:00PM)

Trauma Informed Care Training

December 8, 2020 (1:00PM - 4:00PM)

December 18, 2020 (3:00PM - 5:00PM)

Brain Injury Training

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

Anxiety/Depression Training

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

ASSIST Training

December 10-11, 2020 (8:00AM - 5:00PM)

CN Abuse Training

December 14, 2020 (1:00PM - 3:00PM)

Psychosis Training

December 15, 2020 (10:00AM - 12:00PM)

Schizophrenia Training

December 15, 2020 (1:00PM - 3:00PM)

Diabetes Training

December 16, 2020 (10:00AM - 12:00PM)

APRP Training

December 18, 2020 (1:30PM - 3:00PM)

ICE THANK YOU CARD INCENTIVE WINNERS

Honorine Teneng received a thank you card from her supervisor for the effort she displayed in keeping the clients safe and protected from the Covid-19 pandemic. Your efforts are very appreciated. Great work!



Nithin Sukumaran received a thank you card from his supervisor for the extra effort he displayed by picking up and delivering Health and Safety supplies for various programs. Thank you for your kindness and great work! Keep it up!



Shuri-Nwa Cho Sandra received a thank you card from her supervisor for always being available, and reliable at the program. Shuri has taken on many last minute shifts and this has helped immensely! Thank you!



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/>

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>

Payroll Updates !

Is your Personal Information Up to Date in Payroll?

As the end of 2020 approaches it is important that employees log into Dayforce to review their personal information in this Payroll software.

If you have not previously logged into Dayforce: Click the Dayforce link at **www.dayforcehcm.com or go to www.icenterprises.com**. Click the link on the bottom left corner of the home page or the link in Facebook under Independent Counselling INC.

Enter the Company Name ice (in lower case), your Username and Password

Click Login

Your Dayforce credentials:

If employed before August 1, 2020 Your username is your First name.Last name as it appears on your current pay statements with the first letter of each in lower case.

If employed on or after August 1, 2020 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.

Review your Profile. Any changes and additions can be made by completing the applicable menu item and entering the desired information in the fields below. 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.

Health and Safety Committee Meeting Minutes November 4, 2020 (Minutes edited for publication)

33.1 Review of 'Regional Health and Safety Meeting Minutes (Review other region's minutes especially sections 3.2 and 3.3).

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

Calgary: October 26, 2020 and South: October 6, 2020 - Meeting Minutes:

N/A - No Completed Injury Investigations to Review (no injury investigations occurred during this time frame)

Northwest: October 8, 2020 - Meeting Minutes:

Staff was completing paperwork work when client became obsessed with the pen (known issue). Client attempted to grab the pen and struck both staff.

Incident Investigation Recommendations: Support for staff regarding consistency with boundaries and communication.

B) Section 3.3 Completed Near Miss Incident Investigations

Calgary: October 26, 2020; Northwest: October 8, 2020 & South: October 6, 2020 - Meeting Minutes

N/A - No Completed Near Miss Investigations to Review (no near miss investigations occurred in the previous month)

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

March 9, 2020 - While in community, staff had allergy to perfume resulting in emergency room visit.

Incident Investigation Recommendations: Staff to review HACD regarding potential community hazardous scents with the team.

May 19, 2020 - Client ate another client's dinner and when redirected, client charged staff and attempted to punch staff in the face. Staff stepped back but fist still touched staff's face. Client then blocked the door from staff and another staff member had to distract the client so first staff member could retreat from the residence and lifeline was pressed. Staff inside managed to redirect client until police arrived and client calmed. Immediate Follow-up: staff to maintain safe distance and use lifeline.

Incident Investigation Recommendations: Staff to retake PBI.

August 8, 2020 - There was no milk for the client's coffee; client escalated and punched a door. Client looked in freezer for food and then attempted to hit staff. Staff evaded client but staff's glasses fell to the floor and client smashed them. Staff left the house and when pressed the lifeline, at which point the client began chasing the staff. When responder called, client grabbed phone and said it was just a test so police wouldn't show up. When staff attempted to leave, client kicked and pushed them and tried to hit them again. Immediate follow-up: staff to maintain safe distance when client agitated; staff to follow PRP; staff to offer PRN when required; staff to use lifeline as required.

Incident Investigation Recommendations: staff to be removed from the program.

August 31, 2020 - staff began shift after experiencing back pain the previous night, staff gave client a sponge bath and afterwards assisted client with lifting her legs. Staff noted back pain and she was unable to walk or stand. Client called 911 and staff was transported to hospital. Immediate follow-up: staff will cancel shifts if not well, staff will maintain protocols for ergonomics at the workplace, staff will have required breaks during the shift, staff will not assist with lifting clients legs as the client can do so independently.

Incident Investigation Recommendations: Employee will review policy 2.3.7, 3.5.2, 3.5.9 & Health and Safety (back to basics: a guide to good back health)

October 7, 2020 - staff sat on wet sanitized chair and in the process of quickly getting up, staff lost balance and fell to the floor.

Incident Investigation Recommendations: staff to be vigilant on where they are sitting and assess for potential hazards. Staff will review

Hazard Assessment and Control document 'Travel on Wet/ Slippery Surface (water/ice/snow)' and will sign participation form after completion

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 (include name of committee member(s) completing, program, issue, inspection type A) Inspections held as a result of health and safety concerns: No inspections this month

B) Inspections completed (E.g. EQA, RI, Office Inspection): 3 RI's w/ 4 participants & one monthly support home visit w/ 1 participant; 1 RI & 1 monthly inspection; 1 monthly inspection w/ 1 participant; Office inspection completed by JW & HP. Deficiencies include: lightbulbs, ergonomic assessments, sign-in sheets around offices and carpet issues

3.5 COR Audit Review: Action plan to be presented at SWOT.

3.6 Hazard Assessment and Control document (H.A.C.D.) Pgs. 29 & 30 - Use of Electric Stove/ Oven. & Use of Gas Stove/Oven; 31 & 32 - Use of household appliances; 33 & 34 - Use of a Microwave: no additions or changes to note

Calgary Meeting Minutes: Reviewed Office Related Work: pages 2-5, (Meetings/Communication [Clients, guardians, funders, or other persons associated with service delivery] & Driving). Recommendations for pages 2-3 (Meetings): No additional recommendations. Recommendations for pages 4-5 (Driving): It is recommended to add Exposure to persons/with aggressive behavior/sexual harassment to physical hazards. It is recommended to also add PPE to Controls as staff should wear masks when there is an additional person in the vehicle (during the covid-19 pandemic). It is further recommended to add a 'Best Practice Section,' to recommend the use of all-weather tires during winter months.

South: October 6, 2020 Meeting Minutes: Entire HACD (4 sections) for the office and Residential programs (2 sections each) have been completed and distributed where necessary. ICE South has been assigned review of the General Section (Pages 77-115) for the upcoming 2020-2021 meetings. Reviewed 'Personal Care of Client' Pages 77-78. Recommendations include: Adding COVID-19 as a biological hazard under viruses as well as adding all the applicable controls related to COVID-19

Northwest: October 8, 2020 Meeting Minutes: Reviewed pages 39-40 Manual Dishwashing: no changes noted

3.7 Policy Review - 3.5.10 Hazard Assessment and Control

3.8 COVID 19 Pandemic Response Continuous masking procedures still in effect. Please continue to follow the most updated Employee/Office/Visitor Contractor/Client covid-19 protocols. See <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> for the most recent Alberta numbers & mandatory measures

4.0 Other Business

Flu shots: reminder that getting immunized helps strengthen your immune system, so you do not have to worry about fighting two infections. Vaccines are available at Dr. offices and pharmacies for those over 5 and with Alberta Health Card, and residents of Alberta. Available for all others at medi-centers through appointments

Holiday Hazards: Gentle reminder to start being aware of the mental health hazards that come this time of the year. Will be discussed more in depth at Dec meeting

NEXT MEETING DATE: December 9th, 2020 at 1:30 p.m.

COVID-19: ADVICE FOR SAFE HOLIDAY ENTERTAINING

Christmas Food Recipe

2020 Holiday Season is going to look very different due to the COVID pandemic. The measures put in place will in part contribute to what the holiday season will look like for many Albertans. To protect ourselves, our loved ones, and our communities, we must be mindful of the role we all play in helping to reduce the spread of COVID-19 during holidays.



COVID-19 is highly transmissible in social settings. One infected person could cause many people attending the same gathering to become ill. We urge you to be diligent, follow public health guidance, and have safe and happy holidays. **Please be mindful of gathering sizes in your community.**

- Consider virtual options or keep things small with your cohort – think about how many people the space can accommodate safely.
- Ensure there is enough space for physical distancing between people from different cohorts.
- Be clear about what your boundaries and expectations are with your guests ahead of time.
- Try to limit contacts in the two weeks prior - Encourage your guests to do the same.
- Remind guests who are not feeling well to stay home. Ask all guests to complete the Daily Symptom Checklist prior to attending.
- If you are feeling unwell (even if your symptoms are minor) cancel and make alternative arrangements.
- Ensure proper cleaning and disinfecting of high touch surfaces, limit shared items and dishes.
- Wear a mask (when not eating or drinking) if you are going to be in close contact with people not in your household or cohort.
- Have hand sanitizer, hand soap and alcohol wipes available for guests to sanitize their hands at common touch points and encourage its use by all prior to eating.
- Avoid last-minute shopping at peak times by planning ahead, or shopping online. This includes curbside pickup for groceries instead of being in the store with multiple individuals.
- Set up separate seating areas for different groups at mealtimes.
- Seat people who live in the same household or are in a cohort together.
- Seat higher risk guests in places where they can have more distance from others, while still participating in the festivities.
- Have one individual plate everyone's meals so people are not sharing serving utensils. Ensure they wear a mask and follow proper hand hygiene.
- Consider having pre-portioned food, ordering take-out, or asking guests to bring their own meals.

FOLLOW ALL DIRECTION FROM PUBLIC HEALTH FOR YOUR REGION!

Fiddle Diddles

Ingredients

½ cup butter or hard margarine
2 cups white sugar
½ cup milk
6 tbsp unsweetened cocoa powder
3 cups quick cooking rolled oats
½ cup coconut
½ cup walnuts* (optional)
pinch of salt

1 tsp vanilla flavoring

Instructions

Put the butter or margarine, sugar and milk into a large pot. Heat on medium, stirring often, until it comes to a boil. Remove from heat.

Add remaining ingredients. Stir well. Drop by rounded teaspoonfuls onto waxed paper. Cool completely.



Source: Wordpress Recipe Plugin by Easy Recipe

Christmas Songs

Try checking out these unusual Christmas Songs!

Song: "Disco Christmas"

Artist: Universal Robot Band

Song: "The Santa Clause Boogie"

Artist: The Tractors

Song: "Dominick The Donkey"

Artist: Lou Monte

Keep up to date with information about COVID-19 transmission through the Government of Alberta website: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>.



Message from the President – December, 2020

The holiday season is upon us once again. The year was very different than all other years for Independent Counselling Enterprises, as it was throughout the community and country, and around the world.

The ICE Christmas celebrations will not be held as a result of our responsibility to practice the Alberta Health Services requirements in addressing the COVID 19 pandemic. It is regretful that we cannot come together as a group; however, our obligation to protect ourselves and each other takes precedence over the typical celebrations.

The ICE Christmas celebrations were, historically, an opportunity to visit one another and catch up. The primary purpose of the celebrations is to acknowledge and honor ICE employees for their diligence and hard work. That acknowledgement remains a priority. The selected employees will receive their award and acknowledgement in a different format, being featured in the ICE Page.

The employees and teams receiving the recognition awards were selected through a nomination process and the ICE thank you card incentive program, as well as recognition and health and safety award recipients. Employees who received multiple thank you cards from the individuals they serve, families, guardians, colleagues, and supervisors were considered for awards.

In addition, a special draw is held each year as part of the ICE Health and Safety program. Those individuals who received a minimum of 3 thank you cards from various sources related to practicing Health and Safety processes have their names entered into a draw for special recognition. The Health and Safety draw includes employees from all four regions where ICE provides service.

Next month we will be featuring the long service award recipients, who are employees whose tenure has reached service milestones.

All of us have many accomplishments to reflect on as the 2020 year closes out.

In September, ICE completed our Certificate of Recognition audit. This was an external audit, conducted by a professional auditor and in partnership with Continuing Care Safety Association. The process was completed virtually and required significant evidence of the ICE Health and Safety program effectiveness and commitment from all levels. ICE achieved a score of 98%, of which we are extremely proud. The results are proof of our continuous practices of the health and safety processes. ICE received special recognition for the actions taken to address the pandemic.

As always, I encourage all employees to continue to follow the Health and Safety policies and procedures including working safely, identifying hazards, reporting hazards to supervisors, mitigating hazards, and complying with Occupational Health and Safety legislation and ICE policy. The goal is to provide a safe environment for all employees, people in service, visitors and the community so each of us can go home at the end of our shifts and be proud of our work.

In July 2020, ICE completed the CET level 2 accreditation survey including complex needs and respite services. This accreditation through Alberta Council of Disability Services was completed virtually. Many of the people we serve, their families, and their staff participated in virtual conversations with qualified CET surveyors. This virtual survey method presented a learning curve for all of us. The audit occurred in the 4 PDD regions where we provide service including Edmonton, Calgary, South, and Northwest regions. In all 4 regions, the results of the level 2 accreditation were 100%. Again, we should all be proud of that accomplishment - it is a direct reflection of the quality of service we deliver.

I urge everyone to maintain their knowledge and practice of our Health and Safety policies as required in the OHS legislation. The COVID 19 pandemic has been a strong focus of ICE and all service providers. You were all prepared to address the multiple and frequently changing pandemic obligations while maintaining your obligations to OHS legislation and ICE policy. You should be proud of that accomplishment.

Our success is possible through maintaining positive relationships with experts to steer us in the right direction. Those people include:

Disability Services PDD division – providing feedback and resources to enable us to do our work.

Alberta Health Service – Public Health – providing education and resources to assist in keeping our individuals and employees safe.

ACDS for providing direction and expertise on the CET standards and COVID 19 preparedness.

The year ahead will continue to challenge all of us, but our resilience and creative spirit will help us overcome those challenges.

In conclusion, thank you to the people who we serve, their families, direct service staff, supervisors, and managers for allowing ICE to serve the community. On behalf of ICE, I hope all of you celebrate the holiday season and end of the year safely.

With advances in science, there is hope that we will be in a position to get together for the 2021 holiday season!



ICE EDMONTON AWARDS WINNERS 2020

"Health & Safety" Award



Orphee Baranishamaye

"Outstanding Front Line Employee Award"



Suresh Khanal

"Award of Appreciation"



Meheret Tekle

"Award of Appreciation"



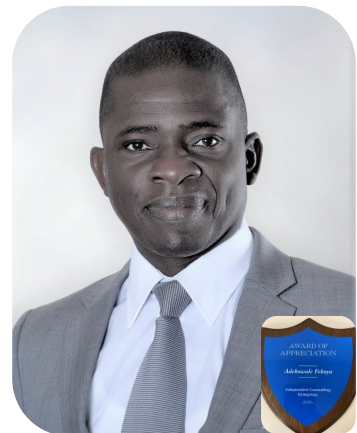
Mouloud Guernina

"Award of Appreciation"



Sunday Enilobo

"Award of Appreciation"



Adebawale Fekoya





ICE EDMONTON AWARDS WINNERS 2020

“Award of Appreciation”



Senay Kidane

“Outstanding Employee Award”



Macha Abdallah

“Health and Safety Community Rehabilitation Team Award”



Elvis Obomanu



Devi Ojha



Isaac Rwigema



**Village Program
Manager: Renee Sadler**





ICE EDMONTON AWARDS WINNERS 2020

“Community Rehabilitation Team of the Year Award ”



Reshma Thapa



Francois Munyarukiko



Albert Gateretse



Medrek Negusse



Senait Sodu



Rhonda Cheknita
Manager St. Albert Trail Program



“Random Ballot Draw Winners ”

**Congratulations to all 6 staff
members chosen for the
Random Draw!**

Enisa Draganovic
Innocent Rugwiza
Christopher Oberiko
Gloria Riviera
Azeb Bitew
Solomon Tadese



Noah Sawe
ICE South
**Thank-you Card Incentive
Winner**

