

FEBRUARY 2021

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

- **February 15th 2021**—
For all shifts worked
between February 1st and
February 15th.
- **March 1st 2021**—For all
shifts worked between
February 16th and
February 28th.

UPCOMING:

- **HEALTH AND SAFETY MEETING**— February 13th, 2021 at 1:30PM
- **RPAC MEETING**— February 17th, 2021 at 1:30PM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Colleen A.

Colleen has been with ICE Calgary since 2019. She is an independent and creative individual who likes to craft masterpieces out of all types of materials. With the support of her staff, Colleen has attended classes at the Salvation Army and the Recovery College and volunteered her time at the Kerby Center.



Colleen successfully completed courses such as "How to Save Money", "Determining my Future", "How to Have Healthy Relationships" and various cooking classes. Colleen is proud of her accomplishments and displays the certificates in her home.

With the support of her staff, Colleen began volunteering at the Kerby Center in July 2019. Colleen and staff decorated 200 reindeer which were sold at the Kerby Center. They decorated the Kerby Center Christmas tree and served meals at events held there.

Colleen desired to continue volunteering after the COVID-19 restrictions were introduced. With the support of staff, Colleen made reusable face masks and continues to do so. Colleen has made over 60 masks using her sewing machine. The Kerby Center supplies the material needed, and the masks are given to the elderly population in the community.

Colleen has been asked by the Kerby Centre if she would be interested in selling some of her handcrafted items at the Wise Owl Boutique. Colleen is considering this option with support staff.

With the help of staff, Colleen has taken courses virtually with the Salvation Army and looks forward to in-person learning again. Colleen is enjoying her cooking classes and is learning how to make healthy meals.

Colleen's favorite sport is bowling, and she enjoys socializing with her teammates.

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

Employee Spotlight



Chadress is a positive and encouraging individual who has been part of the ICE Calgary team for just under two years. Chadress finds creative ways to support Colleen and to aid Colleen in meeting her goals. Chadress recognized Colleen's talents and skills and assisted Colleen in enrolling for classes. These courses helped Colleen meet her set goals and aided Colleen grow as an independent individual. Chadress enjoys witnessing Colleen grow her skills and confidence and is proud to see Colleen involve herself in the community and socialize positively with peers. Chadress stated that working with individuals like Colleen is very fulfilling and she sees her work with Colleen as more than just a job. On her spare time, Chadress likes to do voluntary work, participate in church activities, make homecooked meals and chat with friends and family. She also likes going on long drives and spending time outdoors with friends. Chadress is looking forward to resuming these activities when the COVID-19 restrictions are lifted.

Important Information about your TD Future Builder Group Retirement Savings Plan Account

Effective **March 19, 2021**, TD Future Builder will no longer be providing or administering group retirement saving plans to ICE and the new provider will be Canada Life. This was not a decision chosen by ICE, rather TD has decided they no longer wish to be our provider for this service. Please note this **DOES NOT** change your retirement plan and you are **NOT** required to do anything for these changes. Canada Life has extensive experience in the Group RSP carriers and will provide a comprehensive financial wellness program to help all our employees reach their retirement goals. You will receive a letter from TD Future Builder notifying you of these changes. **If you have any questions or concerns, please contact: Independent Counselling Enterprises at: 780-453-9664.**

More information about this change in this ICE PAGE.

**ICE OFFICES WILL BE
CLOSED FAMILY DAY,
MONDAY
FEBRUARY 15th, 2021**



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



Save more for your future

Your group retirement and savings plan is moving to Canada Life on March 19, 2021.

As a Canada Life plan member, you'll benefit from:

- Personalized guidance and product advice from a Canada Life member guide — a licensed wealth professional who can meet with you virtually or over the phone to talk about your goals.
- Online tools to help with planning.
- Resources and educational materials to help with investing.

For more information on the tools and support available through Canada Life, visit **welcome.canadalife.com/getstarted**

3.1.2 PERSONAL INFORMATION AND DOCUMENTATION REQUIREMENTS

**(Please note that selected sections of ICE Policy 3.12 are reproduced here. Please refer to the Policy Manual for the complete policy).*

- ◆ The following information must be collected or completed on all candidates for employment prior to hiring:
- ◆ Clear Police Information Check / R.C.M.P. Check including a Vulnerable Sector Check (no older than 6 months).
- ◆ The company cannot retain information on an employee file that is not related to employment. This information will be shredded.
- ◆ All employees and contractors of the agency will complete a Police Information / R.C.M.P. Check including a Vulnerable Sector. Check initially upon employment and every three years after the initial check, or if requested by the agency.
- ◆ There is a cost associated with obtaining a Police Information Check/ R.C.M.P Check. **An employee will be reimbursed for the cost of the information check: once they have completed their probationary period and every 3 years thereafter; and once the clear information check and official payment receipt have been received.** The expense will not be reimbursed if the potential employee obtained the check prior to employment with I.C.E. If this information is required again during the course of employment, the cost will be reimbursed. Reimbursement is not applicable for Support Home Operators or the respite they may hire.



Do you have any ideas for changes to ICE's Policy Manual? If you do, then here is your chance!

Every 3 years, ICE completes a comprehensive review of the Policy manual. All employees and people in service are welcome to suggest any changes to the manual.

Please submit your suggested changes by sending them via e-mail to glane@icenterprises.com.

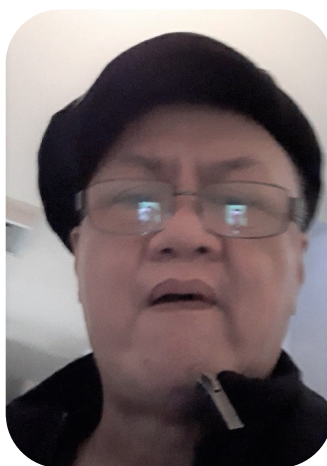
Your email needs to include the policy number and section and the specific changes you suggest. Submission of any changes must be in by April 30, 2021.

ICE THANK YOU CARD INCENTIVE WINNERS



Sally Iloff received a thank you card from her supervisor for providing program documents on time and for always going above and beyond for the clients. Sally won a portable electric heater.

Keep up the good work!



Danilo Galvez received a thank you card from his supervisor for providing relief in programs affected by COVID-19 and for being a reliable team player! Your help is very much appreciated! Danilo won Blofun Smart LED Lights.

Congratulations!



Olanike Folayan received a thank you card from her supervisor for making PPE kits for various programs. Your help is very much appreciated! Olanike won a Rapid Egg Cooker.

Good job!

VIRTUAL TRAININGS

PET Training

February 2-3, 9-10, 16-17, 23-24, 2021 (9:00AM to 4:00PM)

Abuse Prevention Training

February 2 & 16, 2021 (8:00AM to 10:00AM)

February 2, 2021 (1:30PM to 3:30PM)

February 3, 2021 (10:00AM to 12:30PM)

February 16, 2021 (1:00PM to 3:00PM)

Supervision Training

February 3, 2021 (1:00PM to 4:00PM)

Schizophrenia Training

February 8, 2021 (4:00PM to 6:00PM)

February 24, 2021 (8:00AM to 10:00AM)

Cerebral Palsy Training

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

February 23, 2021 (8:00AM to 10:00AM)

PBI Training

February 9, 2021 (1:00PM to 3:00PM)

Covid—19 Training

February 9, 2021 (4:00PM to 5:00PM)

February 17, 2021 (5:00PM to 6:00PM)

Abuse Prevention/PBI/PBS Training

February 10, 2021 (10:00AM to 3:00PM)

Covid –19/ Compassion Training

February 16, 2021 (8:00AM to 10:00AM)

Epilepsy Training

February 17, 2021 (1:00PM to 3:00PM)

BPD and Somatization

February 17, 2021 (1:00PM to 3:30PM)

Conflict Resolution

February 17, 2021 (1:00PM to 4:00PM)

Blood Pressure Training

February 22, 2021 (1:00PM to 3:00PM)

Harm Reduction Training

February 25, 2021 (1:00PM to 3:00PM)

HURT AT WORK?

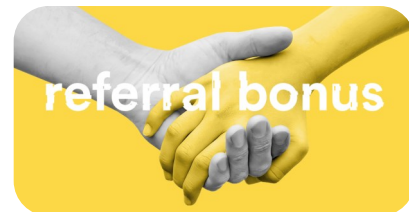
Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately to an ICE supervisor or manager**. In the event of an injury, the employee will follow all agency policies and procedures.

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.



Referral Incentive Recipients

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!



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>

<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.

Health and Safety Committee Meeting Minutes
January 20, 2021
(Minutes edited for publication)

3.1 Review of Regional Health and Safety Meeting Minutes (sections 3.2 and 3.3).

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

Calgary: December 7, 2020 – Meeting Minutes: N/A – No Completed investigations in the previous month.

Northwest: December 2020 – Meeting Minutes: No minutes available due to technical issue

*South – December 8, 2020- Meeting Minutes: **October 27, 2020:** Client went to take his medications early. Staff encouraged client to wait until 8pm. Client escalated and grabbed staff by the back of the neck while yelling, swearing and threatening to physically hurt staff. Client then grabbed a butter knife and threatened staff with it. Staff used training and de-escalating strategies to calm the client. After taking his medication, client calmed and asked staff to leave the home. Staff returned client's key and left. Immediate follow up: Staff to continue to utilize PBI training, de-escalation strategies and ECAT/ICE CSC support for further direction. Review and update client's RPAC Protocols to reflect positive support strategies in the case of physical aggression. **Incident Investigation Recommendations:** Review client's ability to self-administer medication and update procedures to reflect any changes to medication administration in the program.*

B) Section 3.3 Completed Near Miss Incident Investigations

Calgary December 7, 2020 & South December 8, 2020 Meeting Minutes: N/A – No completed near miss investigations. Northwest Meeting Minutes: no minutes available due to technical issue

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

August 17, 2020: Staff tested positive for COVID-19 and had attended work with muscle aches. Clients also tested positive for COVID-19. Follow-up: Initiate RMP, provided PPE kits and reviewed program to ensure there were adequate supplies and follow-up inspection.

Incident Investigation Recommendations: Team training on all COVID-19 guidelines and documents; Ensure all COVID documentation including posters and protocols are at the program. Staff to monitor postings; increased supervision of the home; reminders to program employees regarding masking/ wearing appropriate PPE.
HSC Recommendations: No further recommendations.

October 25, 2020: Staff was cleaning the kitchen when client asked him to stop. Staff tried to reason with client which angered client - he started shouting profanities towards staff. Client then approached staff's face and started to threaten staff with physical violence. Staff pressed lifeline, EPS arrived to talk to the client and left advising the staff to keep his distance from client. This calmed the client down.

Incident Investigation Recommendations: manager will review client positive approaches document and Risk Assessment with staff, and complete staff participation form. **HSC Recommendations:** No additional recommendations.

November 15, 2020: PSI at program where client was exposed to Covid-19 in the community and exposed staff and clients resulting in additional positive cases.

Incident Investigation Recommendations: COVID 19 Training developed and conducted with employees; incorporated into Pre-Employment Training and rolled out provincially; Eye Protection Protocol developed and distributed provincially for clients posing additional risk factors. Review of reporting requirements and increased supervision of home. **HSC Recommendations:** No additional recommendations.

December 19, 2020: Client was advised by staff that he needed to put all movies back in the drawer. Client then became aggressive and stated that he would call police. Staff were able to redirect client to his room, but he emerged and kicked staff in the knee.

Incident Investigation Recommendations: manager will review client positive approaches document and Risk Assessment with staff, and complete staff participation form. **HSC Recommendations:** No additional recommendations.

3.3 Evaluation of completed near miss investigations.

September 16, 2020: Staff tested positive for Covid 19 resulting in one possible exposure to another staff.

Incident Investigation Recommendations: COVID-19 training developed and conducted with employees; incorporated into Pre-employment training and rolled out provincially.

HSC Recommendations: No additional recommendations.

3.4 Health and Safety Committee Inspections (include name of committee member(s) completing, program, issue, inspection type (E.g. RI) and # workers involved)

*A) Inspections held as a result of health and safety concerns: **PH did RI w/ no participants***

*B) Inspections completed (E.g. EQA, RI, Office Inspection): **3 monthly inspections completed: 1 from each CM, DR & PH***

3.5 COR Audit Review: Review of SWOT Action Plan Status and review of January 5, 2021 memo

3.6 Hazard Assessment and Control document (H.A.C.D.) – Any new tasks/hazards to be included in document for 2021? Review the HACD and bring any new tasks forward to be included for this year's version of the HSC.

Calgary December 7, 2020 Meeting Minutes: Reviewed pages 9 – 12 of the office HACD. (1) Use of office equipment: recommend adding chemical/ physical hazard of Lysol wipes/ quat solution as photocopyers are being sanitizer after each use. (2) Use of visual equipment; Lifting and moving boxes and office furniture/changing the bottle on the water cooler: no recommendations. (3) Filing: recommended to add stretching/ taking breaks to safe work practises

South: December 8, 2020 Meeting Minutes: Reviewed 'Assisting Persons who use/have matches, lighters, etc.' (pgs. 81 & 82). Recommendations: N/A- no additional recommendations.

Northwest: Due to technical issues there are no minutes from the December meeting to review

3.7 Policy Review – Policy Deviation Document to be reviewed.

3.8 COVID 19 Pandemic Response: COVID update as per January 19, 2021 & Clarification on Restrictions Lifted January 18, 2021 vs restrictions still in place. **Restrictions have been lifted for outdoor gatherings which are now allowed to a maximum of 10 people.**

Refer to: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx#statement> for updated information/ numbers.

Other Business

Health and Safety Training Updates: New worker alternate for Edmonton will be taking the HSC training in February. **Other regions will be attending the training in February and March as well**

Changing Weather: Please be cognizant of still being in the winter months and the quickly changing weather which impacts the road conditions. Many roadways and outdoor areas like toboggan hills are covered with ice. **Chairs meeting:** being scheduled for early February. Will be discussing items like the monthly health and safety topic and display boards. **New Poster:** Hazel will be the contact to send the photos (face and top of shoulders), as well as updated contact information for the updated HSC poster before the next meeting.

NEXT MEETING DATE: February 10, 2021 at 1:30 PM

Personal Protective Equipment (PPE) - COVID 19

How to make Continuous Masking Work for You

Continuous masking has been challenging for some ICE workers. To support our teams in wearing masks at all times, here are tips for all ICE workers to manage the discomfort that may come with continuous masking.



Tips for Continuous Masking:

- ♦ If your mask is causing you irritation, try an alternative brand of mask for a period of time to see if that resolves the issue.
- ♦ Try a mask with ties to alleviate pressure points.
- ♦ Take measures to ensure you have healthy, resilient skin. Good nutrition and hydration are key. A strong skin barrier provides the best defense against pressure injuries associated with continuous masking.
- ♦ Change the mask frequently and use skin protection if needed.
- ♦ Workers with pre-existing conditions made worse by continuous making should report the issues immediately to your manager.

Report all incidents/ injuries pertaining to continuous masking.

For more information about Covid-19: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

HEALTH AND SAFETY INFORMATION



Repetitive Strain Injury Awareness

Also known as musculoskeletal disorders (MSDs), repetitive strain injuries affect the tendons, muscles, nerves and joints in the neck, upper and lower back, chest, shoulders, arms and hands.

MSDs are the most frequent type of lost-time injury and the single largest source of lost-time costs in Canada.

Causes

Gripping, holding, bending, twisting, clenching, and reaching - these ordinary movements that we naturally make every day are not particularly harmful in the activities of our daily lives. What does make them hazardous in work situations though, is the continual repetition of the movements.

Other contributing work factors may include awkward postures and fixed body positions, excessive force concentrated on small parts of the body such as the hand or wrist, a fast pace of work with insufficient breaks or recovery time, and psychosocial factors such as stress.

Prevention

RSIs develop slowly, workers should be trained to understand what causes these injuries, how best to prevent them, and how to recognize the early signs and symptoms of RSI. RSI Hazards are best eliminated at the source.

Ask yourselves – what do I do in my day, to ensure I do not suffer from a repetitive strain injury?

Other resources: <https://www.ccohs.ca/oshanswers/diseases/rmirsi.html>

Wellness

February is also Heart Month. Prevention starts with knowing your risk. 9 in 10 Canadians have at least one risk factor for heart disease and stroke. Almost 80% of premature heart disease and stroke events can be prevented through healthy behaviors. Habits like eating healthy, being active, and living smoke free, have a big impact on your health.

Heart disease (aka ischemic heart disease or coronary heart disease) refers to the buildup of plaque in the heart's arteries that could lead to a heart attack, heart failure, or death. - 2nd leading cause of death among Canadians.

