

ICE PAGE

Making it Happen! - Support Social Inclusion

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
2022 FOR ALL
SHIFTS WORKED
BETWEEN FEBRUARY
1ST AND FEBRUARY
15TH.

FEBRUARY 28TH
2022 FOR ALL
SHIFTS WORKED
BETWEEN FEBRUARY
16TH AND
FEBRUARY 28TH.

UPCOMING

HEALTH AND
SAFETY MEETING
February/March 9th,
2022 at 1:30 PM.

RPAC MEETING
February/March 16th,
2022 at 2:00 PM.

ON SPOTLIGHT

LINDSAY B

Lindsay has been with ICE since July 2002. She is a lovely young woman with a great sense of humor and a love for talking with people.

Lindsay is very active in the community, and COVID-19 has not put a stop to that! Lindsay enjoys volunteering with the City of Lethbridge by stocking dog bag dispensers in city parks. She attends clay molding classes at CASA where she can often be found making gifts for those in her life. She also goes to the gym at least twice per week.

Staff have been supporting Lindsay achieve her goal of a healthy lifestyle by including physical activities and choosing healthy meals. When she's not focused on her goals, Lindsay likes being with family, learning new crafts such as weaving on her loom, puzzles, and maintaining a large garden every year with the help of her supports and her guardian. Lindsay also likes to give back to her community by donating to those in need.

Lindsay recently got a new puppy who is keeping her quite busy! Lindsay had a great time doing Agility Dog Training with her previous service dog and is looking forward to starting Agility Dog Training in the near future.

We are happy that Lindsay has continued to participate in her volunteering and community activities, despite the obstacles that have come up along the way. We enjoy having Lindsay as part of the ICE team and look forward to seeing what she accomplishes in the future!



LYNN K



Lynn started with ICE in August 2021 and is part of Lindsay's support team. Over the last few months, Lynn has had the opportunity to get to know Lindsay and all her likes and dislikes. Lynn supports Lindsay with her volunteering, community activities and her physical health goal. Lindsay has enjoyed getting to know Lynn and they have been working very well together! Lynn, thank you for joining the ICE team and being a great addition to Lindsay's supports!

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 WILL BE CLOSED
ON FEBRUARY 21, 2022,
FAMILY DAY



Please direct all calls to the
Employee Client Assistance Team
for that day.
780.461.7236

ICE THANK YOU CARD INCENTIVE WINNERS



Jiddu Gebrezgi received a thank you card for providing wonderful leadership support to the program which keep both the staff and clients healthy and safe. His efforts are greatly appreciated. Congratulations!



Makda Weldemichael received a thank you card for helping make hundreds of PPE kits. Her hard work is greatly appreciated. You are awesome!



Aster Tekie received a thank you card for coming to work early and covering for a staff on short notice. Your dedication and great service is highly appreciated. Keep it up!



Vivine Mumporeze received a thank you card for supporting a client above and beyond. Thank you for being a great support worker. Keep it up!



Pontien Niyongabo received a thank you card for assisting in the EQA follow up items and ensuring the Health and Safety of the clients and staff at the program. Thank you for all your efforts and hard work!



Epa Balume received a thank you card for taking care of the client and the needs of the program while the team leader was on vacation. You did a great job!

POLICY REVIEW

On January 9, 2022, there was a massive apartment fire in New York City that resulted in multiple deaths and casualties. The cause of the fire was determined to be a malfunctioning space heater. The following is an excerpt from **Policy 3.5.9 Eliminating/Mitigating/Controlling Work Site Hazards:**

- Portable heaters are not to be used as the primary heat source. Portable heaters are not permitted in sleeping rooms. If there is a need for use of a heater, a protocol will be developed outlining the need (i.e., furnace repair required), the length/period of time the heater will be required and clear instruction as to the safe use/storage of the portable heater. To further facilitate client safety if the temperature of the home, is not appropriate to permit a comfortable environment for the client(s) the I.C.E. employee will contact their Supervisor/Manager for alternative arrangements (i.e., hotel/motel, another residential program etc.).
- Halogen lamps are not to be left turned on without employee supervision.
- All lamps in the client home must have the light bulb completely covered/encased by a lampshade or globe.

A reminder that February is water temperature month. The following is an excerpt from **Policy 2.3.14 Water Temperature Monitoring and Safe Bathing Practices:**

All employees, support home operators and their respite will be re-shadowed annually there-after in February.

FEBRUARY/MARCH VIRTUAL TRAININGS

Pre-Employment Training

February 1, 2, 8, 9, 15, 16, 22, 23, 2022 (9:00AM to 4:30PM)

ODD Training

February 1, 2022 (1:00PM to 2:00PM)

Abuse Prevention Training

February 2, 2022 (10:00AM to 12:00PM)

PBI Training

February 2, 2022 (1:00PM to 3:00PM)

Schizophrenia Training

February 2, 2022 (1:30PM to 2:30PM)

Brain Injury Training

February 8, 2022 (10:00AM to 11:00AM)

Substance Abuse Training

February 8, 2022 (1:30PM to 3:00PM)

Hoarding Training

February 8, 2022 (1:30AM to 3:30PM)

Cerebral Palsy Training

February 16, 2022 (10:00AM to 11:30AM)

Blood Pressure Training

February 9, 2022 (1:30PM to 3:00PM)

Autism Training

February 10, 2022 (1:30PM to 3:30PM)

Due Diligence for Supervisors and Managers

February 11, 2022 (9:30AM to 12:00PM)

Lifts and Transfers Training

February 22, 2022 (1:00PM to 3:00PM)

WVBH Training

February 23, 2022 (1:30PM to 3:00PM)

Epilepsy Training

February 24, 2022 (9:30AM to 11:30AM)

Cultural Appreciation Indigenous Peoples of NWT/NU

February 25, 2022 (9:30AM to 12:00PM)

HACD Training

March 2, 2022 (1:00PM to 5:00PM)

CPI Training

March 4, 2022 (9:00PM to 5:00PM)

PBI Training

March 8, 2022 (10:00AM to 12:00PM)

Abuse Prevention Training

March 9, 2022 (1:30PM to 3:30PM)

Trauma Informed Care Training

March 16, 2022 (1:30PM to 2:30PM)

Schizophrenia Workshop Training

March 17, 2022 (9:30AM to 11:30AM)

ADHD Training

March 17, 2022 (1:30PM to 3:30PM)

Client Goals and Outcomes Training

March 22, 2022 (1:00PM to 3:30PM)

Northern Report Writing Training

March 23, 2022 (1:00PM to 4:00PM)

Incident Investigations Training

March 24, 2022 (1:30PM to 5:00PM)

Workplace Inspections Training

March 25, 2022 (9:00AM to 4:00PM)



LONG TERM SERVICE AWARD 2021 - 20 YEAR



MARNIE WYLLIE

CONGRATULATIONS

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

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 \$100.00!



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>

<https://work.alberta.ca/occupational-health-safety/resources.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://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957>

Stay up to date on the most frequent information on COVID-19 in the province of Alberta.

HEALTH AND SAFETY MEETING MINUTES

JANUARY 12, 2022

(MINUTES EDITED FOR PUBLICATIONS)

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 November 8, 2021 Meeting Minutes:

June 16, 2021 - Client Violence: Client woke up in a good mood, client opened the door of the house and walked down the steps, when suddenly, their mood changed. Client became verbally aggressive and threw their lunch box at the house, which broke some siding. Client went to their room where they slammed the door and threw a cup at the smoke detector which broke and began making noise. The client calmed after 5 minutes.

Incident Investigation Recommendations: Retrain SHO on RPAC behavioral documents. **HSC recommendations:** No additional recommendations.

Northwest November 4, 2021, Meeting Minutes: No completed investigations in the past month.

South November 2, 2021, Meeting Minutes:

October 25, 2021 - Staff were going downstairs and a stool was placed at the top of the stairs. Staff tripped over the stool and fell down the stairs injuring leg/ankle. **Incident Investigation Recommendations:** Remove object to a safer location. Reviewed Policy 3.5.9 with staff and reviewed Health and Safety Responsibilities. **HSC recommendations:** No additional recommendations.

B) Section 3.3 Completed Near Miss Incident Investigations

Calgary November 8, 2021, Meeting Minutes: No near miss investigations to review this month.

Northwest November 4, 2021, Meeting Minutes: No near miss investigations to review this month.

South November 2, 2021, Meeting Minutes:

September 27, 2021 - Staff smelled something burning and went into the kitchen to find client leaving the kitchen. Staff noticed the toaster under the cupboard smoking. Staff unplugged the toaster and moved the toaster to the oven top. Client had attempted to light a cigarette with the toaster. **Incident Investigation Recommendations:** Consultation with RPAC, development of a Tobacco Management. Reviewed Tobacco Management Protocol and Fire Safety procedures.

HSC recommendations: No additional recommendations.

October 5, 2021 - Roommate asked staff to have a private conversation which agitated another client. Client became verbally and physically aggressive (yelling, slapping, and grabbing) resulting in client injury and potential staff injury. **Incident Investigation Recommendations:** Reviewed client specific protocols and discussed effective ways to communicate with both clients. **HSC recommendations:** No additional recommendations.

3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (Edmonton): No completed Internal Incident Investigations to review.

3.3 Evaluation of completed near miss investigations (Edmonton): No completed Near Miss Injury Investigations to review.

3.4 Health and Safety Committee Inspections.

A) Inspections completed: Latisha- 4 Random Inspections with 1 participant, Dusi- 1 Random Inspection with 1 participant and 1 Monthly Inspection with 1 participant, Matthew- 1 Site Specific with 2 participants, Pauline- 1 Monthly Inspection with 1 participant.

3.5 COR Audit Review: COR audit got 98% total score.

3.6 Hazard Assessment and Control document (H.A.C.D.): Working with Clients with High Behaviours. Working with Clients - Potential for Physical Aggression. Pages 6-7. HSC Recommendations: In the PPE Control section, PPE like face shield, mask (surgical/KN95/N95, coverall (if required) should be added.

Calgary November 8, 2021 - Meeting Minutes: Pages 77-115 in the general HACD to be reviewed in the next 10 months. The Health and Safety Committee reviewed pages 77-80 in the general HACD.

South November 2, 2021 - Meeting Minutes: Assigned review of the General Section (Pages 39-76) for the upcoming 2021-2022 meetings.

Northwest October 14, 2021 - Meeting Minutes: Assigned General Section pages 1-38 for the 2021-2022 review.

3.7 Policy Review: 2.3.6 Risk Assessment HSC Recommendations: How to identify if client is Level A or B; a definition of those level.

3.8 COVID 19 Pandemic Response: in December 2021, AHS expanded eligibility for third/ booster COVID 19 vaccinations. Eligibility now includes all individuals aged 18+. Please see the following link. <https://www.alberta.ca/covid19-vaccine.aspx>. An updated QR code is now required for those individuals who are travelling internationally and within Canada. Discussed testing eligibility and new ICE protocols distributed in December to align with the newest CMOH Order. Group also discussed the mandatory training for the newest Resident Management Protocol. All Managers and Supervisors required to take the training provincially.

3.9 Outstanding Committee Member Training/ New Members - Review: Elaine T completed Workplace Inspections Training on November 25, 2021; however it was moved to December 3, 2021. She was also scheduled for the Health & Safety Committee/Representative Workshop through CCSA on December 2, 2021. Both courses have now been completed. There were some new OH&S regulations that came into effect on December 1, 2021. Committee members no longer need to be voted in and the previous number of required training hours (16) for Health & Safety committee members has been removed. We are currently working on updating the Terms of Reference. Once these have been completed, Health & Safety committee members will review the changes and sign the new Health & Safety Committee Member/Chair Duties document. We would like to welcome our new member, Monica Roberts to our Health & Safety Committee. She represents our ECAT team. Monica completed Hazard Assessment & Control Document Training on December 8, 2021. Monica has been scheduled for two training courses this month. Elaine completed the Health and Safety Committee Workshop through CCSA.

3.10 Emergency Response Plan Review (Regional committees to review the ERP drills and identify recommendations for improvement)- Committee will review Action Plan Template #2 - "Workplace Violence, Harassment and Bullying (WVHB) by a Work Contact (i.e. guardian, client family member, employee co-worker); Community Member." Hazel mentioned to the H&S Committee that they are all responsible to know and understand the WVHB Response Plan as they may be called upon to conduct an investigation if an instance of WVHB is reported. HSC Recommendations: no additional recommendations.

4.0 Other Business

Health & Safety Committee Poster was updated in December. Recruit more HSC members.

Next Meeting Date: February 09, 2022 @ 1:30pm

Driving Safety on Icy Road

(DON'T RUSH IF YOU DON'T WANT TO CRASH)

Canadian drivers have been experiencing difficult road conditions the past few weeks. Knowing how to prepare and react safely to inclement winter weather is vital to save yourself and others from a potential crash or loss of life.

What is black ice?

Black ice is a thin coat of glazed ice on a pavement surface after freezing rain or re-freezing snow and rain. It is not black- it is thin, transparent and takes on the colour of the pavement which makes it difficult to see.

How to spot black ice?

Black ice is difficult to spot. Always expect black ice early in the morning or at night when the temperature drops below freezing after freezing rain or a re-freeze of snow or rain. Be very careful on bridges. Ice formation is anticipated on bridges because the wind blowing underneath is cooler than the road itself.

How to prevent skidding?

If you happen to drive through a patch of black ice, make sure to follow these precautions:

- Do not panic; stay calm.
- React as little as possible. Remove your foot off the gas and the break.
- Steer straight; let the traction on your tires steer the vehicle.
- Place your hands at nine and three o'clock. This will give you more control over the wheel.
- Maintain a safe distance and avoid distractions.

What to do when you start skidding?

If your back wheels are sliding (oversteer), do these:

- Do not slam on the brakes. Ease off your foot from the brakes.
- To straighten out your car, turn your steering wheel into the slide. It will stop the skid and return you to complete control of your vehicle.
- Do not oversteer. Oversteering causes more problems.

If your front-wheel skid (understeer), do these:

- Again, stay calm. Braking abruptly can cause a total loss of control on the wheel.
- Instead of aggressively accelerating or turning, let the traction on your wheels steer the vehicle without using the brake or gas pedals.
- Steer in the direction you want to go, keep that vision goal and do not be afraid of where you are going.
- It is safe to accelerate again once you have passed the icy stretch.

Covid 19 - Information

GET YOUR BOOSTER SHOTS NOW

Effective immediately, all Albertans 18+ are eligible to book third doses of mRNA COVID19 vaccine if it has been at least five months since their second dose. Book online or call Health Link 811 or participating pharmacies.

alberta.ca/covid19

COVID-19

How to care for COVID-19 at home



If possible, ensure the sick person has their own bedroom and bathroom.

Avoid visitors in your home.



Have one healthy family member care for sick person.

Have everyone else physically distance from the sick person as much as possible.



Do not let the sick person make food for others. Have the sick person make their own food in a separate area or, at least, at a different time. Wash all dishes and sanitize all surfaces after.



Avoid sharing household items such as dishes, drinking glasses, utensils, towels, bed linen and electronic devices.

Frequently wash or sanitize high-touch surfaces such as hand rails, door knobs, cupboard and fridge doors, sink taps and toilets.



Wash hands with soap and water or sanitize with alcohol-based hand rub.



Cover or sneeze into a tissue or your arm. Wash or sanitize hands before touching your nose, mouth or eyes.



Watch yourself for symptoms. If you get any, isolate immediately. Complete the COVID-19 Assessment & Testing tool at ahs.ca/covidscreen to find out if you need a COVID-19 test.



Spot fraudulent activity

Protect your assets

Technology advancements make it easier for criminals to impersonate trusted financial organizations, particularly through incoming calls (no caller ID), texts and emails.

Always remember to:

Protect your personal information

- Never share credit card numbers, social insurance number, PINs and passwords over platforms or communication methods that aren't secure.
- Keep personal documents in a safe place and shred those you no longer need.

Think critically

- Consider how trusted organizations usually contact you.
- Question the authenticity of contact methods that differ from your usual experience.

Focus on the email details

- Scan messages for spelling and grammar mistakes.
- Pay attention to the sending address, subject line, logos and tone of voice.

If anything looks, sounds or feels off, it could be a phishing scam.

If you notice suspicious activity on your plan – report it to 1-800-724-3402.

Questions? We're here to help!

mycanadalifeatwork.com

1-800-724-3402

Monday to Friday 6 a.m. to 6 p.m. MT