

ICE PAGE

Making it Happen! - Support Social Inclusion

ECAT

Employee & Client
Assistance Team
403-819-0583

Phones do not accept
text messages. Staff
need to call ECAT.

What's inside this issue:

VIRTUAL TRAINING
PAGE 6-7

HEALTH & SAFETY
MEETING MINUTES
PAGE 8-9

COVID -19
INFORMATION
PAGE 12

Time Sheet Hand-In

FEBRUARY 15TH 2023
FOR ALL SHIFTS
WORKED BETWEEN
FEBRUARY 1ST AND
FEBRUARY 15TH.

FEBRUARY 28TH 2023
FOR ALL SHIFTS
WORKED BETWEEN
FEBRUARY 16TH AND
FEBRUARY 28TH.

UPCOMING

HEALTH AND
SAFETY MEETING
Feb 8th/ Mar 8th
2023 at 1:30 PM.

RPAC MEETING
Feb 15th/ Mar 15th
2023 at 2:00 PM

ON SPOTLIGHT

AMANDA C

Amanda has been with ICE Edmonton since 2012. Amanda is a happy woman, and very independent in her decision-making. Staff have been working closely with Amanda and help her utilize both DATS and ETS to access the community, depending on what they have planned for the day. Amanda enjoys accessing the community and going out for coffee with her staff. They accompany Amanda on trips to the mall to shop and they also visit Value Village and Goodwill for items that allow Amanda to work on any art projects at home. Amanda also likes to explore parks and loves to attend city events and festivals to people watch. Amanda and her staff often go to the Edmonton Zoo and have a nice coffee break at the cafeteria when visiting. Staff assist Amanda in gathering information on the City of Edmonton website for events and recreational centers that may interest Amanda.

Amanda often helps her family members complete household chores like setting the table, putting recyclables away, and preparing meals. When Amanda is at home, she loves playing strategy-based video games on her PS4 console, watching TV, and talking to her friends, staff, and her family. Amanda has a great appreciation for the arts. During her free time, she likes coloring book activities and sketching abstract designs. Amanda is looking forward to connecting with the Nina Haggerty Center for the Arts this year to enhance her love of the arts.



GLORIA A

Gloria has been with ICE Edmonton and supporting Amanda since 2017. Gloria has been very supportive of Amanda, and they have developed a strong relationship. Gloria is a very reliable support staff and gives extra effort to help Amanda accomplish her goals. Her dedication to supporting Amanda, collaborative nature, and leadership skills truly exemplify the values of the agency. Thank you for your commitment to providing excellent service to our client.



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 20, 2023
FAMILY DAY



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

POLICY REVIEW

*(Please note that selected sections of ICE Policies 2.3.15 and 3.3.4 are reproduced here. Please refer to the Policy Manual for the complete policy).

2.3.15 WATER TEMPERATURE MONITORING AND SAFE PRACTICES – OVERALL FACILITY

Failure by the employee to perform water temperature monitoring and documentation as per the policies outlined below will warrant disciplinary action.

A. Thermometers: Each residential home operated by I.C.E. will have two thermometers and an extra set of batteries. Support home operators are responsible for purchasing their own thermometer to monitor water temperatures. Specifications for thermometer type are provided by the program supervisor.

B. Plumbing Hardware – Installation: Installation of plumbing hardware (e.g., pressure balance valve, thermostatic valve) is mandatory in residential and support homes. The extent of the modifications varies between the two program types. Installation sites may include at the hot water tank to control overall facility hot water, all potential bath/shower sites, kitchen sink taps and in apartment complexes at the bathroom plumbing fixtures as access to the hot water tank for the facility is not possible. See below for program specifics.

C. Safe Water Temperatures: Overall facility: overall facility acceptable water temperature is not to exceed 49 degrees Celsius. If the overall facility water temperature is less than 45 degrees or greater than 49, water tanks are to be adjusted. Follow up will be required to achieve the acceptable water temperature. This temperature is measured at the kitchen plumbing fixture and the procedure is outlined below.

D. Corrective Action: If the recorded temperature exceeds the standards cited above then follow the procedure listed below to lower the reading. Turn down the hot water tank if accessible, re-take the temperature after a period of 2 hours and report the reading to your supervisor. Your supervisor will instruct you as to whether a plumber needs to be contacted or household routines altered. When temperatures exceed the acceptable values by 5 degrees or more a GI will need to be completed and policies followed for this process.

3.3.4 MANDATORY EMPLOYEE / SUPPORT HOME OPERATOR TRAINING

Water temperature monitoring for bath/shower and of the overall home training is mandatory for all field employees. Prior to employment, all employees must attend either an in-service (PET) or one to one training with their supervisor. All employees must pass the in-service written exam and be shadowed before being able to provide bath/shower assists. The shadow is to be administered annually thereafter in accordance to a general date for the agency which is February. Note that support home operators and their respite receive this training, must be shadowed, sign participation forms and be re-shadowed annually as above. Refer to Policy 2.3.14 -Bath/Shower Safe Water Temperature Monitoring and 2.3.15 Overall Facility Water Temperature Monitoring and Safe Practices

THANK YOU CARD WINNERS



Abu Bakar Kamara



Agnes Sele



Eric Sob



Nuella Nkengbeza



Fitsum Ogbatinsae



Idole-Micka Njeneza

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.

<http://www.icenterprises.com/>

The ICE website has some important links on the main page for your reference as well as posted job opportunities and access to the ICE Page.



CONGRATULATIONS TO ALL FOR COMPLETING THE TC-CSC TRAINING



Asong Tetchoukwi



Binam Bhandari



Binay Jha



Filipina Sales Ta



Frezghi Tecklemariam



Oluwasegun Oguntimeihin



Patrick Byishimo



Pontien Niyangabo



CONGRATULATIONS TO ALL FOR COMPLETING THE TC-CSC TRAINING



Prem Kochantavita



Robel Hadgu



Yohannes Petros



Cecile Bigirimana



Marie Insigne



Feven Abebe



Ram Gyawali



Naomi Araya

February Virtual Trainings

Pre-Employment Training

February 1, 7, 8, 14, 15, 21, 22, 28 2023

Somatization Training

February 1, 2023 (1 PM- 2 PM)

Diabetes Training

February 1, 2023 (2:30 PM- 3:30 PM)

Documentation and Reporting Practices Training

February 6, 2023 (1 PM- 3 PM)

Abuse Prevention Training

February 7, 2023 (10 AM- 12 PM)

Client Abuse Prevention/Rights/Healthy Relationships/COVID-19 Training

February 8, 2023 (10 AM- 12 PM)

Osteoporosis/Idiopathic Pulmonary Fibrosis Training

February 8, 2023 (1 PM- 2:30 PM)

Client Lifts and Transfers (Power Point) Training

February 8, 2023 (1 PM- 4 PM)

Trauma Informed Care Training

February 13, 2023 (10 AM- 12 PM)

Sleep Apnea Training

February 13, 2023 (1 PM- 3 PM)

Cerebral Palsy Training

February 13, 2023 (3 PM- 5 PM)

Conduct Disorder Training

February 15, 2023 (9 AM- 11 AM)

Autism/Pervasive Developmental Disorder Training

February 15, 2023 (3 PM- 5 PM)

Anxiety/ Depression Training

February 17, 2023 (10 AM- 12 PM)

Borderline Personality Disorder Training

February 21, 2023 (10 AM- 11:30 AM)

Epilepsy Training

February 21, 2023 (1 PM- 3 PM)

Mental Health First Aid Training

February 22, 23 2023 (9 AM- 5 PM)

ADHD Training

February 22, 2023 (10 AM- 12 PM)

Schizophrenia Training

February 23, 2023 (1:30- 3:30 PM)

Due Diligence for Supervisors and Managers Training

February 24, 2023 (9:30 AM- 12:30 PM)

Alzheimer's/Dementia Training Training

February 24, 2023 (10 AM- 12 PM)

PBI Training

February 27, 2023 (10 AM- 12 PM)

Brain Injury Training

February 27, 2023 (1:30 PM- 2:30 PM)

Client Abuse Prevention/Rights/Healthy Relationships/COVID-19 Training

February 28, 2023 (10 AM- 12 PM)



March Virtual Trainings

Pre-Employment Training

March 1, 7, 8, 14, 15, 21, 22, 28, 29 2023

Workplace Diversity Training

March 6, 2023 (10 AM- 12 PM))

WVBH for Supervisors Training

March 7, 2023 (10 AM- 12 PM)

Client Abuse Prevention/Rights/Healthy Relationships/COVID-19 Training

March 8, 2023 (10 AM- 12 PM)

Promoting Safety Training

March 8, 2023 (1 PM- 4 PM)

Epilepsy Training

March 10, 2023 (1:30 PM- 2:30 PM)

Abuse Prevention Training

March 13, 2023 (10 AM- 12 PM)

HACD Training

March 14, 2023 (1 PM- 5 PM)

Musculoskeletal Injury Prevention- Manual Materials Handling Training

March 17, 2023 (9:30 AM- 12:30 PM)

Harm Reduction Training

March 17, 2023 (10 AM- 12 PM)

PBI Training

March 21, 2023 (1 PM- 3 PM)

Northern Report Writing Training

March 22, 2023 (10 AM- 12 PM)

Schizophrenia Training

March 23, 2023 (1:30 PM- 3:30 PM)



Workplace Inspections Training

March 24, 2023 (9 AM- 4 PM)

Borderline Personality Disorder/ Somatization Disorder Training

March 27, 2023 (1:30- 3:30 PM)

Mental Health First Aid Training

March 28,29 2023 (9:00 AM- 5:00 PM)

Incident Investigations Training

March 30, 2023 (1:00 PM- 5:00 PM)

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!

HEALTH AND SAFETY MEETING MINUTES

DECEMBER 14, 2022

(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 Meeting Minutes:** No meeting for November.**Northwest Meeting Minutes:** No investigations reviewed.**South Meeting Minutes:** No investigations reviewed.**B) Section 3.3 Completed Near Miss Incident Investigations:****Calgary Meeting Minutes:** No meeting for November.**Northwest Meeting Minutes:** No investigations reviewed.**South Meeting Minutes:** No investigations to reviewed.**3.2 Evaluation of completed current Internal Incident Investigations for Injury, Health and Property Damage (Edmonton):****September 28, 2022:** Staff experienced pain in left side of neck and shoulder. **Incident Investigation Recommendations:** Staff will review Section C Back Care in the health and safety manual. **HSC Recommendations:** No additional recommendations.**3.3 Evaluation of completed Near Miss Investigations (Edmonton):****October 21, 2022:** Client became aggressive when staff tried to give client medication in community. **Incident Investigation Recommendations:** Manager offered a debriefing session to clients respite provider. **HSC Recommendations:** No additional recommendations.**3.5 COR Audit Review:** COR audit completed for 2022, ICE received a score of 98%.**3.6 Hazard Assessment and Control document (H.A.C.D.):** Reviewed pages 5-6 Working Alone. **HSC Recommendations:** No additional recommendations**Calgary Meeting Minutes:** No meeting for November.**South Meeting Minutes:** Reviewed pgs. 77-78 Personal Care of Client. **HSC Recommendations:** No additional recommendations.
Reviewed pgs. 79-80 Client Lift/Transfer, Client Repositioning, Wheelchair/Ramp Use, Assisting with Client Mobility. **HSC Recommendations:** No additional recommendations.**Northwest Meeting Minutes:** Reviewed pages 43-46. Bed Making - **HSC Recommendations:** No additional recommendations. **Washing/Mopping Floors - HSC Recommendations:** No additional recommendations.**3.7 Policy Review: 3.5.5 Employee Work Related Injury, Illnesses, and Near Misses****3.8 COVID 19 Pandemic Response:** A new vaccine has been approved in Alberta. The Spikevax Bivalent is a two in one vaccine that fights both the original Covid-19 virus and the new Omicron strain. This booster does not replace the fourth dose but is another option to receive. Reminder that bookings are made using the following link or by calling 811 for booster shots.
<https://www.albertahealthservices.ca/topics/page17295.aspx>**3.10 Emergency Response Plan Review:** (Regional committees to review the ERP drills and identify recommendations for improvement) - We will review the Action Plan Template #6 – Security Risk- Loss or Theft of private information. **HSC Recommendations:** No additional recommendations**Next Meeting Date: January 18, 2022**

HEALTH AND SAFETY MEETING MINUTES

JANUARY 18, 2023

(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 Meeting Minutes: May 16, 2022: Staff experienced intense shoulder pain and muscle weakness for over a week. **Incident Investigation Recommendations:** Seek medical consultation, complete ergonomic check at workstation and risk assessment for workstation at home. **HSC Recommendations:** No additional recommendations.

September 15, 2022: Staff was experiencing dizziness and the next day tested positive for Covid-19. **Incident Investigation Recommendations:** Reviewed reporting procedures with staff and Policy 3.5.5 Employee Work Related Injury, Illness, and Near Miss. **HSC Recommendations:** No additional recommendations.

Northwest Meeting Minutes: No investigations to be reviewed.

South Meeting Minutes: September 30, 2022: Staff was supporting client to build model airplanes, they experienced dizziness and confusion. **Incident Investigation Recommendations:** Immediate safe disposal of glue from program. Inform all staff verbally and document in the staff communication log regarding the hazard. **HSC Recommendations:** No additional recommendations.

B) Section 3.3 Completed Near Miss Incident Investigations:

Calgary Meeting Minutes: November 1, 2022: Staff forgot to put on safety goggles while completing high touch cleaning. **Incident Investigation Recommendations:** Placed poster for use of eye protection in the custodial closet to prompt staff to don PPE and sent email to employees as reminder to wear safety glasses while using Purexall. **HSC Recommendations:** No additional recommendations.

Northwest Meeting Minutes: No investigations to review.

South Meeting Minutes: No investigations to review.

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

December 1, 2022: Staff's vehicle slid into another vehicle at client's residence. **Incident Investigation Recommendations:** Review Health and Safety binder: Winter Driving, Policy 3.8.1 Professional Conduct and Policy 2.4.5 Use of Staff Vehicles. **HSC Recommendations:** No additional recommendations.

December 9, 2022: Staff hurt back while pushing client's wheelchair. **Incident Investigation Recommendations:** Review Field Level Hazard Assessments, review of mobility recommendations and training. **HSC Recommendations:** No additional recommendations.

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

3.6 Hazard Assessment and Control document (H.A.C.D.): The committee will review pages 7-8 Meetings/Communication. **HSC Recommendations:** No additional recommendations.

Calgary Meeting Minutes: Reviewed the High Behaviours HACD pages 1-7 Potential for Verbal Aggression, property damage, and harassment & bullying. **HSC Recommendations:** Consider placing CPI training requirements under client specific training and WVBH training for supervisors in admin controls.

South Meeting Minutes: Reviewed pgs. 81-82 Assisting Persons Who Use/Have Matches, Lighters, etc.

HSC Recommendations: No additional recommendations.

Reviewed pgs. 83-84 Supporting Clients Who Use Cannabis/Tobacco/Vaping Products **HSC Recommendations:** No additional recommendations.

Northwest Meeting Minutes: Northwest reviewed pages 47-52 Vacuuming - **HSC Recommendations:** No additional recommendations. Laundry Tasks - **HSC Recommendations:** No additional recommendations. Garbage Handling and Disposal - **HSC Recommendations:** No additional recommendations.

3.7 Policy Review: 3.5.12 Fire Safety

3.8 COVID 19 Pandemic Response Reminder bookings can be made using the following link or by calling 811 for booster shots. <https://www.albertahealthservices.ca/topics/page17295.aspx>

3.10 Emergency Response Plan Review: Reviewed Action Plan Template #7 – Security Risk- Fraud, Theft and Vandalism. **HSC Recommendations:** Create a one-page version of this action plan. Fix 2.6.4 typo.

Next Meeting Date : February 8, 2023

January is Violence & Harrassment Prevention Month

Workplace violence can be defined as:

- Physical attack or aggression (hitting, shoving, pushing)
- Threatening behaviour (shaking a fist in a worker's face, wielding a weapon at work)
- Verbal or written threats (leaving threatening notes, verbally threatening a worker)

It is not harassment when:

- An employer or supervisor takes responsible action when managing and directing workers;
- When there are differences of opinion or minor disagreements between coworkers;
- Different conditions of employment such as professional practice limitations, organizational changes, financial restrictions etc.

Harrassment as defined in the Alberta OHS Act is a "single or repeated incident of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affect the worker's health and safety."

Ways you can help prevent workplace violence, bullying and harrassment:

- Review ICE Policy 3.8.1 Professional Conduct.
- Use effective communication and be open to feedback about your approach.
- Be kind, show empathy and respect to others.
- Build your communication skills. (Eg. through training)

Employees will not be punished for reporting any acts of workplace violence, bullying and harassment. For more information speak to your supervisor, and review Policy 3.6.4 Workplace Violence and Bullying/Harassment.

EYE STRAIN

Though they may be one of our most used organs, our eyes can be easily forgotten about. Through our daily interactions involving driving, glare from the sun, lowlight or looking at a computer/cell phone screen our eyes can easily become tired. Once our eyes have become tired from over usage, they will begin to get strained.

THE MOST COMMON SIGNS OF EYE STRAIN ARE:

- HEADACHES
- PROBLEMS WITH FOCUSING
- RED, WATERY, IRRITATED EYES
- INABILITY TO KEEP EYES OPEN
- MUSCLE SPASMS OF THE EYE OR EYELID

There are a few simple things we can do for prevention of eye strain. This includes:

- taking periodic rests and shift your focus to something else altogether,
- keep blinking this will ensure your eyes stay moist,
- maintain good neck and shoulder posture,
- adjusting your screen settings or lighting in your area.

If you require glasses ensure you are seeing an optometrist a minimum of every two years to keep prescriptions up to date.

FOR MORE INFORMATION ON HOW TO PREVENT EYE STRAIN PLEASE SEE THE CANADIAN CENTRE FOR OCCUPATIONAL HEALTH AND SAFETY'S WEBSITE.

[HTTPS://WWW.CCOHS.CA/OSHANSWERS/ERGONOMICS/OFFICE/EYE_DISCOMFORT.HTML](https://www.ccohs.ca/oshanswers/ergonomics/office/eye_discomfort.html)



Headaches



Blurry vision



Irritated eyes
that may be red
or feel dry



Pain or strain in
the neck, shoulders,
or back

The Fight Against COVID-19

Why your shots count!



Did you know?

More than 50,000 Canadians have died after contracting COVID-19 since the pandemic emerged nearly three years ago, the Public Health Agency of Canada (PHAC) confirmed — a sobering reminder that the virus remains a deadly concern.



Did you also know?

The country is seeing an average of 38 deaths per day as of January 24, 2023.



What can you do?

Get your booster, especially if you work with vulnerable people.



Where to go?

Visit:

<https://bookvaccine.alberta.ca/vaccine/s/>
online or call your local pharmacy to find out eligibility.

References

<https://globalnews.ca/news/9414775/covid-canada-deaths-50-thousand/>
<https://globalnews.ca/news/6649164/canada-coronavirus-cases/>