

JANUARY 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

- **January 15th 2021**— For all shifts worked between January 1st and January 15th.
- **January 31st 2021**—For all shifts worked between January 16th and January 31st

UPCOMING:

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

ICE PAGE

Making it Happen!- Supporting Social Inclusion

MAAME

Maame is a very independent and active young lady. She moved to Calgary with her family from Scotland and she has been with ICE since 2019. She is currently studying Level II Childcare certification course in Mount Royal University.

Maame has independently and successfully completed her Level I Childcare certification course and with her staff's support, she has completed some cooking and computer coding classes.

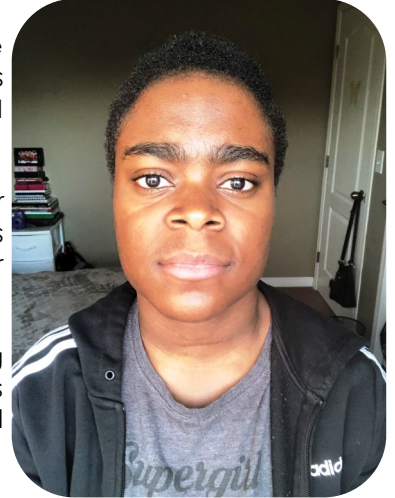
Maame likes to keep herself physically fit. She enjoys going to the gym with her staff at least 3 days per week. She likes to use the treadmill, the walking track, the swimming pool and other gym equipment.

Last year, Maame successfully completed her practicum for her Childcare certification at Kids & Company. During the pandemic, Maame got into a computer coding class which she completed in October 2020 and had her graduation ceremony in November 2020.

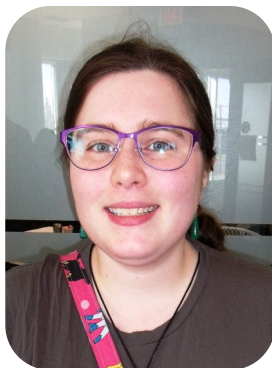
With the support of her staff, Maame works on learning different crafts, painting, coloring and jewelry making. Staff knows how to make jewelry with beads and other materials and teaches Maame how to craft them out.

Maame has applied for a volunteering position at Art to Go, where they distribute, display, and develop art works. Maame and her staff have also looked into some resources and Maame is currently completing some courses related to different art skills like painting, coloring and crafts.

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



Employee Spotlight



Jasmine has been a part of the ICE Calgary team for more than 2 years. Jasmine supports Maame with working on achieving set goals. Jasmine actively studies and learns courses with Maame and also ensures that they meet the requirements to obtain the courses' credentials. Both Maame and Jasmine enjoy working together and they have aimed at achieving more set goals. Jasmine is very flexible and adaptive to supporting Maame with not only achieving her goals, but also with assisting her foster independence. When they are not working together, Maame independently completes her classes online, read books, and learns new recipes.

**ICE OFFICES WILL BE
CLOSED NEW YEARS
DAY, FRIDAY
JANUARY 1ST, 2021**



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

Virtual Trainings

PET Training

January 5-6, 2021	9:30AM to 4:30PM
January 12-13, 2021	9:30AM to 4:30PM
January 19-20, 2021	9:30AM to 4:30PM
January 25-26, 2021	9:30AM to 4:30PM

CN Abuse Prevention

January 7, 2021	8:00AM to 10:00AM 1:00PM to 3:00PM
January 22, 2021	8:00AM to 10:00AM 1:00PM to 3:00PM
January 28, 2021	10:00AM to 12:00PM

Empowering Your Team

January 7, 2021	1:00PM to 4:00PM
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Hazard Assessment and Control

January 8, 2021	9:30AM to 1:00PM
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Epilepsy

January 11, 2021	9:30AM to 12:00PM
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Brain Injury

January 11, 2021	1:00PM to 3:00PM
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Cerebral Palsy

January 12, 2021	10:00AM to 12:00PM
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Psychosis

January 13, 2021	10:00AM to 12:00PM
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FASD

January 13, 2021	1:00PM to 3:30PM
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Schizophrenia

January 14, 2021	1:00PM to 3:00PM
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CN PBI

January 15, 2021	10:00AM to 1:00PM
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ADHD

January 18, 2021	9:30AM to 12:00PM
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ODD

January 18, 2021	1:00PM to 3:00PM
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Anxiety/ Depression

January 19, 2021	1:00PM to 3:00PM
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CN Complex Needs

January 19, 2021	9:30AM to 12:00PM
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Documentation and Reporting Practices

January 20, 2021	1:30PM to 4:30PM
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Somatization

January 21, 2021	1:00PM to 3:00PM
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ICE THANK YOU CARD INCENTIVE WINNERS



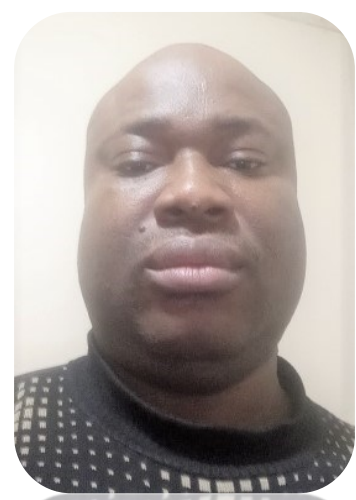
Romaine Donken received a Thank Card from his supervisor when he showed extra care for the physical needs of the client. Your efforts was very much appreciated by the guardians.

Keep up the good work!



Mariama Conteh received a Thank You Card from her supervisor for responding swiftly to an emergency and for strictly following the safety protocols. Her quick action helped keep other safe.

Congratulations!



Charles Okpulor received a Thank You Card from his supervisor for working at a completely new program and covering extra hours without hesitation. All your efforts are very much appreciated!

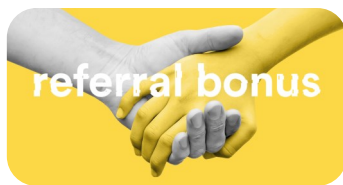
Keep it up!

Office Closure 2021

New Year's Day	Friday	January 1, 2021
Alberta Family Day	Monday	February 15, 2021
Good Friday	Friday	April 2, 2021
Easter Monday	Monday	April 5, 2021
Victoria Day	Monday	May 24, 2021
Canada Day	Thursday	July 1, 2021
Heritage Day	Monday	August 2, 2021
Labour Day	Monday	September 6, 2021
Thanksgiving Day	Thursday	October 11, 2021
Remembrance Day	Thursday	November 11, 2021
Christmas Day	Monday	December 27, 2021
Boxing Day	Tuesday	December 28, 2021

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!



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/>

HURT AT WORK?

Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all work-place 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.



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>

INDEPENDENT COUNSELLING ENTERPRISES

Time Sheet Submission Dates and Pay Dates for 2021

MONTH	TIME SHEETS	PAY DATE
January	Hours for January 1st-15th Due January 15th.....	Paid on January 25th
	Hours for January 16th-31st Due February 1st.....	Paid on February 10th
February	Hours for February 1st-15th Due February 16th.....	Paid on February 25th
	Hours for February 16th-28th Due March 1st.....	Paid on March 10th
March	Hours for March 1st-15th Due March 15th.....	Paid on March 25th
	Hours for March 16th-31st Due March 31st.....	Paid on April 9th
April	Hours for April 1st-15th Due April 15th.....	Paid on April 23rd
	Hours for April 16th-30th Due April 30th.....	Paid on May 10th
May	Hours for May 1st-15th Due May 17th.....	Paid on May 25th
	Hours for May 16th-31st Due May 31st.....	Paid on June 10th
June	Hours for June 1st-15th Due June 15th.....	Paid on June 25th
	Hours for June 16th-30th Due June 30th.....	Paid on July 9th
July	Hours for July 1st-15th Due July 15th.....	Paid on July 23rd
	Hours for July 16th-31st Due August 3rd.....	Paid on August 10th
August	Hours for August 1st-15th Due August 16th.....	Paid on August 25th
	Hours for August 16th-31st Due August 31st.....	Paid on September 10th
September	Hours for September 1st-15th Due September 15th.....	Paid on September 24th
	Hours for September 16th-30th Due September 30th.....	Paid on October 8th
October	Hours for October 1st-15th Due October 15th.....	Paid on October 25th
	Hours for October 16th-31st Due November 1st.....	Paid on November 10th
November	Hours for November 1st-15th Due November 15th.....	Paid on November 25th
	Hours for November 16th-30th Due November 30th.....	Paid on December 10th
December	Hours for December 1st-15th Due December 15th.....	Paid on December 24th
	Hours for December 16th-31st Due December 31st.....	Paid on January 10th, 2022

**Health and Safety Committee Meeting Minutes
December 9, 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).

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

Calgary: November 12, 2020 – Meeting Minutes

July 31, 2020: SHO could hear noise and observed that client was standing beside their bed and noticed that the television screen was cracked. Client threw empty water cups and hats toward SHO but missed. Client threatened to throw a small bench toward SHO spouse. Client was also yelling profanities toward SHO. SHO gave space for client to calm in their bedroom. After a few minutes, SHO and client discussed situation. There were no injuries. **Incident Investigation Recommendations:** SHO to complete PBI training, RPAC involvement, and update client's personal profile to include history of aggression.

September 8, 2020: Staff was entering workplace with purse on one shoulder and laptop bag on the other shoulder. The strap of the laptop bag was stretched excessively, and the laptop bag was hanging past the knees of the staff. Staff started ascending the main entrance stairs and tripped over the laptop bag that got in the way of staff's foot. Staff tripped and fell on the concrete stairs resulting in injury. **Incident Investigation Recommendations:** Employee will use bag handle in future. Staff could also make two trips, use the handrails, or call other employees for assistance to carry items safely.

South – November 3, 2020 - Meeting Minutes:

N/A – No completed investigations in previous month.

Northwest: November 5, 2020 – Meeting Minutes:

September 29, 2020: Staff was serving lunch when the client grabbed his plate to take to his room. Staff reminded client that meals were to be eaten at the table. Client became agitated and scratched staff and pulled hair. **Incident Investigation Recommendations:** New TL was provided additional training, Team meeting was held to discuss consistency in home, and TL attended RPAC meeting to discuss ideas.

October 2, 2020: Client was playing on his tablet and watching a high stimulation movie on the TV "Bring it on", when the movie ended client asked for it again. Staff attempted to restart the movie but could not instantly hit buttons on remote. Client was agitated and threw tablet at staff. **Incident Investigation Recommendations:** Staff completed a PBI review, were retrained on the "Electronic Devices" section of the PRP and it was discussed during the team meeting.

October 24, 2020: Staff finished preparing lunch and called clients to the table. Staff pulled chair out to assist client, client promptly sat on chair on top of staff's foot. Program had just moved, and new floors are carpet rather than lino. **Incident Investigation Recommendations:** Staff were advised to have client sit sideways and then swing legs under table rather than attempting to push chair in as she is sitting.

B) Section 3.3 Completed Near Miss Incident Investigations

Calgary: November 12, 2020 – Meeting Minutes

July 7, 2020: Staff went to use the washroom and found that the client did not flush the toilet after use. Staff reminded client that is not hygienic and poses a risk to both client and staff. Client was engaged in adjusting their phone case and became frustrated that staff 'distracted' them. Client quickly escalated and charged toward staff and attempted to punch on midsection. Staff re-directed the blow with an open palm and indicated to client that they would be ready to contact the police. Client attempted to pursue staff; however, staff exited the apartment and client called CSC. Follow-up: Consultation with RPAC, staff reminded of use of approved restrictive procedures (i.e. calling 9-1-1 and use of Panic button) and staff retrained on client's Planned Procedure.

South – November 3, 2020 & Northwest: November 5, 2020: N/A – No completed near miss investigation to review in the previous month.

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

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

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

A) Inspections held as a result of health and safety concerns: none

B) Inspections completed (E.g., EQA, RI, Office Inspection): 4 RI's with 4 Participants; 1 informal inspection at SHO; 1 RI and 1 Monthly Safety Inspection Checklist

3.5 COR Audit Review: Review of SWOT Action Plan

3.6 Hazard Assessment and Control document (H.A.C.D.) – Pgs. 37 & 38 – Shopping (Grocery, Household, etc.): no recommendations to note.

Calgary November 12, 2020 Meeting Minutes: Reviewed pages 39-40 Manual Dishwashing: no changes noted

South: November 3, 2020 Meeting Minutes: Reviewed 'Client Lift/Transfer; Client Repositioning; Wheelchair Use/ramp use; Assisting with client mobility' (pgs. 79-80). Recommendations N/A- no additional recommendations

Northwest: November 5, 2020 Meeting Minutes: Reviewed pages 41-44 Use of Dishwasher and Bedmaking: no recommended changes for either

3.7 Policy Review – 3.5.1 Health and Safety. Stressed the importance of reporting any new hazards, no matter if the staff seem them as insignificant (i.e., cough appears to be normal) and the importance of following both the Infection Prevention protocol and the Resident Management Protocol. Discussed compliance with protocols and HSC members were positive in that compliance is strong and going well in all their respective programs.

3.8 COVID 19 Pandemic Response: will be in effect for at least 4 weeks' time (January 12, 2021)

Dec 8: All outdoor social gatherings are restricted

- Masks are mandatory within all workspaces
- Effective as of Dec 13th @ 12:01 am:
- Retail must limit to 15% capacity of fire codes
- Malls cannot be used for socialization
- Worship services is now restricted to 15% fire code capacity
- Bars/Restaurants/Lounges: must close to dine in service, and only be available for takeout/ delivery
- Casinos, bingo, libraries, trade shows, conference centers, gyms, pools, indoor rec centers will be closed. Salons such as hair, nail and barber shops
- Some outdoor rec sites such as ski hills and skating rinks may remain open

Please see <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> for updated COVID case numbers and information

4.0 Other Business

Health and Safety Training Updates: New worker alternate for Edmonton will need to take the HSC workshop with CCSA – please advise as soon as you have registered. Hazel was voted in as alternate worker co-chair thus will need to take the HSC training.

Holiday Hazards – increased pressure around holidays and the importance of mental health, including taking care of ourselves.

NEXT MEETING DATE: January 13, 2021 at 1:30 p.m.

Slips, Trips, & Falls

Slips happen because of a lack of friction or traction between the footwear we are wearing and the walking surface. Common causes of slips are:

- Spills
- Hazards created from weather (e.g., puddles, ice)
- Surfaces that are wet or oily
- Loose rugs or mats



Trips - occur when your foot strikes or hits an object which causes you to lose your balance. Common causes of tripping are:

- Clutter on the floor (e.g., power cords, boxes)
- Poor lighting
- Uneven walking surfaces (e.g., carpeting, steps, thresholds)
- Sudden change in slip resistance properties of walking surfaces (e.g., wet floor or stepping from tiled to thick pile carpeted floors)

Falls - can occur from a height or on surfaces that are on the same level. A fall can be the result of a slip or a trip where your centre of gravity is shifted causing you to lose your balance.

How to prevent falls due to slips and trips?

Slips and trips result from some kind of unintended or unexpected change in the contact between the feet and the ground or walking surface. Good housekeeping, quality of walking surfaces (non slippery flooring), proper footwear, and appropriate pace of walking are critical for preventing fall incidents.

What is Good Housekeeping?

Good housekeeping is the first and the most important (fundamental) level of preventing falls due to slips and trips.

It includes:

- * *cleaning all spills immediately*
- * *marking spills and wet areas*
- * *mopping or sweeping debris from floors*
- * *removing obstacles from walkways and always keeping walkways free of clutter*
- * *securing (tacking, taping, etc.) mats, rugs and carpets that do not lay flat*
- * *always closing file cabinet or storage drawers*
- * *covering cables that cross walkways*
- * *keeping working areas and walkways well lit*
- * *replacing used light bulbs and faulty switches*

You can reduce the risk of slipping on wet flooring by:

- ⇒ *taking your time and paying attention to where you are going*
- ⇒ *adjusting your stride to a pace that is suitable for the walking surface and the tasks you are doing*
- ⇒ *walking with the feet pointed slightly outward*
- ⇒ *making wide turns at corners*

You can reduce the risk of tripping by:

- ◇ *keeping walking areas clear from clutter or obstructions*
- ◇ *keeping flooring in good condition*
- ◇ *always using installed light sources that provide sufficient light for your tasks*
- ◇ *using a flashlight if you enter a dark room where there is no light*
- ◇ *making sure that things you are carrying or pushing do not prevent you from seeing any obstructions, spills, etc.*

NEW COVID 19 Restrictions:



- Indoor and outdoor social gatherings are prohibited
- Mask are mandatory in all indoor public spaces and workplaces
- Some businesses are required to temporarily close, reduce capacity or limit their in-person access.

Why these measures are needed:

- Albertans have a responsibility to slow the virus's spread and make sure the health system can continue supporting patients with COVID-19, influenza and many other needs.
- There is a time lag between when people get infected and when new cases are identified. This means the cases we see today were infected up to 2 weeks ago.
- We must work together to protect each other. The greater the community spread, the more likely it will infect our loved ones most at-risk of severe outcomes, including death.

What else you should do:

Albertans must continue following existing public health measures to keep everyone safe:

- Stay 2 meters apart when you can, wear a mask when you can't.
- Practice good hygiene: wash your hands often and cover coughs and sneezes.
- Monitor your symptoms every day.
- If sick, stay home, get tested, and follow mandatory isolation requirements while waiting for results:
 - ⇒ if positive, isolate from others for 10 days or until symptoms are gone, whichever is longer.
 - ⇒ if negative, stay home until you're better.
- Avoid non-essential travel.
- Get the flu shot to keep influenza cases low so health workers can focus on the COVID-19 pandemic.
- Download and use the **ABTraceTogether** contact tracing app when out in public.

From: <https://www.alberta.ca/enhanced-public-health-measures.aspx>

HELP AND SUPPORT

ਕੋਵਿਡ-19 ਜਾਣਕਾਰੀ

ਸਹਾਇਤਾ ਤੁਹਾਡੇ ਲਈ ਇੱਥੇ ਮੌਜੂਦ ਹੈ

ਕੋਵਿਡ-19 ਮਹਾਂਮਾਰੀ ਨੇ ਸਾਡੇ ਰੋਜ਼ਾਨਾ ਜੀਵਨ ਨੂੰ ਬਦਲ ਦਿੱਤਾ ਹੈ ਅਤੇ ਇਸ ਮੁਤਾਬਿਕ ਢਲਣਾ ਅਸਾਨ ਨਹੀਂ ਹੈ। ਕਿਸੇ ਲਈ ਵੀ ਸੌਖਾ ਨਹੀਂ। ਜੇਕਰ ਤੁਸੀਂ ਜਾਂ ਤੁਹਾਡਾ ਕੋਈ ਜਾਣਕਾਰ ਚਿੰਤਾ ਵਿੱਚ ਹੈ ਅਤੇ ਇਸਦਾ ਸਾਹਮਣਾ ਕਰਨਾ ਔਖਾ ਲੱਗ ਰਿਹਾ ਹੈ ਤਾਂ ਸਹਾਇਤਾ 24 ਘੰਟੇ ਸੱਤੇ ਦਿਨ ਮੌਜੂਦ ਹੈ।

alberta.ca/mentalhealth ਤੇ
ਸਾਧਨ ਲੱਭਣ ਲਈ ਜਾਓ।

Alberta

COVID-19 INFORMATION

HELP IS HERE FOR YOU

The COVID-19 outbreak has changed our daily routines and adjusting hasn't been easy. Not for anyone. If you or someone you know is feeling overwhelmed and struggling to cope, help is available — 24/7.

Visit alberta.ca/mentalhealth to find resources.

Alberta

新冠病毒COVID-19 信息

为您提供心理 健康援助

新冠疫情爆发改变了我们的日常生活，调整起来并非易事。不是每个人都能适合。如果您或您认识的某人感到不知所措并且难以应付，全天候24/7都可以获得帮助。

登录网站了解详情：
alberta.ca/mentalhealth

Alberta

RENSEIGNEMENTS SUR LA COVID-19

VOICI DE L'AIDE POUR VOUS

La pandémie de la COVID-19 a changé nos habitudes et l'adaptation n'a pas été facile. Pour personne. Si vous ou quelqu'un que vous connaissez se sent dépassés et a de la difficulté à s'adapter à ce qui se passe, vous pouvez obtenir de l'aide jour et nuit, 7 jours sur 7.

Visitez le site alberta.ca/mentalhealth pour trouver des ressources.

Alberta

for your resources



نحن هنا لمساعدتك

لقد غير تفشي فيروس كورونا (كوفيد-19) روتين حياتنا اليومي بحيث لم يكن التكيف معه سهلاً. ولكن هذا لا ينطبق على الجميع. فإذا كنت أنت أو شخصاً تعرفه يشعر بضغوط يتجاوز طاقة التحمل ويكافح من أجل التعايش معه، فالمساعدة متوفرة على مدار الساعة طوال أيام الأسبوع.

لمزيد من المصادر قم بزيارة الرابط:
alberta.ca/mentalhealth

Alberta

2020 LONG TERM SERVICE AWARDS

10 YEAR SERVICE RECIPIENTS



Melance Barutwanayo



Daniel Dumo



Adebawale Fekoya



Albert Gateretse



Jean Maniraho



Ya Li Xu



2020 LONG TERM SERVICE AWARDS

15 YEAR SERVICE RECIPIENTS



Roland Dagoseh



Irene Dixon



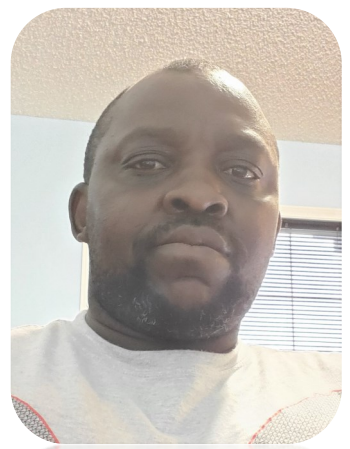
Orlean Hall-Thomas



Patrick Iroegbu



Xiaohua Kong



Eric Nalwago



2020 LONG TERM SERVICE AWARDS

20 YEAR SERVICE RECIPIENTS



John Carmichael



Maricel De Pedro



Colette Wanchulak

30 YEAR SERVICE RECIPIENT



Marianita Lacampuenga

