

**JUNE 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**

- **June 15<sup>th</sup> 2021**— For all shifts worked between June 1<sup>st</sup> and June 15<sup>th</sup>.
- **June 30<sup>th</sup> 2021**— For all shifts worked between June 16<sup>th</sup> and June 30<sup>th</sup>.

## **UPCOMING:**

- **HEALTH AND SAFETY MEETING**— June 16<sup>th</sup>, 2021 at 1:30PM.
- **RPAC MEETING**— June 16<sup>th</sup>, 2021 at 2:00PM

# ICE PAGE

**Making it Happen!- Supporting Social Inclusion**



**DAVID**

David is a very independent and active individual who started his service with ICE in December 2018. David relocated from Ghana in 2017 and now lives with his family in Calgary.

David completed an employment training course at Mount Royal University and he is currently completing his employment practicum training at Modern Rentals.

David enjoys repairing cars with his dad and is currently working on getting his learners/ driver's license with the assistance of his support staff.

David is a very social person who enjoys meeting people and trying new activities. David enjoys playing soccer and bowling when he is out in the community with his support staff. David has friends in the community and he communicates with them via phone. David also likes to keep himself physically active and fit, so

he goes for walks very frequently especially during day program. David enjoys drawing, painting and coloring with his support staff.

David attends the Indefinite Art and Disability Art Organization. In October 2020, his artwork ("We're All Here Together Still" – first phase of the pandemic) was chosen for an exhibition organized by Indigo Art. His artwork has been selected to be displayed by the Stride Gallery's in all provincial exhibitions.

In early May 2021, Global Affairs Canada acquired artwork by 13 artists represented by the National Access Arts Centre (NAAC) and David's artwork was one of those chosen. David's artwork ("Resiliency and Corona") will be displayed in Global Affairs Canada's branches around the world. Also, David's artwork will be displayed at the upcoming Canadian Exhibition that will be held in Dubai in November 2021. David and his family are very excited and happy about these achievements. David is looking forward to the COVID-19 restrictions being lifted, so that he can return to his full active life and routine.

## **Employee Spotlight**

**Onyinye (Judith)** has been a part of the ICE Calgary team for more than 2 years and she is very encouraging to the individuals she supports. Judith supports David by working on achieving David's set goals. Both David and Judith enjoy working together and they have aimed at achieving more goals and creating more success stories. Judith is very flexible and adaptive to supporting David with not only achieving his goals, but also with fostering independence.



## **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 THANK YOU CARD INCENTIVE WINNERS

**Renee Katongabo** received a thank you card for assisting with the distribution of an important Health and Safety memo to the other programs. Your help was greatly appreciated. Renee won a Ninja Master Prep.

Congratulations!



**Joseph Kabba** received a thank you card for supporting and working on strategies with the team for the clients to successfully receive their first COVID-19 vaccinations. Joseph won Alpha 180 Wireless Earbuds.

Keep up the good work!



**Francisca Ochoma** received a thank you card for helping a client with their weight management and for taking them out for walks regularly. Your effort is greatly appreciated! Francisca won a Homasy Toaster.

You are awesome!



### 3.8.6 DRESS, HYGIENE AND GROOMING

The purpose of the agency's dress code and personal appearance standards are to ensure that the employee presents himself/herself in a professional and neat manner and that safe and sanitary working conditions are apparent at all work sites.

- Excellent personal hygiene is required of all Independent Counselling Enterprises employees.
- Employees are required to dress professionally at all times. Although clothing may be casual, it must be clean and well kept. Employees are not to wear clothing with offensive slogans/diagrams (sexually explicit, discriminatory, profane). Casual clothing such as sweat clothing and shorts are not acceptable for those employees who work within an office setting. An employee should consult their supervisor if clarification is required concerning appropriate dress/footwear.
- Employees are to be well groomed. Hair should be clean and combed. Excessive or conspicuous jewelry is considered inappropriate.
- Footwear should be safe, functional, and appropriate for the job responsibilities at all work settings. Outdoor footwear should be exchanged for indoor wear. Examples of appropriate footwear for working in the programs include shoes with closed toes and heels/heel supports (sling backs) with non-skid/slip resistant soles. Inappropriate/unacceptable examples include: flip flops/ beach shoes, open toed/open-backed shoes, slides/mules (backless shoes), footwear with heels greater than 2.5 inches, shoes with spiked heels, platform shoes (soles greater than 1 inch), or slippers.
- In an office setting sandals or open toed shoes are acceptable providing the heel support (secure strap or fully encased) is present and the shoe fits properly i.e. the shoe fits securely at the heel and remains in contact with the entire sole of the foot while walking.

## 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>

Alberta Occupational Health and Safety works in consultation with industry to help prevent work-related injuries, illnesses and fatalities.

<https://work.alberta.ca/occupational-health-safety/ohs-publications.html#laws>

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.

## Is your Personal Information Up to Date in Payroll?



Log into Dayforce at [www.dayforcehcm.com](http://www.dayforcehcm.com)

Review your **Profile**.

Any changes and additions can be made by selecting **Edit** and entering the desired information in the fields below. **Please include your email address.** 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.*

## **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**

### **Mudi Jude Nfor**

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!



## **VIRTUAL TRAININGS**

### **Pre-Employment Training**

JUNE 1, 2, 8, 9, 15, 16, 22, 23, 29, 30, 2021  
(9:00AM to 4:30PM)

### **Diabetes Training**

JUNE 1, 2021 (1:00PM to 3:00PM)

### **Harm Reduction Training**

JUNE 2, 2021 (1:00PM to 4:00PM)

### **Assist Tune-up Training**

JUNE 4, 2021 (8:00AM to 12:00PM)

### **Schizophrenia Training**

JUNE 4, 2021 (10:00AM to 12:00PM)

### **OCD/Hoarding Training**

JUNE 7, 2021 (1:00PM to 3:00PM)

### **Epilepsy Training**

JUNE 8, 2021 (10:00AM to 12:00PM)

### **Promoting Safety**

JUNE 8, 2021 (1:00PM to 5:00PM)

### **Lifts and Transfers Training**

JUNE 9, 2021 (9:00AM to 11:00AM)

### **FASD Training**

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

### **Covid-19 Training**

JUNE 11, 2021 (1:00PM to 3:00PM)

### **Brain Injury Training**

JUNE 14, 2021 (1:00PM to 3:00PM)

### **Abuse Prevention Training**

JUNE 15, 2021 (1:00PM to 3:00PM)

### **PBI Training**

JUNE 15, 2021 (3:00PM to 5:00PM)

### **ADHD Training**

JUNE 16, 2021 (3:00PM to 5:00PM)

### **Trauma Informed Care Training**

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

### **Hazard Assessment and Control (HACD) Training**

JUNE 21, 2021 (1:00PM to 4:30PM)

### **Cultural Appreciation (Indigenous Peoples of NWT/Nunavut)**

JUNE 22, 2021 (10:00AM to 12:00PM)

### **Workplace Diversity Training**

JUNE 23, 2021 (10:00AM to 12:00PM)

### **Workplace Inspection Training**

JUNE 25, 2021 (9:00AM to 4:00PM)

### **Supervisor Training**

JUNE 28, 2021 (1:00PM to 4:00PM)

### **Communication and Teamwork Training**

JUNE 29, 2021 (9:00AM to 12:00PM)

### **Substance Abuse Training**

JUNE 30, 2021 (1:00PM to 3:00PM)

**Health and Safety Committee Meeting Minutes**  
**May 26, 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 April 7, 2021 & Northwest April 8, 2021 Meeting Minutes: No completed Investigations.

South April 6, 2021 Meeting Minutes: March 15, 2021 Client attempted to administer his own medications by taking the staff key and forcefully shoving the key into the locked cabinet. The key broke inside the lock. Client escalated and pushed staff as he was passing by. Staff was not injured. Incident Investigation Recommendations: Review medication administration policy and client's Positive Approaches with staff, fix or replace damaged medication cabinet. HSC Recommendations: none.

**B) Section 3.3 Completed Near Miss Incident Investigations**

Calgary April 7, 2021 Meeting Minutes: December 3, 2020: Staff prompted client at 1:00 p.m. to go home. Client responded by grabbing staff's items such as their watch, sweater, cellphone, arm and bag. Staff contacted the CRM who directed staff to contact the client's mother and put her on speaker so that client could hear her. Client then redirected his escalated behaviour towards the Librarian. The librarian called the police. The police escorted client out of the library and waited for the parents to arrive. Investigation Recommendations: RPAC consultation. Review agency process for obtaining information about clients during intake. HSC Recommendations: none.

February 11, 2021: The living room was too hot, and staff was attempting to adjust the thermostat on the fireplace and mistakenly touched the glass. Staff ran their finger in cold water to avoid blistering. Investigation Recommendations: Review ICE policy 3.5.9. Eliminating/Mitigating/Controlling Work Site Hazards. Staff to note incident in the hazard section of the communication logbook. HACD to be reviewed and hazard identified; Pilot light to be turned off. HSC Recommendations: none

South April 6, 2021 & Northwest April 8, 2021 Meeting Minutes: No completed near miss investigations to review in the previous month.

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

March 16, 2021: Staff was walking on sidewalk heading to the west side between the building and parking lot, stepped on black ice and fell to the ground on both knees. Recommendations: Staff to be vigilant on where they are walking and assess for potential hazards. Staff will review section I in the Health and Safety Manual – winter safety. HSC Recommendations: none.

**3.3 Evaluation of completed near miss investigations -** No completed near miss investigation to review in the previous month.

**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 because of health and safety concerns brought forward: N/A

B) Inspections completed (E.g., EQA, RI, Office Inspection): M.M. 4 RI's (8 participants) & 6 Monthly SH visits in May (6 participants)

**3.5 COR Audit Review:** N/A

**3.6 Hazard Assessment and Control document (H.A.C.D.):** Review pgs. 101&101- 'Exposure to Pets'. Committee Recommendations: *no recommendations*

Calgary April 7, 2021 Meeting Minutes: Working with Clients pages 8-9 – "Away Without Leave," AWOL: It is recommended to add follow COVID-19 protocols (i.e., continuous masking) under administrative controls. Self-Injurious Behaviors pages 10-11 - i.e., self-scratching, picking, cutting, self-hitting, head banging etc.: no further recommendations. Client Suicidal Behaviors pages 12- 13: It is recommended to add a Biological hazard for potential exposure to COVID-19. It is furthermore recommended to add Chemical hazard for potential to exposure to chemicals.

South April 6, 2021 Meeting Minutes: pgs. 100&101- 'Staff Illness at Work'. pgs. 102&103- 'Exposure to Pets', pgs. 104&105- 'Exposure to Insects, Pests, Bedbug Infestations', pgs. 106&107- 'Mice Infestations'. Recommendation: none

Northwest April 8, 2021 Meeting Minutes: pages 57-60 'Household Maintenance: Changing Light Bulbs, Use of a Ladder, Use of Floor Mats' & 'Seasonal Yard Work': none

**3.7 Policy Review: 2.5.1 – Positive Behavior Supports.**

**3.8 COVID 19 Pandemic Response:**

- **Restrictions:** implemented May 5 and 9; will be in effect for a minimum of 3 weeks, with the possibility of extension.

- **Vaccines:** All Edmonton field staff and office personnel should have received an email from Hazel regarding the COVID-19 vaccine clinic offered by Myros pharmacy. You can also book online as the vaccine is available to Albertans aged 12+.

- At 11:30am May 26), the Government of Alberta announced their 3-step reopening plan for Summer 2021. For more information, please visit:

[https://www.alberta.ca/enhanced-public-health-measures.aspx?](https://www.alberta.ca/enhanced-public-health-measures.aspx?utm_source=redirect&utm_medium=all&utm_campaign=Covid19&utm_term=OpenSummer#open)

[utm\\_source=redirect&utm\\_medium=all&utm\\_campaign=Covid19&utm\\_term=OpenSummer#open](https://www.alberta.ca/enhanced-public-health-measures.aspx?utm_source=redirect&utm_medium=all&utm_campaign=Covid19&utm_term=OpenSummer#open)

**\*\*Follow continuous masking, wearing face shields, social distancing, and hand hygiene.\*\***

**Other Business**

**Training: Committee Members, TCs/TLs; Review of Committee Attendance; Ideas for the H&S article in the ICE newsletter**

**Next Meeting Date: June 16, 2021 at 1:30 p.m.**





# WHAT IS STRESS?

Stress is a normal response to situational pressures or demands. A certain amount of stress is a normal part of daily life, but long-term stress can become harmful. When stress becomes overwhelming and prolonged, the risks for mental health problems and medical problems increase.

## Avoid stress when you can!

*Try these strategies to steer clear of your stress at work:*

- **Know what's expected of you.** If you feel like you're never sure you're doing enough, ask your supervisor to clarify your tasks.
- **Get organized.** Arrive at work on time and start your day in a more relaxed way. If your work space is neat, you'll find what you need when you need it.
- **Manage your time, set priorities and recognize your limits.** Identify your priority tasks. Do those first. If you're weighed down by too many tasks, ask your supervisor to help you set priorities.
- **Maintain your focus.** Try doing one thing at a time and see if you feel calmer and more in control.
- **Discuss your workload with your supervisor.** Outline what you feel you can reasonably handle and suggest options for getting the rest of the work done.
- **Share the workload when you need to.** Asking for help isn't a sign of weakness. It means you're a concerned worker who wants to get the work done on time.
- **Let go of the need to be perfect.** Recognize that no one can do everything perfectly all the time. Recognize your strengths as well as your limits and avoid comparing yourself to others.

*Try these strategies to cope with workplace stress you can't avoid:*

- Take regular breaks from your work during the day.
- Focus on the positive.
- Practise positive self-talk.
- Picture yourself coping well with stressful situations.
- Use proven methods to reduce your stress.
- Seek fulfillment outside your work.
- Maintain a balanced lifestyle.
- Enjoy the payoff when you cope with stress

**Too much workplace stress affects your job performance. Know the stresses you face in your workplace. Learn how to cope with them. Then you'll have more energy, feel more confident and enjoy your hours at work a whole lot more.**

## Get vaccinated

All Albertans 12+ can  
get the COVID-19  
vaccine

Get the facts about COVID-19 vaccines

## The vaccines work.

Scientific and medical evidence show that vaccination can help protect you against COVID-19. Studies are also showing that vaccinated people may have less severe illness if they do become ill from COVID-19.

[Canada.ca/covid-vaccine](https://Canada.ca/covid-vaccine)

Canada

## Get Tested



COVID-19 testing is available to all Albertans with symptoms, close contacts and anyone linked to an outbreak.

New health measures were put in place for high case regions to protect the health system and reduce the rising spread of COVID-19 provincially.



## STAGE 1

Triggered 2 weeks after vaccine threshold is reached

Albertans 12+  
with first dose **50%**

Hospitalizations  
under 800

**June 1**

- Up to 10 people for:
  - indoor weddings,
  - outdoor social gatherings,
  - outdoor physical, performance and recreational activities are permitted for all ages,
  - outdoor youth sports, performance and recreation training are permitted in distanced groups
  - *Indoor social gatherings are still not permitted*
- Outdoor patio dining of tables up to four people – Household and close contacts only
- Funerals up to 20 people
- Personal and wellness services can re-open, by appointment only
- Capacity for places of worship increases to 15% of fire code occupancy (effective May 28)
- Distancing and masking requirements remain in effect

## STAGE 2

Triggered 2 weeks after vaccine threshold is reached

Albertans 12+  
with first dose **60%**

Hospitalizations  
under 500

**Mid-June**

- Outdoor social gatherings plus indoor and outdoor weddings and funerals increase to 20 people, with distancing plus public outdoor gatherings up to 150 people
- Retail capacity and capacity for places of worship increases to one third of fire code occupancy
- Restaurants may seat tables of up to six people, indoors or outdoors.
- Gyms and other indoor fitness open for solo and drop in activities with 3 metre distancing between participants, fitness classes may resume with 3 metre distancing
- Indoors and outdoors youth and adult sports resume with no restrictions
- Indoor settings may open with up to 30% of fire code occupancy (including indoor recreation centres, arenas, cinemas, theatres, museums, galleries, libraries, etc.)
- Youth activities (day camps, play centres) may resume, with restrictions
- Personal and wellness services can resume walk-in services
- Post-secondary can resume in-person
- The work from home order is lifted, although working from home is still recommended
- Distancing and masking requirements remain in effect

## STAGE 3

Triggered 2 weeks after vaccine threshold is reached

Albertans 12+  
with first dose **70%**

**Early-July**

- All remaining public health restrictions lifted
- No restrictions on indoor social gatherings
- Isolation requirements for those with COVID-19 and measures in continuing care settings still in place