

MARCH 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

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

UPCOMING:

- **HEALTH AND SAFETY MEETING**– March 10th, 2021 at 1:30PM
- **RPAC MEETING**– March 17th, 2021 at 1:30PM

ICE PAGE

Making it Happen!- Supporting Social Inclusion

Adam S.

Adam has been with ICE Grande Prairie since 2017. He is a soft spoken young man who is interested in movies and video games. He loves board games and puzzles that he works on with his roommate and staff. Adam loves action/adventure and mystery movies, and his favorite video games are strategy puzzle type games.

With the COVID-19 restrictions, Adam and his staff have found creative ways to stay busy. Together, they work on crafts and have made a model city from popsicle sticks.

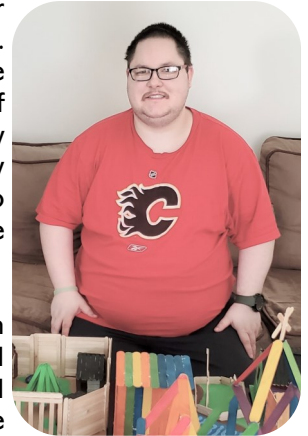
When talking about his goals, Adam enthusiastically talks about how much he enjoys the pool and gym with staff supports. He is excited to access these activities once the COVID-19 restrictions lift. Adam specifically

enjoys the lazy river and shallow pools.

Adam enjoys the company of his staff and they encourage him to stay active and have fun doing so!

Adam is working on a newly developed goal to research and create a plan to take courses on becoming

a dog trainer. Staff are helping him create a list of places he can take these courses locally. Adam hopes he is able to volunteer and work towards creating a career working with animals.



Employee Spotlight



Josh has worked with ICE Grande Prairie since the fall of 2020. Josh is a calm and quiet young man, who uses his talents in arts and drama to come up with creative ideas to help his clients stay busy with the COVID-19 restrictions. He encourages Adam to join in with crafts and to play board games with staff and roommates to keep them socially engaged.

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.**

IMPORTANT TIME CHANGE REMINDER

**Clocks “Spring” ahead
on Sunday**

**March 14, 2021 @
2:00AM**





3.8.15 SOCIAL MEDIA

**(Please note that selected sections of ICE Policy 3.8.15 are reproduced here. Please refer to the Policy manual for the complete policy).*

The agency acknowledges the rights of employees to use after-hours social media accounts, however, employees must be aware that what they post on personal social media accounts such as Facebook and Twitter, may negatively impact the agency, its employees and/or other stakeholders, including clients, guardians, family members, funding bodies and contractors.

The following are examples of unacceptable conduct on social media:

1. Posting content that is contrary to the agency's current policies and procedures, including its mission statement, philosophy, and values.
2. Posting content that involves bullying, harassment, intimidation, discrimination, or threats of any type towards the agency, its employees, or other stakeholders.
3. Posting negative or derogatory content, including comments about, or statements deemed defamatory or detrimental to the welfare of the agency, its employees, clients, or other stakeholders.
4. Posting content divulging confidential information that is in violation of the Freedom of Information and Protection of Privacy Act, Health Information Act, and/or Personal Information and Protection Act.

Any infringement of the above regulations will result in corrective action.

ICE THANK YOU CARD INCENTIVE WINNERS

Lorce Ramirez received a thank you card from her manager for doing extra shifts at a program. We appreciate your great work! **Lorce** won a Lintelek Smart Watch.

Congratulations!



John Sesay received a thank you card from the booking coordinator for working at a program under Resident Management Protocol. **John** won an Amazon Echo Auto.

Keep it up!



Mary Oben received a thank you card from her manager for taking care of the client and maintaining the high standard of cleanliness at the programs. **Mary** won a Sable Heating Pad.

You are awesome!



VIRTUAL TRAININGS

PET Training

MARCH 2-3, 16-17, 30-31, 2021 (9:00AM to 4:00PM)

Abuse Prevention Training

MARCH 9 & 16, 2021 (8:00AM to 10:00AM)
MARCH 16, 2021 (1:00PM to 3:00PM)

Schizophrenia Training

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

Cerebral Palsy Training

MARCH 10, 2021 (1:00PM to 3:00PM)

CN PBI Training

MARCH 26, 2021 (1:00PM to 3:00PM)

Covid—19 Prevention Training

MARCH 12 & 17, 2021 (2:00PM to 4:00PM)

Epilepsy Training

MARCH 1, 2021 (10:00AM to 12:00PM)

CPI Training

MARCH 5 & 18, 2021 (9:00AM to 5:00PM)

Hoarding Training

MARCH 12, 2021 (10:00AM to 12:00PM)

Oppositional Defiance Disorder Training

MARCH 15, 2021 (1:30PM to 3:30PM)

Anxiety/Depression Training

MARCH 16, 2021 (10:00AM to 12:00PM)

Communication and Teamwork Training

MARCH 16, 2021 (2:00PM to 5:00PM)
MARCH 29, 2021 (1:00PM to 4:00PM)

Compassion Fatigue/ Burnout Training

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

Medication Administration Training

MARCH 19, 2021 (1:30PM to 4:30PM)

Harm Reduction Training

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

Complex Needs Training

MARCH 31, 2021 (10:00AM to 3:00PM)

PAYROLL



2020 T-4's

In addition to being mailed through Canada Post to the address on file in Dayforce at the time of production, **your 2020 T-4 is available by logging into a desktop version of Dayforce.** Unfortunately, there is no mobile version of the employee tax forms available within the Dayforce mobile application. Alternately, on a mobile device, enter can59.dayforcehcm.com into your browser to log in.

Your Dayforce credentials:

Company: ice

User Name:

For Employees employed prior July 16, 2020:

Your username is your **first name.last name** as it appears on your current pay statements with the first letter of each in lower case.

For employees employed July 16, 2020 onward:

Your username is your **first name.last name** as it appears on your current pay statements with the first letter of each in upper case.

Password:

If you have not previously logged into Dayforce your initial password is your last name (as it appears on your current pay statements and in lower case) followed by the last 3 digits of your Social Insurance Number (without any spaces between). You will be prompted to change your password.

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.

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-safetyv.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 February 5, 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: January 26, 2021 – Meeting Minutes: **November 19, 2020:** staff was dropping client off at home when they got out of their vehicle, slipped, and fell on icy parking lot feeling instant pain in left shoulder. **Investigation:** Staff to look around for hazards in the community and refer to the HACD card; to find alternate parking/ report hazards in building management; & ensure proper footwear for weather conditions meets ICE policy.

November 24, 2020: staff was leaving one client program to go to the next when staff struck the motor vehicle in front of them and received a minor injury on their left leg. Police were called to the scene. **Investigation Recommendations:** Review hazard card when in the community. Review ICE contact process for missed/ late shifts. Review ICE Policy 2.4.5 – Use of Staff Vehicles.

South January 5, 2021 & Northwest: January 7, 2021 – Meeting Minutes: No completed Incident Investigations to review in the previous month.

B) Section 3.3 Completed Near Miss Incident Investigations

Calgary January 26, 2021, South January 5, 2021, & Northwest January 7, 2021 Meeting Minutes: No completed near miss investigations in previous month

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

December 15, 2020: Client displayed COVID symptoms and was tested. **Investigation Recommendations:** Review Risk Assessment and Positive Approaches Documents; Eye Protection Protocol reviewed with all staff of the program; CRM to conduct supervision meeting with TC to outline steps/ expectations of how changes and agency news affect the program, including items related to employee health and safety will be communicated to the rest of the team; Retrain staff on site regarding all COVID-19 Protocols, including Cleaning and Infection Prevention. **HSC Recommendations:** none

December 24, 2020: Staff was driving to drop PPE kits off at a program after their shift ended at 5pm and was rear ended. Staff was taken by ambulance to be assessed at the hospital. **Investigation Recommendations:** communicate to all programs that deliveries are to occur during business hours; and review HACD for driving, including controls available for associated risks. **HSC Recommendations:** none

3.3 Evaluation of completed near miss investigations.

June 6, 2020: Staff was going down the stairs to do laundry, stepped on the edge of the stairs and tripped. **Incident Investigation Recommendations:** review with employee the need to adhere to safe work practices while utilizing stairs. i.e., to not rush, pay careful attention on stairs; and review safe work practices when utilizing stairs. **HSC Recommendations:** none

November 12, 2020: Staff was informed of COVID exposure with a personal contact and in the days prior to being contacted, the staff had been in more than one program. **Incident Investigation Recommendations:** suspension of all inspection's province wide; review of employees' tasks and responsibilities and potential impact to agency and organizational processes; review internal inspection and risk mitigations. **HSC Recommendations:** none.

3.4 Health and Safety Committee Inspections

A) Inspections held because of health and safety concerns brought forward: none

B) Inspections completed: Office inspection at the end of January with participation from Hazel P. Still waiting for disposal of the large garbage items accumulating outside and area where the floor is rolling up. **Cody – Monthly inspection w/ 1 Participant; Dusi – 1 monthly inspection w/ no participants.**

3.5 COR Audit Review: Planning is underway for the 2021 Maintenance Audit which will be held in August/ September.

3.6 Hazard Assessment and Control document (H.A.C.D.): Pages 2-3 Working with People Biological Hazards - move opioids under chemical, increase the probability level to 3. Psychological Hazards chance of burnout is increasing, therefore increase probability to 3. Physical hazard – no changes. Chemical hazards – add opioids here, Exposure frequency has increase with quat, Lysol, eliminator therefore increase frequency 3, Potential consequence increase to 4 (from 2), hazard probability should be 4 for a total of 11 and priority of '1'. Under controls add lifeline for engineering controls, Add PET-COVID 19 training under required orientation.

Calgary January 26, 2021 Meeting Minutes: Reviewed pages 13-16 of the office HACD (1) 'Opening, sorting and routing mail' recommendations - add biological hazard of COVID-19. (2) 'Making Coffee' and 'Opening Office: first to arrive to worksite'- no recommendations. (3) 'Ascending/ Descending stairs' recommendations - add biological hazard of COVID-19; and add hand hygiene to Safe Work Practises.

South January 5, 2021 Meeting Minutes: Reviewed pgs. 83/84 'Supporting clients who are smoking cannabis/ tobacco products or using them by other routes' & pages 87/88 'Contact with unknown visitors, contractors, community persons at offices or residences' – no recommendations. Reviewed pgs. 85/86 'Client Support for Seizures'- recommend adding COVID-19 as a biological hazard and applicable COVID related controls such as masks in PPE.

Northwest January 7, 2021 Meeting Minutes: Reviewed pages 45-48 'Washing/ Mopping Floors and Vacuuming: no recommendations. Pages 49 & 50 'Laundry' recommendations: remove all reference to staff bedding as we no longer have sleep nights.

3.7 Policy Review 3.5.1 – 3.5.4: No changes recommended by the HSC.

3.8 COVID 19 Pandemic Response: Even with the case numbers and hospitalizations decreasing, it is important to follow the protocols and measures that have been laid out as there are 2 new variants of the virus and they are easier to catch. If you have any questions. Do not hesitate to reach out to your Health and Safety committee.

Other Business

HSC Member Poster: This needs to be completed for the March ICE page therefore the deadline is February 16, 2021. **Review of Committee Attendance:** if there is a discrepancy, please notify H&S immediately.

NEXT MEETING DATE: March 10, 2021 at 1:30 p.m.



ICE Edmonton – Health & Safety Committee



From Left to Right: Pauline Henry-Stephens (TC); Cody May (RSW); Dusi Sen (RSW); Emannuella Kankam (TL); Innocent Kagabo (RSW); Joseph Attai (RSW).



From Left to Right: Holly Payne (H&S Specialist); Hazel Phillips (Worker Co-Chair); Chetna Sani (Worker Co-Chair); Jessica Wilson (H&S Specialist).

WHAT WE ARE: A group of worker and employer representatives working together to identify and solve health and safety concerns as well as promote awareness and interest in health and safety. We provide support for the 3 basic rights that all Albertans have in protecting their health and safety including: the right to know, the right to participate and the right to refuse dangerous work.

WHY: A health and safety committee benefits both employers and workers. A healthy and safe workplace cuts down on injuries that hurt you and hurt your company with reduced productivity and expensive insurance coverage. ***It is also the law.*** Occupational Health and Safety (OHS) legislation passed in June 2018, mandates companies to have Health and Safety Committees/ Representatives.

If you have concerns about your own or another employee's safety, you are obligated to report it (*ICE policy 3.5.2 / OHS legislation*). You may report these to: your supervisor or manager, call an Employee Client Assistance Team (ECAT) supervisor, **contact a member of the Health and Safety Committee (numbers below)** or drop a note into the health and safety box in the reception area of your regional office.

HOW: The Health and Safety Committee works to improve your work environment by completing inspections, participating in and reviewing injury/illness/near miss investigations, reviewing policy and hazards, and taking action based on these findings, as well as by bringing forth your concerns to management.

WHEN: In Edmonton the committee meets virtually the second Wednesday of every month at 1:30 pm (confirmation is printed each month in the ICE Page). If you are interested in attending a meeting, please call Holly or Jessica at the contact numbers below.

<u>Name</u>	<u>Phone</u>	<u>Name</u>	<u>Phone</u>
Joseph Attai	780-454-9500	Emanuella Kankam	780-454-9500
Pauline Henry-Stephens	780-454-9500	Innocent Kagabo	780-454-9500
Cody May	780-454-9500	Holly Payne	780-732-4452
Dusi Sen	780-454-9500	Jessica Wilson	780-453-9831
Chetna Sani	780-447-7898	Hazel Phillips	780-732-2349

#StopTheSpread

When to use a Face Shield?



PROVIDING PERSONAL
CARE

YES



When client
cannot wear a mask when
standing within 6 feet/ 2
meters of staff

YES

When client
cannot or will not
stay 6 feet/ 2
meters away from
staff

YES

Client has
behaviours that increase the
likelihood of spreading the virus
(singing,
coughing, yelling)

YES



Face shields are
effective only when
used in combination
with frequent hand-
cleaning with alcohol-
based hand rub or
soap and water.



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**