

**MAY 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**

- **May 15<sup>th</sup> 2021**– For all shifts worked between May 1<sup>st</sup> and May 15<sup>th</sup>.
- **May 31<sup>st</sup> 2021**–For all shifts worked between May 16<sup>th</sup> and May 31<sup>st</sup>.

## **UPCOMING:**

- **HEALTH AND SAFETY MEETING**– May 14<sup>TH</sup>, 2021 at 1:30PM
- **RPAC MEETING**– May 19<sup>TH</sup>, 2021 at 1:30PM

# ICE PAGE

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

## **JOHN**

John has been with ICE Edmonton since February of 2017. John is an independent individual who has made great strides in achieving his goals. With the support of his staff, Robin, John has further developed his independent living skills and has formed positive relations within his community.

John enjoys accessing recreational facilities for the use of the gym and swimming. During the COVID-19 pandemic, Robin has supported John in developing a routine for safely accessing community resources like going for coffee, and when the weather is nice, they prefer to be outside bike riding and/or walking.

During down time, John watches documentary-style television shows and

movies. John is also an avid reader and has a vast collection of science fiction books. John is fond of learning new things, and in March 2021 he successfully completed a Quest program with staff support. Prior to this, John attended a personal enhancement program.

John has an eagerness to grow and seizes available opportunities. ICE applauds the determination and efforts that John has exhibited. ICE is looking forward to seeing the great things John will accomplish in the upcoming year.



## **Employee Spotlight**



Robin is a dedicated employee who has been a part of the ICE Edmonton team since 2018. Robin encourages self-advocacy and recognizes John's strengths. Robin's positive and outgoing character is an inspiration. Robin recognizes how physical and social activities support others in having a meaningful and affirmative environment to flourish within.

## **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 OFFICE WILL BE  
CLOSED MAY 24TH  
VICTORIA DAY**



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

## ICE THANK YOU CARD INCENTIVE WINNERS

**Tricia Ranger** received a thank you card from her supervisor for her excellent work during the pandemic and making sure that the clients are always safe.

Tricia won an Oster stainless steel blender.  
Congratulations!



**Aman Ullah** received a thank you card from his supervisor for always making sure that the client's needs are met and ensuring their safety all the time. Aman won a Tfal advance frying pan.

Keep it up!



**Lilian Jackson** received a thank you card from her supervisor for always looking at the safety of the clients.

Lilian won a LaCrosse alarm clock.  
Well done!



### VIRTUAL TRAININGS

**Lifts and Transfers Training**  
MAY 3, 2021 (8:00AM to 11:00AM)

**Healthy Eating Training**  
MAY 4, 2021 (1:00PM to 3:00PM)

**Supervisor Training**  
MAY 6, 2021 (1:00PM to 4:00PM)

**Abuse Prevention and Response Protocol Training**  
MAY 7, 2021 (1:30PM to 3:30PM)

**Burnout and Compassion Training**  
MAY 10, 2021 (3:30PM to 5:30PM)

**Communication and Teamwork Training**  
MAY 11, 2021 (10:00AM to 2:00PM)

**Pre-Employment Training (PET)**  
MAY 11-12, 2021 (9:00AM to 4:00PM)  
MAY 25-26, 2021 (9:00AM to 4:00PM)

**Diversity Training**  
MAY 12, 2021 (10AM to 12PM)

**ADHD Training**  
MAY 18, 2021 (1:00PM to 2:00PM)

**Hoarding Training**  
MAY 18, 2021 (2:00PM to 3:30PM)

**Promoting Safety Training**  
MAY 19, 2021 (9:30AM to 1:30PM)

**Diabetes Training**  
MAY 20, 2021 (1:30PM to 3:00PM)

**Client Goals and Outcomes Training**  
MAY 25, 2021 (10:00AM to 1:00PM)

**Harm Reduction Training**  
MAY 26, 2021 (10:00AM to 12:00PM)

**Trauma Informed Care Training**  
MAY 26, 2021 (1:00PM to 4:00PM)

**CPI Training**  
MAY 28, 2021 (9:00PM to 5:00PM)



### 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. The OHS site provides access to a wide range of information bulletins and on-line training options.

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

<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.



### 3.5.1 HEALTH AND SAFETY

\*(Please note that selected sections of ICE Policy 3.5.1 are reproduced here. Please refer to the Policy manual for the complete policy).

The agency is committed to a Health and Safety Management System that protects its employees, clients, contractors and the general public including their physical, psychological, and social well-being.

Goals:

- To provide effective leadership, management and supervision of I.C.E. operations that communicates and reinforces healthy and safe practices and behaviors.
- To actively promote employee participation in health and safety at all levels of the organization.
- To ensure that ICE employees/ support home operators (SHO) are adequately qualified, suitably trained, and have sufficient experience to perform their work in a safe and effective manner.
- To achieve and maintain effective systems for:
- Identification of hazards and implementation of safety controls;
- Workplace inspections and quality assurance;
- Incident reporting, investigation, correction and effective injury mitigation/ management.

Personnel at all levels of the company including managers, supervisors, front line employees and support home operators are responsible and accountable for health and safety within I.C.E. The success of this program requires active participation by each person, every day.

- ◆ Management will demonstrate leadership in health and safety, develop health and safety policies and procedures, implement health and safety systems (hazard assessment and control, incident investigation, workplace inspections) and provide training, equipment and adequate resources for health and safety.
- ◆ Supervisors will communicate health and safety expectations to employees, identify training needs and arrange/ provide training. They will provide on the job orientations, training, supervision and enforce compliance with I.C.E. policies and procedures.
- ◆ Employees and support home operators will complete required training and follow I.C.E. policies and procedures; assess hazards; use designated safety controls and work in a healthy and safe manner.

I.C.E. believes that a healthy and injury free workplace is important and achievable with active cooperation by all involved parties.

### 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.

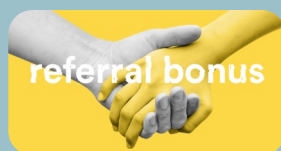
**While not all injuries are reportable to WCB, all injuries and work related health concerns are required to be reported within the company. This is done so that health and safety investigation and follow up may be completed for the safety of all parties.**



### REFERRAL INCENTIVE RECIPIENT

#### EMMANUEL 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!**



**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.*

### Pat McNalley Tribute



On April 1, 2021, ICE lost a well respected, long term employee, Pat McNalley. Pat worked for ICE for nearly 20 wonderful years, the last 14 years as a Team Coordinator. Pat received many awards and accolades during her time at ICE, including over 30 Thank You Cards from people at every level of the organization including those she supervised, her peers, her supervisors, senior management, and the individuals she provided support for each day! Pat and her team also received the 'Health and Safety' Award in 2007 for outstanding commitment to promoting the health and safety of employees and clients.

Pat's passion was to make her clients happy and her bubbly personality brightened up any occasion. Pat worked hard and took pride in helping make her clients homes inviting and warm. Her Christmas dinners were the stuff of legends, everyone looking for a spot at her cheerful table! Pat was highly regarded by her colleagues, she was kind, supportive, and incredibly knowledgeable. Pat was the "go to" when it came to getting things done, rolling up her sleeves to get the difficult jobs done, and always with a smile. Pat pitched in wherever she was needed, going the extra mile for her clients, staff, and the agency. Pat loved her job and it showed in everything she did!

Pat would have celebrated her 20 years of Service in with ICE this year, and ICE is proud to formally honour her for her dedication and the amazing work she did for ICE.

**"Your life was a blessing, your memory a treasure, you are loved beyond words and missed beyond measure." —**

*Anonymous*

**Health and Safety Committee Meeting Minutes**  
**April 14, 2021**  
**(Minutes Edited for Publication)**

**3.1 Review of 'Regional Health and Safety Meeting Minutes (A) Section 3.2. Completed Incident Investigations for Injury, Health and Property Damage**

Calgary March 10, 2021 & South March 2, 2021 Minutes: none to review

Northwest March 18, 2021 Minutes: November 25, 2020: Staff was preparing supper and was cutting peppers using a knife and cut themselves. **Investigation Recommendations:** HACD was reviewed with staff and reminder to use cutting board available in home. **HSC Recommendations:** none.

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

Calgary March 10, 2021 & South March 2, 2021 Minutes: no investigations to review.

Northwest March 18, 2021 Minutes: November 23, 2020: During an escalation client began pulling coils off the top of stove and lifted top of stove to access wiring.

**Investigation Recommendations:** Monthly cleaning to be completed during calm times. All staff to clean up when messes are made/ immediately after stove is cooled and to use de-escalation strategies with the client.

**HSC Recommendations:** none

**December 24, 2020:** Staff was serving lunch to clients and pulled the table towards the client, legs of table on opposite end detached and the table collapsed.

**Investigation Recommendations:** Table to be immediately replaced. Previous recommendations reviewed with staff. (have client seat themselves and then swing legs under table).

**HSC Recommendations:** none

**February 12, 2021:** Staff was turning out client's bedroom light when front section of switch popped off. (No wires were exposed) Staff covered switch and contacted landlord.

**Investigation Recommendations:** Contact Landlord to replace all worn switches and recommend toggle style be used vs rocker style switches.

**HSC Recommendations:** none.

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

**February 3, 2021:** While working at home, staff developed pain in their upper back, shoulders, and neck.

**Investigation Recommendations:** Agency to review ergonomics & follow-up practices in the office; agency to provide resources to employees with hazard identification when working from home.

**HSC Recommendations:** none

**February 22, 2021:** Staff was descending stairs after checking on clients sleeping, missed a step and fell, twisting her right ankle.

**Investigation Recommendations:** Review of safety procedures – call ECAT if experiencing difficulties on shift.

**HSC Recommendations:** none.

**February 23, 2021:** Staff advised that since start of position at new program, her lower back had been sore.

**Investigation Recommendations:** Staff will review section C Back Care in H&S manual and complete a participation form. Staff reassigned

**HSC Recommendations:** none

**February 25, 2021:** Client dropped a 500ML bottle of vinegar on the employee's left thumb.

**Investigation Recommendations:** Staff to take a bit more distance while client is cleaning; advise client to remove items from the cupboard before cleaning.

**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 (A) Inspections held because of H&S concerns brought forward: none (B) Inspections completed:** CM – House inspection with 1 participant, MM: 4 RIs with 4 participants, and 4 SHO inspections with 4 participants. DS: 1 monthly safety inspection with 1 participant. EK: 1 inspection with 4 participants.

**3.5 COR Audit Review:** COR Audit early September.

**3.6 Hazard Assessment and Control document (H.A.C.D.):** Pages 2 -3 *Working with Clients – Potential for Verbal aggression/ Harassment/ Bullying/ Property Destruction.* **Recommendations:** to separate the hazards out, as verbal aggression occurs more often with in programs then bullying or property destruction. Verbal aggression FE should be 3 (weekly), PC is good, HP should increase to 3. Pages 12 - 13 *Working w Clients with High Behaviors – Client Suicidal Behaviors.* Biological hazards FE should be increased to 2 especially with COVID pandemic. PC and HP are adequate. Psychological hazards FE stay the same, PC and HP no changes. Physical hazards no changes to rankings.

Calgary March 10, 2021 Meeting Minutes: review Working with Clients with High Behaviors pages 4-5: add covid as a biological hazard; keep the CPI training control in one section i.e., leave this in additional training if client program requires it. Under Engineering controls, it is recommended to state Lifeline "Panic" button alarm buttons for specific identified "High Risk" situations/clients for all regions Working with Clients with High Behaviors pages 6-7: Recommended to add Policy 3.5.4 "Working Alone" under administrative controls. Under the Engineering controls, it is recommended to state Lifeline "Panic" button alarm buttons for specific identified "High Risk" situations/clients for all regions.

South March 12, 2021 Minutes: pgs. 95&96, 97&98, and pg. 99: no recommendations

Northwest March 18, 2021 Minutes: pages 51-56: No recommendations

**3.7 Policy Review:** 3.5.7- no changes.; 3.5.8 – add disciplinary process for contactors; 3.5.9 through 3.5.15 – no changes.

**3.8 COVID 19 Pandemic Response: Back to step 1 restrictions as of April 8, 2021.** This includes not allowing visitors, family etc. into the programs. **Variant of concern.** Ensure protocols are followed. Please be cognizant of hand hygiene, social distancing, and continuous masking. **Vaccine Rollout:** ICE has not heard from AHS yet regarding staff vaccines. Phase 2C is underway.

**Other Business**

**Training:** if anyone needs training, please let the Health and Safety Specialist know. **Membership:** the committee is always looking for new members, ICE values the input from their workers to improve the safety system.

Next Meeting Date: **May 14, 2021 at 1:30 p.m.**





## Covid-19 Reminders

- Wash your hands regularly.
- Monitor yourselves for symptoms - stay home if sick.
- Do not touch your face.
- Wear a mask wherever you go.
- Practice physical distancing.
- Follow all ICE and Alberta Public Health measures.
- Get vaccinated when you can.

## ROAD SAFETY



- Obey all traffic signs and signals.
- Always walk on the sidewalk; if there are no sidewalks walk on the side of the road facing traffic.
- Wear bright or light-colored clothing or reflective strips when walking in dark or low-light conditions.
- Cross safely at corners and crosswalks, preferably at intersections with traffic lights.
- Stop at the curb to show drivers you intend to cross the road; hold your arm straight out at right angles to your body pointing across the road as a legal sign to motorists that you wish to cross the road.
- Look left, right and left again before proceeding to cross the road; cross when traffic has come to a complete stop and make eye contact with drivers in each lane that you cross to ensure you are seen.
- Watch for traffic turning at intersections or entering and leaving driveways.
- Ensure you are teaching clients good pedestrian skills and modelling pedestrian safety when you are walking with your clients.

## MOTORIST



- Scan farther down the road and obey posted speed limits. Always be prepared to slow down or stop. Avoid loud music and other distractions when driving.
- Use caution when approaching intersections or mid-block crosswalks. Allow pedestrians to cross the road before proceeding.
- Be cautious in parking lots or when backing out of a parking stall or driveway.
- Slow down around parked or stopped vehicles as they may hide a pedestrian who is crossing the road, particularly children who may dash out into the street.
- Stay alert and slow down on residential streets and through school zones; the speed limit for school and playground zones in urban and rural areas is 30 km/h unless otherwise posted.

# WORK FROM HOME

## *Quick tips*

- Maintain regular hours – set a schedule and stick to it.
- Check your posture regularly.
- Don't ignore discomfort!
- Take your breaks in full.
- Avoid distractions.
- Avoid glare from the sun.
- Continue to socialize with colleagues.
- Exercise.



## WORKSPACE REMINDERS

- Your desk, chair and other accessories are of good quality.
- The workspace is tidy and organized to reduce reaching and twisting motions and has been cleared of potential slip-tip-fall hazards.
- Lighting is properly arranged: there should not be reflections on or glare on the computer monitor, and light levels do not cause eye strain.
- Don't forget to have an Emergency Response Plan in place (including Fire protection, first aid supplies, and electrical safety).

# The facts about COVID-19 vaccines

Vaccination is one of the most effective ways to protect your health. Vaccines work with the body's natural defences to develop protection against a disease. COVID-19 vaccines provide instructions to your body's immune system to recognize and fight off the virus that causes COVID-19.

Free vaccines will be available to everyone who lives in Canada. Provinces and territories have developed detailed vaccination rollout plans for their residents.



## Why get vaccinated for COVID-19?

### 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.

### Vaccines Are Safe



Only vaccines that are proven to be **safe**, **effective** and of **high quality** are authorized for use in Canada. The COVID-19 vaccines have been rigorously tested during their development and then carefully reviewed by Health Canada.

The vaccines cannot give you COVID-19 because they don't contain the virus that causes it. The vaccines also cannot change your DNA.



**mRNA vaccines** provide instructions to your cells for how to make a coronavirus protein. This protein will trigger an immune response that will help to protect you against COVID-19.

**Viral vector vaccines** use a virus that's been made harmless to produce coronavirus proteins in your body without causing disease. Similar to mRNA vaccines, this protein will trigger an immune response that will help to protect you against COVID-19.

## Continue to follow public health measures



COVID-19 vaccines are important tools to help us stop this pandemic. Right now, we still need to follow public health measures to reduce the spread of COVID-19 and save lives.

Federal, provincial and territorial governments will continue to assess the risk of COVID-19 spread in communities. Measures will be adjusted over time as more people are vaccinated, and we learn more about the science. Everyone is looking forward to a future when we can be together. Until then, we need to protect each other, especially those who are still vulnerable to severe disease from COVID-19.

Get the facts. Visit [Canada.ca/covid-vaccine](https://Canada.ca/covid-vaccine) to learn more.



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