

**NOVEMBER 2020**

**EDMONTON**

**ECAT**

Employee & Client  
Assistance Team  
**780-461-7236**

Phones do not accept text  
messages— staff need to call  
ECAT.

## **INSIDE THIS ISSUE:**

**VIRTUAL  
TRAININGS**

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**HEALTH AND  
SAFETY MINUTES**

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**COVID 19 and  
FLU SEASON**

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## **TIME SHEET HAND-IN**

### • **November 15<sup>th</sup> 2020**

For all shifts worked  
between November 1  
and November 15.

### • **November 30<sup>th</sup> 2020**

For all shifts worked  
between November 16  
and November 30.

## **UPCOMING**

### • **HEALTH AND SAFETY MEETING—**

November 4, 2020  
@1:30 PM

### • **RPAC MEETING—**

November 25, 2020@  
2:00PM

### • **CSC/TC/TL MEETING—**

November 25, 2020@  
9:30AM - 11:00 AM  
1:30PM - 3:00 PM

# ICE PAGE

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

## **WADE**

Wade is a quiet young man who started services with ICE Grande Prairie in the summer of 2010. Wade is very actively involved as a volunteer at the Peace Area Riding for the Disabled Society (PARDS).

Once a week Wade will assist PARDS by collecting bottle donations from a local restaurant and bringing the collected money back to the organization. Wade also works onsite at PARDS doing yard work, grounds upkeep, and maintenance.

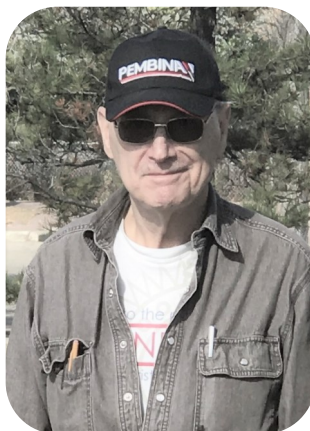
Wade and his staff William are working towards Wade's goal of achieving his class 4 license. Wade expressed that he would like to be able to drive the PARDS bus that transports PARDS clients to and from lessons. Wade hopes achieving his class 4 license will lead to further Job opportunities and extend his volunteer opportunities in his community. Wade is actively seeking job opportunities.

Wade enjoys an active lifestyle and goes for walks at the local walking track. Wade plans walks outside at the local trails surrounding Muskoseepi Park. Wade expressed interest in learning about gold panning and plans to contact a local company to get more information on the subject.

Wade and his staff planned fishing trips to local fishing ponds and lakes in the area. They have been fishing at the Sixsmith fish pond as well as Muskoseepi Park fish pond. Wade and William have been working on meeting new people so that Wade will have people with similar interests to join in his activities.



## **Employee Spotlight**



William has been part of the ICE Grande Prairie team for 3 years. Together, Wade and William work on achieving the goals Wade has set. They study and learn the requirements to obtain Wade's class 4 licensing. William assists Wade in planning activities that work with Wade's budget and interests.

William's calm and quiet demeanor and his knowledge make it easy for Wade to keep active and involved in the community. When William is not working he is involved with his family and is active in the church.

**ICE OFFICES WILL BE  
CLOSED  
Wednesday, November 11<sup>th</sup>  
for Remembrance Day**



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

## Referral Incentive Recipients

<i>Apinjoh Ubarinek</i>	March 2020
<i>Jiddu Gebrezgi</i>	March 2020
<i>Ermias Okubamichael</i>	April 2020
<i>Mavish Karuhinda</i>	April 2020
<i>Victor Chinbiekwu</i>	April 2020
<i>Josine Umulisa</i>	June 2020
<i>Kagigira Tuyikunde</i>	June 2020
<i>Olaoluwa Adeniyi</i>	June 2020
<i>Joseph Showole</i>	August 2020
<i>Jean Maniraho</i>	August 2020
<i>Sandeep Toor</i>	August 2020
<i>Mary Oben</i>	September 2020
<i>Colin Katihabwa</i>	September 2020
<i>Pamphile Mburugu</i>	September 2020
<i>Maureen Chudi</i>	September 2020
<i>Damilotun Awoyale</i>	September 2020

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!



### Daylight Savings Time

**Sunday, November 1st, 2020  
at 2:00AM**

Clocks are turned  
**BACKWARD** 1 hour.

## Virtual Training

### Pre-Employment Training

November 3 - 4, 2020 (9:30AM - 4:00PM)  
November 9 - 10, 2020 (9:30AM - 4:00PM)  
November 17 - 18, 2020 (9:30AM - 4:00PM)  
November 24 - 25, 2020 (9:30AM - 4:00PM)

### Schizophrenia Training

November 4, 2020 (1:00PM - 3:00PM)

### Anxiety/ Depression Training

November 4, 2020 (3:00PM - 5:00PM)

### Autism/PDD Training

November 9, 2020 (10:00AM - 12:00PM)

### Conduct Disorder / ODD Training

November 9, 2020 (1:00PM - 3:00PM)

### FASD Training

November 10, 2020 (10:00AM - 12:00PM)

### Diabetes Training

November 10, 2020 (1:00PM - 3:00PM)

### PBI Training

November 12, 2020 (9:30AM - 5:00PM)

### Harm Reduction Training

November 17, 2020 (1:30PM - 4:30PM)

### PTSD Training

November 18, 2020 (1:30PM - 4:30PM)

### ADHD Training

November 19, 2020 (9:30AM - 11:00AM)

### Workplace Inspections Training

November 20, 2020 (9:30AM - 4:00PM)

### Trauma Informed Care Training

November 24, 2020 (1:30PM - 4:30PM)

### Transgender Awareness Training

November 25, 2020 (1:30PM - 3:30PM)

### Substance Abuse Training

November 26, 2020 (9:30AM - 11AM)

## ICE THANK YOU CARD INCENTIVE WINNERS

**Senay Kidane** received a thank you card from his supervisor for the extra effort he displayed to individuals within the non-residential program. Senay showed dedication, passion and support by being flexible with his schedule and accommodating changes with short notice. Congratulations!



**Suresh Khanal** received a thank card from his supervisor when he ensured the program had enough health and safety supplies. Thank you for ensuring that Moonstone staff and clients are safe. Keep it up!



**Joseph Kabba** received a thank you card from his supervisor for the extra effort that he displayed when he picked up and delivered the health and safety supplies for all the programs in the same apartment building. Thank you for the Great work!



## **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.**



## **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/>

## **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>

### **Health and Safety Committee Meeting Minutes October 14, 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.**

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

**Calgary: Sept 17, 2020 – Meeting Minutes:  
May 3, 2020**

Staff was sitting at the office area when client brought out their clothes to complete the laundry. Staff reminded client of the laundry schedule that was agreed upon with client and the client began calling staff names and stated that staff do not have the right to tell client what to do. Staff advised client to contact ECAT while staff stepped out of the apartment to provide client with space. While staff attempted to leave the apartment, client punched staff in the chest. Follow-up: consultation with RPAC; review with staff client's Planned Procedure including verbal intervention strategies; as well as staff went to the doctor to be assessed.

**Incident Investigation Recommendations:** Supervisor reviewed client's Planned Procedure with staff, RPAC consultation, and RPAC recommendations shared at the Team Meeting.

**May 23, 2020**

Staff was assisting client with meal preparation. While moving the glass soup bowl with hot contents, the handle broke off which subsequently spilled hot contents onto staff hand and onto the floor. Staff ran hand under cold water. Follow-up: removed defective bowl from program and review of cooking/food preparation in the General HACD at the Team Meeting.

**Incident Investigation Recommendations:** Staff reviewed Policy 3.5.5 Employee Work Related Injury, Illness, and Near Miss in regard to their responsibilities when it comes to reporting/recording incidents of injury/near miss. Reviewed Cooking/Food preparation in the General HACD at the Team Meeting.

South – September 8, 2020 - Meeting Minutes:

N/A – No completed investigations in previous month.

Northwest: Sept 10, 2020 – Meeting Minutes:

N/A – No completed investigations in the past month

**3.1 B) Review of Regional Health and Safety Meeting Minutes - Section 3.3 Completed Near Miss Incident Investigations**

Calgary – September 17, 2020 – Meeting Minutes

N/A – No completed investigation to review in the previous month.

South – September 8, 2020 – Meeting Minutes: N/A – No completed investigation to review in the previous month.

Northwest: September 10, 2020 – Meeting Minutes: N/A – No completed investigations in the past month

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



July 17, 2020

Client became increasingly aggressive verbally after shopping trip, using racial slurs and progressing to telling staff they should commit suicide. The client then punched staff member in shoulder and once they arrived back at program, client blocked staff from leaving the program. Staff used lifeline and CR manager spoke to police, who then spoke to client. Client returned to regular routine and evening staff attended the program 1 hour early. Follow-up: staff to continue to follow PRP, review of Planned Restrictive Procedures (PRP) review risk assessment; and provide update to psychiatrist regarding client's violent outburst.

**Incident Investigation Recommendations:** provide staff with follow-up and retraining on client protocols, risk assessment and reminders regarding keeping a safe space, and the importance of utilizing lifeline guidelines.

August 8, 2020

Staff attended work after going for COVID test and AHS later called and informed ECAT of the positive test for the staff member, several days later 2 clients in the home and 2 staff also tested positive. Follow-up: retraining on COVID 19; increased supervision of home; new symptoms reported to management and AHS, reminders re PPE and masking.

**Incident Investigation Recommendations:** provide copy of Eliminator 42 Quat instructions and SDS to the program; review with worker the importance of keeping mask on until fully left the program; staff re-training in all COVID 19 protocols; including risk assessment, screening processes, cleaning and PPE Donning/doffing process, poster reminding about PPE, and increased supervision.

September 18, 2020

On sidewalk in front of ICE Office, staff had one foot in the top of parking block and the other foot in between parking block, looking up at sky staff felt equilibrium was off and tripped onto sidewalk bruising their right ankle. Follow-up: review safety precautions and hazard ID and the importance of taking into consideration any health and stability challenges the employee experiences.

**Incident Investigation Recommendations:** review with employee the importance review of conditions where stability can be compromised.

September 21, 2020

Client become agitated when he was not heard about needing nasal mist and punched staff member in the mouth. Staff sustained minor abrasion on lip. Follow-up: identify triggers and indicators of agitation, consult with RPAC, staff to review positive approaches, manager debriefed with staff and removed him from scheduled shift for safety. Staff was offered transport to medical attention but declined.

**Incident Investigation Recommendations:** Manager will review client positive approaches and risk assessment with staff.

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

3.4 A) Inspections held as a result of health and safety concerns - September 25, 2020 - Greg and Chetna completed an RI from 129 Ave as a result of an incident where client broke into the office at the home and obtained a knife which he threatened staff. Follow up recommendations from the inspection included: lock up sharps, chemicals and lighters; purchase tool box for chemicals; repair locking mechanism on office door. Greg and Jessica visited the program on October 15, 2020 and ensured that all follow up items identified had been completed.

B) Inspections completed – September 2020 – RIs – Random Inspections – Total of 7 - Matthew 6 (8 participants) and Pauline – 1 (0 participants). Monthly Safety Inspections – Total of 1 - Pauline – 1 (1 participant).

3.5 COR Audit Review

A score of 98% was achieved in the 2020 COR Audit. This speaks to the good job done by all staff at ICE. An action plan will be completed once the report is received and reviewed.

Supervisor and Manager Training – meetings held on August and September to address standardizing supervisor and manager training and develop an outline.

**3.6 Hazard Assessment and Control document (H.A.C.D.) – Pgs. 25 & 26 – Food Storage, 27-28- Handling Raw Meat, & 63 – 64 Snow Shoveling. There were no recommended changes.**

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Calgary: The Calgary Health and Safety Committee Reviewed pages 53-58, "General Housekeeping Tasks (Cleaning windows, doors, walls, appliances, cleaning bathrooms, dusting, wiping and washing surfaces," "Storing and Using Household Cleaners," and "Household Maintenance: Changing Light Bulbs, use of a ladder, use of floor mats," in the General HACD. Recommendation include:

General Housekeeping Tasks: Include psychological hazard as there are extra cleaning duties required by covid-19 cleaning checklist (mental stress). It is recommended to add exposure to slips in the physical hazards and potential to burns. It is also recommended to add quat and step ladder under Engineering controls. Beneficial to include turning off appliances prior to cleaning in the Safe work practices.

Storing and Using Household Cleaners: Recommended to add, "pour away from label that identifies instructions of use/hazards," in the Safe work practices section.

Household Maintenance: Recommended to add, "use two people on shift to change light bulb," in the Safe Work Practices section.

The Health and Safety Committee will be reviewing assigned HACD (Working with High Behaviors, Office, Non-Residential) at the next health and safety meetings.

South – August 11, 2020 - Meeting Minutes: Entire HACD (4 sections) for the office H&S Binder have been reviewed and updated to reflect the revisions requested. Changes focused mainly on outlining new COVID-19 risks and controls. Reviewed changes with H&S Committee and those persons present signed the annual document review form. Managers and CSC's to complete the updates for Residential programs prior to the due date of September 30, 2020.

Northwest: August 12, 2020 – Meeting Minutes: No review for September

**3.7 Policy Review – 3.5.9 Eliminating/Mitigating/Controlling Work Site Hazards**

COVID 19 Pandemic Response: Edmonton COVID-19 numbers are increasing and as a result, there are recommendations from Alberta Health Services to follow. It was stressed that all ICE staff and clients should be following the recommendations as per CMOH recommendation

Social gatherings limited to 15 people max.

Wear masks in all indoor work settings, except when alone in workspaces where you can be safely distanced from others or an appropriate barrier is in place.

Limit cohorts to no more than three.

Cooperate with contract tracers

**Other Business**

**4.1 Health and Safety Training Updates** – Jessica and Holly are scheduled to take CCSA Co-chair Training on October 27, 2020. Greg will set dates for Workplace Inspections and Investigations Training in November.

**Health and Safety Training Updates** – Influenza vaccinations begin on October 19, 2020. All staff and clients are encouraged to get vaccinated. Vaccinations available in clinics, pharmacies and through doctors. Ensure to get consents signed by guardians prior to staff taking clients to get their flu shots.

**Winter safety preparation** – Have good grips for clients and staff. Ice cleats can be purchased at inexpensive prices to keep at programs for staff (E.g. Dollarama). Office and program sites should have winter safety equipment including ice melt and shovels.

**NEXT MEETING DATE: November 4th, 2020 at 1:30 p.m.**



# Christmas Planning

Many of us love holiday traditions like turkey and stuffing, curling up on the couch watching your favorite Christmas movie, and don't forget hot chocolate with marshmallows! As December draws nearer, so does the excitement as we prepare for the Christmas season. Decorating, cooking, and fun seasonal activities are starting; here are some tips to ensure an abundance of Christmas Spirit in the clients' homes over the holiday season;



**Decorating:** Staff are encouraged to assist clients to **safely** decorate their residence however they like. We must do our best to ensure our clients enjoy their Christmas Holiday especially with all the disruption caused by the pandemic. Some clients may want a tree, lights, or stockings hung, others may choose to have a delicious Christmas meal. Remember to:

- Check for and replace frayed cords and string lights with burnt out bulbs.
- Watch out for tripping hazards such as cords or decorations.
- Only use artificial Christmas trees, garland, and wreaths (real ones are a fire hazard!)
- Use safe food handling practices and keep an eye on food when it is cooking.

**Holiday Spirit Boosters:** A few suggestions for getting into the Christmas mood are:

- Cooking or ordering a Christmas meal such as ham, turkey, cranberry sauce, mashed potatoes, stuffing, and gravy. Meals can be ordered at Sunterra Market, Sorrentino's, Sobey's, or Swiss Chalet. If your clients decide to place an order, please keep in mind to order early as many providers have early deadlines to order.
- Watching Christmas movies such as Home Alone, The Grinch that Stole Christmas, Elf, Santa Clause, or Christ-

mas Vacation. Put on the fire log channel (Shaw Channel 299, Telus Channel 10).

- Playing Christmas music on the radio (105.9 FM, 96.3 FM usually start in November).
- Making and decorating a gingerbread house which are sold at most grocery stores.
- Writing and decorating Christmas cards.
- Purchasing and wrapping gifts for family and friends.
- Going for a walk, in appropriate clothing for the weather, to enjoy the neighbors Christmas decorations and lights.
- Checking out some seasonal events such as: The Winter Wonder Forest, Candy Cane Lane, or a walk around the Legislature.
- Help your clients dress up in festive attire like a great Christmas sweater.

**Gift Giving:** Speak to your supervisor for how to ensure your clients will have gifts to open for Christmas.

**Being Present:** It is important that main staff work during the Christmas holidays so the clients may enjoy the holiday with those they are most comfortable with and connected to. It is beneficial to speak to your clients about the holiday schedule and any traditions in advance so you and they know what to expect. All activities should be planned around the clients' needs and interests.

**Safety:** When planning indoor events where the clients would like to invite friends or family over for the holidays, staff are to follow the Public Health Recommendations and ICE protocols regarding food sharing and Safe Visitor Practices.

**ICE would like to wish all clients and staff a Happy and Healthy Holiday Season. Merry Christmas!**

## Update Regarding the ICE Christmas Open House

The COVID-19 pandemic has affected all aspects of ICE's operations and our annual Christmas Open House is no exception. As maintaining the health and safety of our employees and individuals accessing service is paramount, it has been decided ICE will not be hosting the regional open house celebrations this year.

However, ICE would still like to recognize and celebrate our employees' accomplishments and hard work! Annual ICE awards will continue, although, how employees receive these awards will be a little bit different this year. Award winners will be notified by the ICE Office and acknowledged in the December 2020 ICE Page.

There will also be 'door' prizes to be won by employees. Ballots for the 'door' prizes will be submitted via email to the following address: [hphillips@icenterprises.com](mailto:hphillips@icenterprises.com) Please include your name, employee number and phone number. Employees who win a door prize will be contacted by the ICE Office.

One door prize per employee.





### What is "The Flu"?

- ◆ A viral disease called influenza that affects the nose, throat, and lungs (the respiratory tract).
- ◆ Influenza is contagious; it is easily passed from person to person.
- ◆ Influenza lowers the body's ability to fight other infections, including COVID-19.
- ◆ It can lead to bacterial infections, such as pneumonia, and even death in some cases
- ◆ People can spread influenza (are contagious) the day before they have symptoms and for 5 days after symptoms start.
- ◆ Antibiotics do not work against the influenza virus or any other virus.
- ◆ Antiviral medications may be used for treatment or prevention of influenza – please see your doctor for these.

### How can influenza be prevented?

- ◆ Get the vaccine each year because the virus changes.
- ◆ The best time to get immunized is October or November.
- ◆ Wash your hands with soap and water or clean your hands with a hand sanitizer that has alcohol in it, especially after doing personal care, before and after you eat, and after you cough or sneeze.
- ◆ Cover your mouth and nose with your arm or a tissue when you cough or sneeze, turning your head away from others.
- ◆ Get plenty of exercise, enough sleep and ensure you have a balanced diet with vitamins and minerals. These 3 factors increase the body's ability to fight infections by strengthening the immune system.

### Can you find the 8 symptoms in the crossword?

J	L	A	P	P	E	T	I	T	E	L	O	S	S	C	B	F	R	Q
A	T	Y	U	V	X	U	J	H	N	E	C	O	U	G	H	Z	O	P
E	R	Z	H	L	W	X	Y	N	P	C	D	E	R	O	U	M	M	M
O	P	A	F	E	V	E	R	B	C	D	N	E	D	L	J	U	E	L
N	O	M	R	E	A	C	S	W	R	C	V	N	M	I	Y	S	P	C
L	O	P	D	E	R	D	V	N	U	J	K	I	O	F	D	C	E	C
R	B	E	V	R	T	U	A	N	T	J	U	I	R	L	O	L	F	B
U	N	B	U	I	Y	R	V	C	D	R	K	J	I	Q	V	E	C	X
N	K	C	E	W	Q	Y	P	O	H	L	K	H	J	F	D	A	N	A
N	B	V	C	E	Q	J	U	Y	I	E	N	K	U	E	R	C	V	Q
Y	L	K	J	H	G	F	D	S	A	G	Q	Q	N	M	T	H	R	E
N	M	N	B	V	C	X	Z	L	K	F	A	T	I	G	U	E	W	P
O	L	K	N	Y	R	V	E	R	C	X	X	Q	J	K	L	S	E	V
S	O	R	E	T	H	R	O	A	T	P	O	I	U	Y	T	R	E	Q
E	Z	R	T	V	Y	U	I	R	B	N	O	R	Q	L	O	B	G	D

### Why Vaccinate?

The influenza vaccine (flu shot) can protect you from influenza for at least 4-6 months or even longer! The flu shot reduces the incidence of the flu, how sick you get and even how long you have it.

### Where and How Can I Get Vaccinated?

Flu vaccines are available starting October 19th, 2020 - anyone wishing to have a flu vaccine must make an appointment.

- Anyone older than 5 years should go to a pharmacy or doctor's office
- For children under 5, their parents and household members and people without a provincial health care number should book an appointment at a public health clinic online at this website: <https://www.albertahealthservices.ca/influenza/influenza.aspx>

### What if I already have the flu or are showing symptoms of other illnesses?

- Stay home and rest when you are sick. If you have symptoms of COVID-19, isolate and complete the AHS Online assessment here: <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>
- Follow safety protocols: wear a mask, wash your hands, stay 2 metres apart when possible.
- Drink a lot of fluid as this helps your body fight off infections better (water, juices, and soup)

### Symptoms of the FLU

The symptoms of influenza are fever of 38.5°C (101.3°F) or higher that starts suddenly, sore throat, runny nose, cough, headache, muscle aches, appetite loss, and fatigue.

### Covid—19 Information Update:

COVID-19 is not going anywhere for the near future. We need to keep doing the right things to prevent the spread, even though many of us are tired of COVID-19. We are all in this together

- Keep washing or sanitizing your hands
- Stay home if you are feeling sick
- Maintain physical distance
- Wear a mask
- Gather safely

1/3 of new cases have come from social events (parties, weddings, funerals, etc.)

There are restrictions in several areas within Alberta. For the most up-to-date information on the status in your area, visit: <https://www.alberta.ca/schools/covid-19-school-status-map.htm>