

**SEPTEMBER 2020**

**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**

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

For all shifts worked  
between September 1  
and September 15.

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

For all shifts worked  
between September 16  
and September 30.

## **UPCOMING**

- **HEALTH AND  
SAFETY MEET-  
ING**– September 16,  
2020 @1:30 PM
- **RPAC MEETING**–  
September 16,  
2020@ 1:30PM

# ICE PAGE

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

**SAM**

Sam has been with ICE since November 2010. He is a personable, family oriented and hard-working man who enjoys being an active member of his community. Sam is well known within his neighbourhood and has developed long-lasting relationships with neighbours and their pets.

Currently, Sam works at the Loblaw's City Market. Sam is responsible for gathering carts from the corrals, stocking shelves and assisting with other projects around the store. One of the barriers that Sam faces is being provided enough hours within his employment. Sam's staff has supported him with finding new meaningful opportunities. Some of these include volunteering to speak at public events and volunteering with taking care of horses (e.g., washing, grooming, etc.). Sam's dream job is to work as a car detailer.

Debo, an employee of ICE, explained that Sam is focused on his future and continually raises the bar to new levels. Sam likes bike riding, swimming, working out, going to the park, attending antique car shows and going out to the movies. Sam is charismatic and often tries to put others needs ahead of his own.

Sam, you set a great example for others and you have a heart of gold. Actions speak louder than words and yours tells an inspirational story!



## **Employee Spotlight**



Sam and Debo have been working together for many years. Sam reports that he is happy to have Debo in his life, supporting him to achieve his goals. The pride and ethical standards Debo displays within his work is truly inspirational. Thank you Debo for being such a valuable member of our team!

**ICE OFFICES WILL BE  
CLOSED  
MONDAY, September 7<sup>th</sup>  
FOR LABOUR DAY**



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

## Payroll Updates!!!

There has been a change in the Dayforce User log in credentials for employee's with their first day worked with ICE July 16, 2020 forward.

***The User Name has changed to First-name.Lastname with the first letter of each capitalized.***

### **Your Dayforce credentials:**

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.

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.

## Virtual Training

### **Pre-Employment Training**

September 1- 2, 2020 (9:30AM to 3:00PM)  
September 15-16, 2020 (9:30AM to 3:00PM)  
September 21-22, 2020 (9:30AM to 3:00PM)  
September 29-30, 2020 (9:30AM to 3:00PM)

Health and Safety Incentive Presentation

**Dusi Sen** received a portfolio for his attendance at 15 Health and Safety Committee meetings.



## ICE THANK YOU CARD INCENTIVE WINNERS

Jackie Baruti received a thank you card from her supervisor for the extra effort she displayed when she started working at the program. She always provides good care for the clients and staffs.

Congratulations!



Georges Malaba received a thank you card from his supervisor for the extra effort he displayed when he took on extra shifts during COVID-19. George ensured our clients were healthy and safe and taught them how to properly wash their hands and use masks.

Congratulations!



Carine Chapkeng received a thank you card from her supervisor for the extra effort she displayed working as a relief staff in various programs. ICE greatly appreciates the hard work and dedication!

Keep up the good 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 August 5, 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:

N/A – Regional health and safety committee was not held in July.

South – July 14, 2020 - Meeting Minutes:

N/A – No completed investigations to report in previous month.

Northwest: July 16, 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 – June 11, 2020 - Meeting Minutes:

N/A – Regional health and safety committee was not held in July.

South – July 14, 2020 – Meeting Minutes:

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

Northwest: July 16, 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:

April 16/20, April 27/20, May 25/20, and July 30/20

April 16/20 - Client became upset when asked to turn the television down and physically attempted to strike at staff. Follow up: Lifeline system was called, and client calmed down when Edmonton Police Service arrived.

April 27/20 - Client grabbed staff's hand and pulled it down in a hard way when staff was attempting to administer medications to client. Follow up: Reviewed PRP and alternate ways to make task requests to client. Follow up: staff to sit med cup on table instead of handing it to the client.

May 25/20 – Client pushed staff in the chest when client requested staff to check the mailbox. Staff stated as he did not have the key, to wait until tomorrow. Follow up: Staff to follow PRP and maintain safe space, including have exit route available if necessary.



July 30/20 - Client tried to spit on staff several times. Follow up: Staff used lifeline and then it was cancelled as client calmed when guardian showed up. Meeting set up to discuss issues with guardian and funder.

Incident Investigation Recommendations: Staff provided updated PRP and review of Risk Assessment at Team Meeting; TC provided suggestions for staff for consistency in dealing with client behaviours; and annual planning meeting set up with guardian and funder, including to discuss incidents.

May 9, 2020

Client and staff were watching T.V. when client began yelling for roommate to take out the garbage. The client then began insulting staff when they stated that it is not time yet for roommate to do garbage chore. Staff then headed towards the door as client was becoming more upset and client attempted to grab staff and pushed the lifeline button that staff had. Police were dispatched and had a talk with the client, who calmed down when they arrived. Follow up: Staff to continue to maintain safe distance when client agitated; staff to offer PRN when required; TC to speak with client regarding not focusing on roommate's tasks

Incident Investigation Recommendations: Staff to review PRP and PRN Protocol, and Lifeline Communication System with team.

May 29, 2020

Staff reported that she may have strained her back completing a lift/transfer from the bed to the toilet and then called 911 to get paramedics to assist client back to bed as staff was not comfortable with the transfer. Follow up: Staff to receive additional training regarding client's routines/communication system; and current orientation system to be reviewed to ensure routines adequately described.

Incident Investigation Recommendations: Staff trained on all client protocols.

June 30, 2020

Client was agitated after staff told them to wait on getting an x-ray but refused to see a doctor first. When the staff was on the phone with their manager, the client then attempted to hit staff and hit the phone out of the staff's hands while swearing at staff. The client also attempted to block the entrance door so staff could not leave.

Incident Investigation Recommendations: Review positive approaches with staff, including keeping a safe distance when client is agitated; and staff to review PBI strategies and re-write PBI exam.

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 because of health and safety concerns – N/A for July.

3.4 B) Inspections completed for July – Random Inspections – Total of 4 – Matthew – 4 (4 participants); Monthly Safety Inspections: Total of 2 – Pauline – 1 (3 participants); Dusi – participated in 1 inspection.

3.5 COR Audit Review – Review COR Action Plan – Greg updated the group that documents had been revised as part of the COR Action Plan, including revisions to Environmental Quality Audits, Staff Office Random Inspections and Monthly Safety Inspection Checklists, including the addition of instruction and spaces to record emergency drills.

3.6 Hazard Assessment and Control document (H.A.C.D.) – Pgs. 11-12 Driving with Clients were reviewed. Recommended changes include: Adding COVID 19 to the list of Biological Hazards; Also in the Biological Hazards section, change PC (Potential Consequences) from 3 to 4, HP (Hazard Probability) from 2 to 3, Total from 8 to 10 and Priority Rating from 2 to 1; In the Psychological Hazards section, change the PC from 2 to 3, HP from 2 to 3, and Total from 7 to 9. It was recommended to add a Summer section, which is to include ensuring to carry insect repellent, sunscreen and water to the Engineering Controls Section, 3.5.15 Pandemic Response COVID 19 and COVID 19 related protocols to the Administrative Controls section, Continuous masking to the Safe Work Practices section, and Masks and weather

appropriate clothing (E.g. hat, jacket) to PPE. Pgs. 13-14 Use of Public Transportation were reviewed. Recommended changes include adding COVID 19, Influenza to the list of examples of biological agents, and in that section, change PC from 3 to 4, HP from 2 to 3, Total from 8 to 10 and Priority from 2 to 1. In the Psychological Hazards section, change PC from 2 to 3, HP from 2 to 3, and Total from 7 to 9. In the Physical Hazard Section, change HP from a 2 to 3 and Total from 10 to 11. In the Engineering Controls section, add staff driving. In the Administrative Controls, add COVID 19 related Protocols. In the PPE section, add ice cleats/grips and masks. Pgs. 18-19 Accessing Community were reviewed. Recommended changes include add COVID 19 to examples of viruses in Biological Agents section and as well as change PC from 3 to 4 and Total from 11 to 12. In the Psychological Hazards section, change PC from 2 to 3, HP from 2 to 3, Total from 8 to 10 and Priority from 2 to 1. In the Safe Work Practices section, add follow COVID Protocols. In the PPE section, add masks.

Calgary:

N/A – Regional health and safety committee was not held in July.

South – July 14, 2020 – Meeting Minutes:

Office Related Work page 4 Driving: Committee suggested adding sanitizing vehicle to controls. Also suggested increasing biological hazard consequence to 4. Page 5 Office Cleaning: Committee suggested adding risks associated with Covid-19 to biological hazards (i.e. possible contact with virus) Add masks and other PPE available to those cleaning the office into controls.

Northwest: July 16, 2020 – Meeting Minutes:

Pages 106-109

- Lifting, moving, and cleaning furniture. Changing the water bottle on the water cooler– No changes recommended  
- Paperwork (Documentation by hand, filing, etc.) – No changes recommended

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

COVID 19 Pandemic Response

A reminder to continue to follow protocols including continual masking, screening, and cleaning checklists. A reminder for staff to continue to social distance and practice good hygiene and encourage clients to do the same.

There have been civic bylaw changes, including in Edmonton and Calgary, which makes wearing masks mandatory in public indoor spaces (E.g. grocery stores, malls, recreation centres) effective August 1, 2020. Staff should already be continuously masking when out in the community as per protocols. Clients should also be encouraged to wear masks when accessing public indoor places where it is possible. A social story around masking is being developed to review with clients.

4.0 Other Business

Health and Safety Training Updates

All Health and Safety Committee members present confirmed having taken Incident Investigations training on July 24, 2020.

Promoting Safety – scheduled for August 7th from 9:30 a.m. to 1:30 p.m.

Workplace Inspections - scheduled for August 21st from 9:30 a.m. to 1:30 p.m.

**NEXT MEETING DATE: September 16, 2020 at 1:30 p.m.**



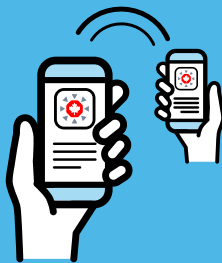
# COVID Alert: Canada's COVID-19 exposure notification app

## Let's protect each other

The new COVID Alert app is designed to let Canadians know whether they may have been exposed to COVID-19. Download it today to protect yourself and others.

### How the app works

1. The app uses Bluetooth signals to exchange random codes with nearby phones with the app installed.
2. If someone you've come in close contact with later tests positive for COVID-19, they will receive a one-time key from their local health authority that they can enter into the app.
3. You and others who have spent time (more than 15 minutes, less than 2 metres apart, over the past 14 days) near this person will then be notified through the app that you may have been exposed.



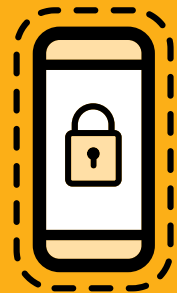
### Your privacy is protected

COVID Alert does not collect personally identifiable information about you.

It has no way of knowing:

- Your location
- Your name or address
- The place or time you were near someone
- Your health information

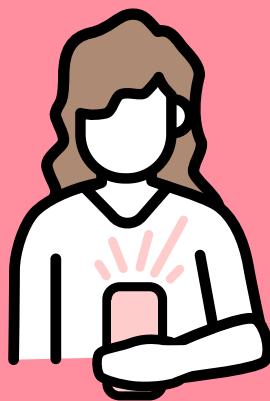
No information is shared without your consent.



### What to do if you test positive

You will get a one-time key to enter into the app.

The app then notifies other app users that they may have been exposed. Notifications are based on having spent more than 15 minutes less than 2 metres from another user in the past 14 days. **Your identity is not revealed.**



### What to do if you may have been exposed

If the app notifies you about potential exposure, you should follow the guidance from your local public health authority.



## Why you should download the app

The app is another tool Canadians can use to help limit the spread of infection and prevent future outbreaks as we ease restrictions and restart the economy. The more Canadians who install the COVID Alert app on their phones, the better we can limit the spread of COVID-19.

**Download the app and help others use it too. Find out more at [canada.ca/coronavirus](https://canada.ca/coronavirus).**