

AUGUST 2020

ICE PAGE

Making it Happen!- Supporting Social Inclusion

SOUTH

ECAT

Employee & Client Assistance Team
403-634-8805

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

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TIME SHEET HAND-IN

• **August 15th 2020**

For all shifts worked between August 1 and August 15.

• **August 16th 2020**

For all shifts worked between August 16 and August 31.

UPCOMING

• **HEALTH AND SAFETY MEETING**
– August 11, 2020
@9AM

• **RPAC MEETING-**
August 5, 2020
@1:30PM

• **UNIT Meeting -TBD**
(teleconference only)

Carmen G.

Carmen has been with ICE since December 2016. She is friendly and thoughtful of others and loves a good joke. Her life centers around her friends and family but Carmen's health challenges are also a prominent part of her life.

For the most part, Carmen deals with this challenge very well but occasionally she finds it overwhelming. One of the ways she deals with the stress of her health complications are by participating in the many community activities she enjoys.

Carmen takes part in art classes and she enjoys bowling and bingo. She also regularly goes to Lethbridge Senior Citizen Organization activities and Music Therapy. Carmen will also independently meet her friends for coffee. She also enjoys going for walks and staff support Carmen to continue participating in all these activities.

When Carmen has had a particularly difficult time, she may not want to participate in her regular activities. During these times, ICE staff support and motivate Carmen to continue with her programs as she benefits greatly from her participation. Once she is done participating in her programs, Carmen says she usually feels much better. Carmen enjoys volunteering at a seniors home immensely. Her staff say that one of their favourite memories of Carmen was when she volunteered to help 13 ladies from the seniors home do their shopping at Walmart. Carmen was very helpful and loved helping the ladies spend their money.

Carmen is an example of someone living with difficult challenges that maintains meaningful relationships in the community. Way to go Carmen!



Employee Spotlight

Kellie has worked with Lethbridge ICE since November of 2018. She always shows initiative and finds out about things going on in the community that the clients she works with might enjoy. She successfully uses her fun, outgoing personality to motivate clients to participate in community activities.



ICE OFFICES WILL BE CLOSED MONDAY, AUGUST 3RD FOR CANADA DAY



Please direct all calls to the Employee Client Assistance Team for that day.
403-634-8805

**ICE THANK YOU CARD
INCENTIVE WINNER**

Kimberly Shenton received a thank you card from her supervisor for always going above and beyond when supporting the clients she works with. Congratulations!



Virtual Training

Promoting Safety Training
August 7, 2020
9:30AM to 1:30PM

Workplace Inspections Training
August 21, 2020
9:30AM to 1:30PM

CET UPDATES

All ICE regions completed the ACDS Level 2 accreditation process in July 2020.

In an effort to control the spread of Covid 19 the survey process was completed in a virtual fashion.

All ICE regions did exceptionally well. The results of the survey will be available in late fall 2020.

Thank you to the individuals, families, guardians, and staff who participated in the process.

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-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>

Health and Safety Committee Meeting Minutes
July 14 2020
(Minutes edited for publication)

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

Calgary – June 11, 2020 Meeting Minutes:
No completed incident investigations to review

Edmonton – June 16, 2020- Meeting Minutes
April 29, 2020

A client was upset when staff suggested that they not have a third cup of coffee. The client became agitated and threw the coffee pot at the staff. The staff required first aid. Follow up: After consultation with RPAC a Keurig machine and plastic mugs were purchased for use, eliminating the risk of glass.

Incident Investigation Recommendations: Manager will review Positive Approaches and Risk Assessment with the staff.

May 8, 2020

Two staff reported adverse side effects from continuous masking. Symptoms including skin irritation, inflammation and headaches were reported. Both staff indicated symptoms were relieved when masks were removed. Follow-up: A different brand of masks was provided to the staff. Both reported no side effects from the new masks.

Incident Investigation Recommendations: All regions contacted staff working at programs to determine if there were any others experiencing side effects. Health and Safety Specialist contacted AHS and GOA Logistics to report. Advice given to take masks out of plastic packaging when delivered. As well, other brands and types of masks have been made available at each regional office for use in the case of staff experiencing side effects.

Northwest – , 2020 Meeting Minutes

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

Calgary – June 11, 2020 Meeting Minutes:
No completed incident investigations to review

Edmonton – June 16, 2020 Meeting Minutes:
No complete near miss investigations for review

Northwest – June , 2020 Meeting Minutes:
No complete near miss investigations for review

3.2 Evaluation of Completed Internal Incident Investigations

No Completed Incidents Investigations to Review (no incident investigations occurred as there were no incidents during this time frame)

3.3 Evaluation of Completed Near Miss Investigations

No Completed Near Miss Investigations to Review (no near miss investigations occurred as there were no miss incidents during this time frame)

3.4 Health and Safety Committee Inspections

3.4 A) Inspections held as a result of health and safety concerns -: No inspections held in June as a result of concerns brought forward.

3.4 B) Inspections completed:

June 2020:

Monthly Safety Inspection Checklists completed:4

Random Inspections completed: 4

EQA's Completed: 5

3.5 COR Audit Review

Review of the COR Report Recommendations 2020 document.

3.6 Hazard Assessment and Control document (H.A.C.D.) Review section (and provide recommendation(s) for changes if needed)

South Committee Reviewed: The committee also reviewed Pages 99“Staff Illness at Work”. The committee felt that the potential consequences of both the biological and psychological hazards should be increased to reflect the current situation. Also, the committee again felt we should add donning and doffing to the required training. Also, a suggestion was made that resources could include AHS or AB government information on best practices for prevention of Covid-19.

Policy review

2.5.9 Harm Reduction and Safety Strategies

4.0 Other Business

4.1 Health and Safety Committee Membership – Ali F has left her position with ICE and Kellie M is on a leave of absence. We will need to elect new members to fill these vacancies. Jeremy O. attended this meeting and would like to let his name stand for election. Other employees will be contacted regarding their interest on the committee and an election can be held.

Let the committee members know that Greg will be doing a virtual training on Work Place inspections on June 5th

Inspections schedule – Although EQA's will be done this month in the residential programs and Support Homes, due to Covid-19 committee members will be unable to attend these inspections. The completed inspections will be brought to the next meeting for review with the members of the committee.

Ideas for upcoming ICE Page Articles – Hazard Assessment – how to assess the risks of your job

NEXT MEETING DATE: August 11, 2020

COVID-19: TESTING AND REDUCING STIGMA



COVID-19 is an illness caused by a coronavirus. Coronaviruses are a large family of viruses, some of which infect animals and others that can infect humans. They are spread through:

- ▶ respiratory droplets when you cough or sneeze
- ▶ direct contact with a person infected with COVID-19
- ▶ touching an object or surface with the virus on it

Coronaviruses are **not** known to spread through water or ventilation systems.

YOU CAN HELP REDUCE THE SPREAD OF COVID-19 AND PROTECT YOURSELF, YOUR LOVED ONES AND YOUR COMMUNITY:

- ▶ follow the advice of your local **public health authority** or nursing station
- ▶ stay home and away from others if you are ill
- ▶ **wash your hands** often with soap and water for at least 20 seconds
- ▶ use an alcohol-based hand sanitizer containing at least 60% alcohol if soap and water are not available
- ▶ cough and sneeze into your sleeve and not your hands
- ▶ avoid touching your face with unwashed hands
- ▶ avoid close contact with people who are sick
- ▶ practise **physical distancing** as much as possible
- ▶ wear a **non-medical mask or face covering** in crowds or when physical distancing is not possible
- ▶ clean and **disinfect** frequently touched objects and surfaces

Symptoms of COVID-19 are often similar to other illnesses. They can:

- ▶ take up to 14 days to appear after exposure to the virus
- ▶ be mild or more serious
- ▶ vary from person to person

If you are experiencing symptoms, or have been exposed to someone with COVID-19, **you must:**

- ▶ stay home (**isolate**) to avoid spreading it to others
- ▶ avoid contact with others (especially older adults, or those with medical conditions)
- ▶ if you live with others, stay in a separate room or keep a 2-metre distance
- ▶ call ahead before you visit a health care professional or call your local **public health authority** or nursing station
- ▶ tell them your symptoms, discuss the possibility of being tested, and follow their instructions
- ▶ if you need immediate medical attention, call 911

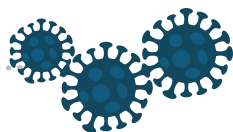
TESTING

Testing for COVID-19 helps protect our elders and communities. It is the only way to confirm if someone currently has COVID-19, and it is an important tool to:

- ▶ stop the spread of the virus and prevent community outbreaks
- ▶ detect and isolate people who have COVID-19
- ▶ follow up with close contacts of someone confirmed to have COVID-19 (contact tracing)
- ▶ better understand the virus

Getting tested **will help** provide you with a positive or negative diagnosis of COVID-19. It will also assist with contact tracing, which is done confidentially by public health officials or other appropriately trained people to identify individuals you may have been in contact with while contagious.

Getting tested **will not** put your personal health information at risk. Your identity, health status and other personal information is only shared with health care providers as required.



STIGMA

The COVID-19 pandemic can cause stress on people and communities. It can lead to individuals experiencing social stigma, exclusion, marginalization, mental health issues and discrimination. Lack of understanding about COVID-19 has sparked feelings of fear or anger towards others and unfair treatment against a number of groups, including:

- ▶ people who have COVID-19
- ▶ people who have symptoms of COVID-19
- ▶ health care, front-line and essential workers
- ▶ people from countries where the virus originated from
- ▶ people who have recently travelled or returned to Canada from another country
- ▶ people from communities, cultures, or industries where COVID-19 outbreaks have occurred
- ▶ people who may not follow recommended public health measures

Stigma and discrimination are known barriers that prevent people from getting tested or accessing the care, treatment and support they need. People who have experienced stigma and discrimination throughout their life (e.g., racialized groups, people with mental illness or disability, members of LGBTQ2IA+ communities) may not have access to protective resources during a pandemic, like a safe home to isolate or quarantine when ill, which may introduce additional challenges.

Stigma and discrimination can be dangerous and harmful to individuals and communities by:

- ▶ exposing people to high levels of guilt and stress
- ▶ disempowering people who cannot control their living, working, or social circumstances
- ▶ creating divisions within communities
- ▶ causing people to delay or avoid health services and contacting health authorities
- ▶ making it harder to monitor, stop or slow outbreaks
- ▶ discouraging people from being tested or quarantined
- ▶ making it harder to trace and notify people who may have come into contact with COVID-19 (contact tracing)

We can all do our part to reduce stigma around COVID-19.

Even people without symptoms can test positive for COVID-19. This includes people who have not yet developed symptoms (pre-symptomatic) and may never develop symptoms (asymptomatic). That is why it is important to:

- ▶ show support, kindness and empathy to those who have, or are tested for, COVID-19
- ▶ **take care of your mental and physical health**
- ▶ **protect yourself and those around you**
- ▶ choose your words carefully

SAY...

INSTEAD OF...

COVID-19;
Coronavirus

The virus from Asia/China/
Wuhan

People who may have
COVID-19

Suspected cases of
COVID-19

People who have COVID-19;
People being treated for
COVID-19

COVID-19 cases or victims

Mental health and family violence support services are available to you, such as the **Wellness Together Canada: Mental Health and Substance Use Support portal** and the **Stop Family Violence** webpages.

LEARN AND SHARE THE FACTS

Share inspiring stories about those who have recovered from COVID-19, and about community heroes – health care workers, community service providers, grocery store employees, delivery people, long-term care home workers and first responders – who provide support to the population and care for those who are ill.

Get accurate information about COVID-19 from trustworthy sources, such as Canada.ca/coronavirus, your **local or provincial/territorial public health authority, or a nursing station in a First Nation community**.

