

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.

INSIDE THIS ISSUE:

VIRTUAL TRAININGS 2

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TIME SHEET HAND-IN

• **December 15th 2020**

For all shifts worked between December 1 and December 15.

• **December 31st 2020**

For all shifts worked between December 16 and December 31.

UPCOMING

• **Health and Safety Meeting** – December 8, 2020 @9AM

• **RPAC MEETING**– December 2, 2020 @1:30PM

• **UNIT Meeting**— December 23, 2020 @2:00pm (teleconference only)

Travis N.

Travis is a likeable and kind young man who began services with ICE in June 2019. Travis is Indigenous and grew up on the Piikani First Nation. He was living with his youth mentor in Lethbridge for several years and transitioned to a Support Home when he turned 18.

Travis enjoys being active and participating in cultural activities. His youth mentor frequently involved Travis in outdoor activities including kayaking and hiking. Travis continues to be active in the community with his support staff. Travis has faced many adversities including the loss of many family members within a short period of time. Travis continues to persevere and maintain positive connections within his reserve and the community. Travis has expressed interest in signing up for an 8-week fitness challenge that is being offered by AHS through Piikani First Nation. He will be required to participate in many activities and challenges throughout that time.

Taking part in physical activities helps Travis remain healthy and happy. Staff motivate Travis and remind him of the benefits he gains from his participation in community activities. Travis and staff recently got a gym membership at the YMCA and attend the gym about three times a week to play basketball.

Staff noted that initially Travis was very quiet and would often respond to questions with only one-word answers. As Travis continues to build trust and rapport with his support team, he has become more vocal and expressive with his thoughts and feelings. Travis has made great strides over the past year, and we cannot wait to see what the future holds for him!



Employee Spotlight



Michael joined ICE in March 2020. He joined ICE at the start of the pandemic and jumped right in. He is someone who shows initiative and finds creative ways to motivate the clients he works with. Michael is successful in creating fun, meaningful experiences to help his clients participate in community activities. ICE appreciates Michael's ability to provide client connection to the community over this past year.

Thanks Michael!

**ICE OFFICES WILL BE CLOSED
Friday & Monday,
December 25th & 28th
for Christmas Day and Boxing Day**



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

Virtual Trainings

Pre-Employment Training
December 1, 8, 9, 15, 16, 2020 (9:30AM - 4:30PM)

Epilepsy Training
December 1, 2020 (10:00AM - 12:00PM)

Hoarding Training
December 3, 2020 (1:30PM - 3:30PM)

Incident Investigation Training
December 4, 2020 (9:30AM - 1:30PM)

OCD Training
December 7, 2020

Autism PDD Training
December 8, 2020 (10:00AM - 12:00PM)

Trauma Informed Care Training
December 8, 2020 (1:00PM - 4:00PM)
December 18, 2020 (3:00PM - 5:00PM)

Brain Injury Training
December 9, 2020 (10:00AM - 12:00PM)

Anxiety/Depression Training
December 9, 2020 (1:00PM - 3:00PM)

ASSIST Training
December 10-11, 2020 (8:00AM - 5:00PM)

CN Abuse Training
December 14, 2020 (1:00PM - 3:00PM)

Psychosis Training
December 15, 2020 (10:00AM - 12:00PM)

Schizophrenia Training
December 15, 2020 (1:00PM - 3:00PM)

Diabetes Training
December 16, 2020 (10:00AM - 12:00PM)

APRP Training
December 18, 2020 (1:30PM - 3:00PM)

ICE THANK YOU CARD INCENTIVE WINNER

Noah Sawe received a thank you card from his supervisor when he supported a client move and picked up extra shifts in a residential program to accommodate the limited staffing due to Covid-19 restrictions. He won a vehicle trunk organizer.

Congratulations!



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>

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/>

Payroll Updates !

Is your Personal Information Up to Date in Payroll?

As the end of 2020 approaches it is important that employees log into Dayforce to review their personal information in this Payroll software.

If you have not previously logged into Dayforce:

Click the Dayforce link at www.dayforcehcm.com or go to www.icenterprises.com. Click the link on the bottom left corner of the home page or the link in Facebook under Independent Counselling INC.

Enter the Company Name ice (in lower case), your Username and Password

Click Login

Your Dayforce credentials:

If employed before August 1, 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.

If employed on or after August 1, 2020 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.

Review your Profile. Any changes and additions can be made by completing the applicable menu item and entering the desired information in the fields below. 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.

HURT AT WORK?

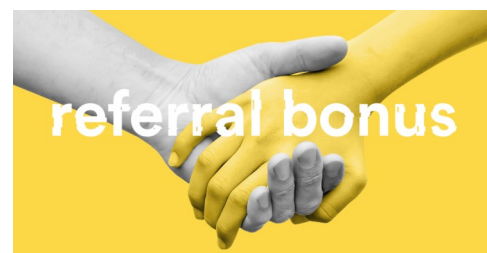
Employees and Support Home Operators are reminded of their responsibility (as per legislation) to report **all workplace injuries immediately to an ICE supervisor or manager.** In the event of an injury, the employee will follow all agency policies and procedures.

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 Program

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 qualify for a \$100 incentive bonus!



**Health and Safety Committee Meeting Minutes
November 3, 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 – October 26, 2020- Meeting Minutes:

N/A- No completed Incident Investigations to review

Northwest – October 8, 2020- Meeting Minutes:

September 23, 2020

There were two incidents that staff were completing paperwork when client attempted to grab the pen and struck both staff. Staff have been resetting the boundaries that were in place prior as previous staff allowed the boundaries to lapse and client attempts to control entire house.

Incident Investigation Recommendations: Meeting to be held with all staff from the program regarding consistency with boundaries and communication between staff.

Edmonton – October 14, 2020- Meeting Minutes:

July 17, 2020

Client was becoming increasingly verbally aggressive after a shopping trip – using racial slurs and telling staff they should commit suicide. Client then punched staff member in the shoulder. Once they arrived back at the program, client blocked staff from leaving. Staff used lifeline and CR manager spoke to police, who then spoke to client. Afterwards, client returned to regular routine and evening staff attended program 1 hour early. Follow-up: staff to continue following PRP, be consistent with use of client funds, review PRP by manager, TC and BC, review risk assessment with all staff, update psychiatrist to violent outburst

Incident Investigation Recommendations: provide staff with follow-up & retraining on client protocols, RA & reminders regarding keeping a safe space, utilize lifeline.

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 all COVID 19 protocols (prevention, risk management, Donning/doffing PPE, cleaning); poster posted on door re staff to don full PPE prior to entering home; increased supervision of home (phone calls to assess health and status of employees and clients, ensuring new symptoms are reported to management and AHS, reminders re PPE and masking with staff.

Incident Investigation Recommendations: provide copy of Eliminator 42 Quat instructions and SDS to the program, review with worker the importance of keeping mask on throughout entire shift. Staff re-training in all COVID 19 protocols, including risk assessment and screening processes, as well as cleaning and PPE Donning/doffing process, including before entering home. Put posted reminding about full PPE (masks, gown, face shield, and gloves) Increased supervision of home

September 18, 2020

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

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

September 21, 2020

Client became 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: continue to observe and speak with client to identify triggers and learn 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 indicating he had only minor abrasion that did not need med attention.

Incident Investigation Recommendations: manager will review client positive approaches and risk assessment with staff and complete staff participation forms.

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

Calgary – October 26, 2020- Meeting Minutes: No completed near miss investigations for review

Edmonton – October 14, 2020- Meeting Minutes: No completed near miss investigations for review

Northwest – October 8, 2020- Meeting Minutes: No completed near miss investigations to 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 October as a result of concerns brought forward.

3.4 B) Inspections completed:

October 2020:

Monthly Safety Inspection Checklists completed: 4

Random Inspections completed: 1- Courtney completed a RI and Staff Office Inspection at Meadow Lane

EQA's Completed: Carissa completed 1 EQA at Bennett Residence November 2, 2020.

3.5 COR Audit Review

COR Audit for the South Region was completed September 11, 2020. Achieved 98% in the COR external audit. Congratulations to all involved!

3.6 Hazard Assessment and Control document (H.A.C.D.)

Review section (and provide recommendation(s) for changes if needed)

South Committee Reviewed: ICE South has been assigned review of the General Section (Pages 77-115) for the upcoming 2020-2021 meetings.

Reviewed 'Client Lift/Transfer; Client Repositioning; Wheelchair Use/ramp use; Assisting with client mobility' (pgs. 79-80). Recommendations include: N/A- no additional recommendations required for this task.

Policy review

3.5.9- Eliminating/Mitigating/Controlling Work Site Hazards

Covid-19 Pandemic Response

As the holiday season is approaching it is important to remember and to continue to practice all guidelines set out by AHS. There has been an increase in cases throughout Alberta recently, mostly attributed to social events and gatherings. Most of us are ready to finish off this year with the hopes of getting back to 'normal.' Unfortunately, that is not the reality of our situation. However, we can all do our part to keep each other safe and healthy by simply being mindful of our practices and reducing/eliminating risks where we can. Please visit <https://www.alberta.ca> for the most updated information in your area.

4.0 Other Business

4.1 Health and Safety Committee Training Updates – Carissa has completed the 3M Qualitative Fit Test Workshop training on October 27, 2020. The Committee is still needing to fill openings for Residential Program Representatives. Continued communication with all employees who may have interest or whom have nominations to bring forward to fill these positions. All employees are encouraged to attend meetings as a visitor.

ICE has restructured and implemented a provincial-wide virtual training accessible to all regions! This is very exciting news that should allow for more efficient means of training opportunities for all staff. It is also an opportunity to meet and broaden our teams across each region in a way that we have not been able to previously. Please refer to the most recent ICE Newsletters for a complete list of training dates and contact your direct Supervisor if you need assistance registering for any of the upcoming training.

There has been a recall on the following brands of hand sanitizer: Last Best Brewing and Distilling, Nomad (Lemongrass), Prairie Potions Purify and Sanix. ICE staff should ensure that they are using the hand sanitizer provided by ICE and informing clients about the recall in case they are using any of these brands/sanitizers in their personal use.

Discussed Christmas Planning from the November ICE Newsletter. More particularly, as it pertains to Christmas trees, lights and decorations. Also discussed the unfortunate news that our annual ICE Christmas Party has been cancelled this year. ICE will still be recognizing our employees through alternative means for their hard work and dedication this past year. Stay posted to the December Newsletter for the recipient recognitions.

Reviewed snow/ice removal-access to shovels and salt for all Residential programs.

Ideas for upcoming ICE Page Articles – Winter Safety: Tips to reduce slips, trips and falls.

NEXT MEETING DATE: December 8th, 2020 at 9am

Message from the President – December, 2020

The holiday season is upon us once again. The year was very different than all other years for Independent Counselling Enterprises, as it was throughout the community and country, and around the world.

The ICE Christmas celebrations will not be held as a result of our responsibility to practice the Alberta Health Services requirements in addressing the COVID 19 pandemic. It is regretful that we cannot come together as a group; however, our obligation to protect ourselves and each other takes precedence over the typical celebrations.

The ICE Christmas celebrations were, historically, an opportunity to visit one another and catch up. The primary purpose of the celebrations is to acknowledge and honor ICE employees for their diligence and hard work. That acknowledgement remains a priority. The selected employees will receive their award and acknowledgement in a different format, being featured in the ICE Page.

The employees and teams receiving the recognition awards were selected through a nomination process and the ICE thank you card incentive program, as well as recognition and health and safety award recipients. Employees who received multiple thank you cards from the individuals they serve, families, guardians, colleagues, and supervisors were considered for awards.

In addition, a special draw is held each year as part of the ICE Health and Safety program. Those individuals who received a minimum of 3 thank you cards from various sources related to practicing Health and Safety processes have their names entered into a draw for special recognition. The Health and Safety draw includes employees from all four regions where ICE provides service.

Next month we will be featuring the long service award recipients, who are employees whose tenure has reached service milestones.

All of us have many accomplishments to reflect on as the 2020 year closes out.

In September, ICE completed our Certificate of Recognition audit. This was an external audit, conducted by a professional auditor and in partnership with Continuing Care Safety Association. The process was completed virtually and required significant evidence of the ICE Health and Safety program effectiveness and commitment from all levels. ICE achieved a score of 98%, of which we are extremely proud. The results are proof of our continuous practices of the health and safety processes. ICE received special recognition for the actions taken to address the pandemic.

As always, I encourage all employees to continue to follow the Health and Safety policies and procedures including working safely, identifying hazards, reporting hazards to supervisors, mitigating hazards, and complying with Occupational Health and Safety legislation and ICE policy. The goal is to provide a safe environment for all employees, people in service, visitors and the community so each of us can go home at the end of our shifts and be proud of our work.

In July 2020, ICE completed the CET level 2 accreditation survey including complex needs and respite services. This accreditation through Alberta Council of Disability Services was completed virtually. Many of the people we serve, their families, and their staff participated in virtual conversations with qualified CET surveyors. This virtual survey method presented a learning curve for all of us. The audit occurred in the 4 PDD regions where we provide service including Edmonton, Calgary, South, and Northwest regions. In all 4 regions, the results of the level 2 accreditation were 100%. Again, we should all be proud of that accomplishment - it is a direct reflection of the quality of service we deliver.

I urge everyone to maintain their knowledge and practice of our Health and Safety policies as required in the OHS legislation. The COVID 19 pandemic has been a strong focus of ICE and all service providers. You were all prepared to address the multiple and frequently changing pandemic obligations while maintaining your obligations to OHS legislation and ICE policy. You should be proud of that accomplishment.

Our success is possible through maintaining positive relationships with experts to steer us in the right direction. Those people include:

Disability Services PDD division – providing feedback and resources to enable us to do our work.

Alberta Health Service – Public Health – providing education and resources to assist in keeping our individuals and employees safe.

ACDS for providing direction and expertise on the CET standards and COVID 19 preparedness.

The year ahead will continue to challenge all of us, but our resilience and creative spirit will help us overcome those challenges.

In conclusion, thank you to the people who we serve, their families, direct service staff, supervisors, and managers for allowing ICE to serve the community. On behalf of ICE, I hope all of you celebrate the holiday season and end of the year safely.

With advances in science, there is hope that we will be in a position to get together for the 2021 holiday season!



ICE SOUTH AWARDS WINNERS 2020



**Community Connector Award
Michael Okechukwu**

Michael joined ICE South in March 2020 – he jumped right in and began working hard to connect his clients to the community despite all the restrictions during the height of the pandemic. He has helped clients grow and expand their community access in many creative ways; and we have seen a huge change in the clients he has supported. Thank you for your dedication! Congratulations Michael!!



**Employee of the Year Award
Irine Cheserem**

Irine began her employment with ICE in October 2019 – over the last year of her employment she has shown great initiative and flexibility in her work in a residential program. She has been communicative with her CSC and has been there to support the client she works with despite all of the COVID-19 challenges. ICE South is grateful to have her. Congratulations Irine, a well-deserved award!



**Health and Safety Award
Jeremy Olsen**

Jeremy has worked with ICE since August 2017 – throughout his employment he has been looking for opportunities to better inform himself and connect with his co-workers on issues and activities that matter. Jeremy joined the Health and Safety committee in 2020 and soon after applied to become co-chair of the committee. Thank you, Jeremy, for your endless dedication to the health and safety of ICE employees. Congratulations Jeremy!



ICE SOUTH AWARDS WINNERS 2020



Incentive Thank-You Card Winner Noah Sawe

Noah began his employment with ICE South in June 2019. Over the past year Noah has received many thank-you cards from his supervisors and managers for his exceptional involvement with the ICE Health and Safety programs; he has been accommodating and flexible with his schedule despite the COVID restrictions, he has helped the office with the shipments of PPE, and he continuously works hard to ensure the programs he works in run smoothly. His dedication and strong work ethic make him incredibly deserving of this reward. Thank you for all you do Noah!



COVID-19: ADVICE FOR SAFE HOLIDAY ENTERTAINING

Christmas Food Recipe

2020 Holiday Season is going to look very different due to the COVID pandemic. The measures put in place will in part contribute to what the holiday season will look like for many Albertans. To protect ourselves, our loved ones, and our communities, we must be mindful of the role we all play in helping to reduce the spread of COVID-19 during holidays.



COVID-19 is highly transmissible in social settings. One infected person could cause many people attending the same gathering to become ill. We urge you to be diligent, follow public health guidance, and have safe and happy holidays. **Please be mindful of gathering sizes in your community.**

- Consider virtual options or keep things small with your cohort – think about how many people the space can accommodate safely.
- Ensure there is enough space for physical distancing between people from different cohorts.
- Be clear about what your boundaries and expectations are with your guests ahead of time.
- Try to limit contacts in the two weeks prior - Encourage your guests to do the same.
- Remind guests who are not feeling well to stay home. Ask all guests to complete the Daily Symptom Checklist prior to attending.
- If you are feeling unwell (even if your symptoms are minor) cancel and make alternative arrangements.
- Ensure proper cleaning and disinfecting of high touch surfaces, limit shared items and dishes.
- Wear a mask (when not eating or drinking) if you are going to be in close contact with people not in your household or cohort.
- Have hand sanitizer, hand soap and alcohol wipes available for guests to sanitize their hands at common touch points and encourage its use by all prior to eating.
- Avoid last-minute shopping at peak times by planning ahead, or shopping online. This includes curbside pickup for groceries instead of being in the store with multiple individuals.
- Set up separate seating areas for different groups at mealtimes.
- Seat people who live in the same household or are in a cohort together.
- Seat higher risk guests in places where they can have more distance from others, while still participating in the festivities.
- Have one individual plate everyone's meals so people are not sharing serving utensils. Ensure they wear a mask and follow proper hand hygiene.
- Consider having pre-portioned food, ordering take-out, or asking guests to bring their own meals.

FOLLOW ALL DIRECTION FROM PUBLIC HEALTH FOR YOUR REGION!

Fiddle Diddles

Ingredients

½ cup butter or hard margarine
2 cups white sugar
½ cup milk
6 tbsp unsweetened cocoa powder
3 cups quick cooking rolled oats
½ cup coconut
½ cup walnuts* (optional)
pinch of salt
1 tsp vanilla flavoring

Instructions

Put the butter or margarine, sugar and milk into a large pot. Heat on medium, stirring often, until it comes to a boil. Remove from heat. Add remaining ingredients. Stir well. Drop by rounded teaspoonfuls onto waxed paper. Cool completely.



Source: Wordpress Recipe Plugin by Easy Recipe

Christmas Songs

Try checking out these unusual Christmas Songs!

Song: "Disco Christmas"

Artist: Universal Robot Band

Song: "The Santa Clause Boogie"

Artist: The Tractors

Song: "Dominick The Donkey"

Artist: Lou Monte

Keep up to date with information about COVID-19 transmission through the Government of Alberta website: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

