

ICE PAGE

Making it Happen! - Support Social Inclusion

ECAT

Employee & Client Assistance Team
403-634-8805

Phones do not accept text messages. Staff need to call ECAT.

What's inside this issue:

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Time Sheet Hand-In

FEBRUARY 15TH 2022 FOR ALL SHIFTS WORKED BETWEEN FEBRUARY 1ST AND FEBRUARY 15TH.

FEBRUARY 28TH 2022 FOR ALL SHIFTS WORKED BETWEEN FEBRUARY 16TH AND FEBRUARY 28TH.

UPCOMING

HEALTH AND SAFETY MEETING February/March 1st, 2022 at 9:00 AM.

RPAC MEETING February/March 2nd, 2022 at 2:00 PM.

UNIT MEETING February 16th/March 23rd, 2022 at 2:00PM

ON SPOTLIGHT

LINDSAY B

Lindsay has been with ICE since July 2002. She is a lovely young woman with a great sense of humor and a love for talking with people.

Lindsay is very active in the community, and COVID-19 has not put a stop to that! Lindsay enjoys volunteering with the City of Lethbridge by stocking dog bag dispensers in city parks. She attends clay molding classes at CASA where she can often be found making gifts for those in her life. She also goes to the gym at least twice per week.

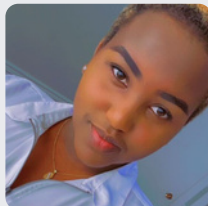
Staff have been supporting Lindsay achieve her goal of a healthy lifestyle by including physical activities and choosing healthy meals. When she's not focused on her goals, Lindsay likes being with family, learning new crafts such as weaving on her loom, puzzles, and maintaining a large garden every year with the help of her supports and her guardian. Lindsay also likes to give back to her community by donating to those in need.

Lindsay recently got a new puppy who is keeping her quite busy! Lindsay had a great time doing Agility Dog Training with her previous service dog and is looking forward to starting Agility Dog Training in the near future.

We are happy that Lindsay has continued to participate in her volunteering and community activities, despite the obstacles that have come up along the way. We enjoy having Lindsay as part of the ICE team and look forward to seeing what she accomplishes in the future!



LYNN K



Lynn started with ICE in August 2021 and is part of Lindsay's support team. Over the last few months, Lynn has had the opportunity to get to know Lindsay and all her likes and dislikes. Lynn supports Lindsay with her volunteering, community activities and her physical health goal. Lindsay has enjoyed getting to know Lynn and they have been working very well together! Lynn, thank you for joining the ICE team and being a great addition to Lindsay's supports!



ICE HAS CANADA LIFE RSP PLAN!

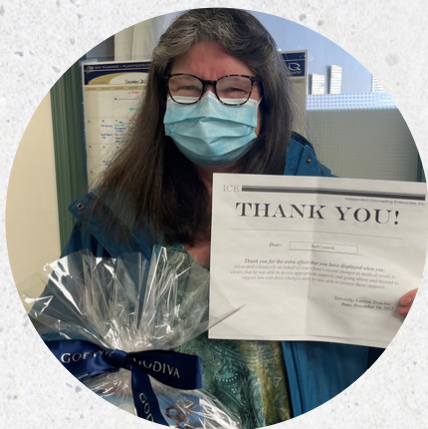
Refer to Policy 3.14.18 CANADALIFE RSP if you are eligible, ICE will match your contributions! To sign up, please contact Independent Counselling Enterprises at: 780-453-9664. For more information about Canada Life: <https://my.canadalife.com/sign-in> CANADA LIFE Helpdesk: 1-800-724-3402

ICE WILL BE CLOSED ON FEBRUARY 21, 2022, FAMILY DAY

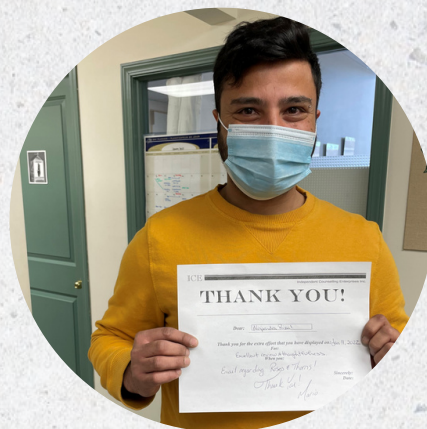


Please direct all calls to the Employee Client Assistance Team for that day. 403.634.8805

ICE THANK YOU CARD INCENTIVE WINNERS



Barb Lazaruk received a thank you card for supporting a client in receiving the required medical attention, while ensuring the safety of staff working in the program. You are awesome!



Nrip Rizal received a thank you card for his thoughtful and honest approach to team participation in the residential program he works in. He provided the new CSC with great suggestions to ensure a well-run team! Congratulations!

POLICY REVIEW

On January 9, 2022, there was a massive apartment fire in New York City that resulted in multiple deaths and casualties. The cause of the fire was determined to be a malfunctioning space heater. The following is an excerpt from **Policy 3.5.9 Eliminating/Mitigating/Controlling Work Site Hazards:**

- Portable heaters are not to be used as the primary heat source. Portable heaters are not permitted in sleeping rooms. If there is a need for use of a heater, a protocol will be developed outlining the need (i.e., furnace repair required), the length/period of time the heater will be required and clear instruction as to the safe use/storage of the portable heater. To further facilitate client safety if the temperature of the home, is not appropriate to permit a comfortable environment for the client(s) the I.C.E. employee will contact their Supervisor/Manager for alternative arrangements (i.e., hotel/motel, another residential program etc.).
- Halogen lamps are not to be left turned on without employee supervision.
- All lamps in the client home must have the light bulb completely covered/encased by a lampshade or globe.

A reminder that February is water temperature month. The following is an excerpt from **Policy 2.3.14 Water Temperature Monitoring and Safe Bathing Practices:**

• All employees, support home operators and their respite will be re-shadowed annually there-after in February.

FEBRUARY/MARCH VIRTUAL TRAININGS

Pre-Employment Training

February 1, 2, 8, 9, 15, 16, 22, 23, 2022 (9:00AM to 4:30PM)

ODD Training

February 1, 2022 (1:00PM to 2:00PM)

Abuse Prevention Training

February 2, 2022 (10:00AM to 12:00PM)

PBI Training

February 2, 2022 (1:00PM to 3:00PM)

Schizophrenia Training

February 2, 2022 (1:30PM to 2:30PM)

Brain Injury Training

February 8, 2022 (10:00AM to 11:00AM)

Substance Abuse Training

February 8, 2022 (1:30PM to 3:00PM)

Hoarding Training

February 8, 2022 (1:30AM to 3:30PM)

Cerebral Palsy Training

February 16, 2022 (10:00AM to 11:30AM)

Blood Pressure Training

February 9, 2022 (1:30PM to 3:00PM)

Autism Training

February 10, 2022 (1:30PM to 3:30PM)

Due Diligence for Supervisors and Managers

February 11, 2022 (9:30AM to 12:00PM)

Lifts and Transfers Training

February 22, 2022 (1:00PM to 3:00PM)

WVBH Training

February 23, 2022 (1:30PM to 3:00PM)

Epilepsy Training

February 24, 2022 (9:30AM to 11:30AM)

Cultural Appreciation Indigenous Peoples of NWT/NU

February 25, 2022 (9:30AM to 12:00PM)

HACD Training

March 2, 2022 (1:00PM to 5:00PM)

CPI Training

March 4, 2022 (9:00PM to 5:00PM)

PBI Training

March 8, 2022 (10:00AM to 12:00PM)

Abuse Prevention Training

March 9, 2022 (1:30PM to 3:30PM)

Trauma Informed Care Training

March 16, 2022 (1:30PM to 2:30PM)

Schizophrenia Workshop Training

March 17, 2022 (9:30AM to 11:30AM)

ADHD Training

March 17, 2022 (1:30PM to 3:30PM)

Client Goals and Outcomes Training

March 22, 2022 (1:00PM to 3:30PM)

Northern Report Writing Training

March 23, 2022 (1:00PM to 4:00PM)

Incident Investigations Training

March 24, 2022 (1:30PM to 5:00PM)

Workplace Inspections Training

March 25, 2022 (9:00AM to 4:00PM)



2021 T4 Distribution Communication

Employees, your 2021 T-4 will be available ONLINE by the end of January. You can view, save as a PDF or print your T-4 by logging into **Dayforce**. Paper T-4s will not be provided for current employees, so go online to access this important document!

If you experience difficulties and require assistance logging into Dayforce please contact **mtesfaye@icenterprises.com** with T-4 in the subject line and include your name and employee number in the body of the message.

A Payroll Assistant will be assigned to respond to your request.

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

**Jash Khati, Jada Cosmas, Milka Nyogosei,
and Emmanuel Amokwandoh**

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 \$100.00!



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 https://work.alberta.ca/occupational-health-safety/resources.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://www.albertahealthservices.ca/findhealth/service.aspx?Id=1001957	Stay up to date on the most frequent information on COVID-19 in the province of Alberta.

HEALTH AND SAFETY MEETING MINUTES

JANUARY 4, 2022

(MINUTES EDITED FOR PUBLICATIONS)

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

Edmonton - December 15, 2021- Meeting Minutes:
No completed incidents investigations to review.

Calgary - December 1, 2021- Meeting Minutes:
July 28, 2021

Staff parked their car at the park. Staff and client went for a walk and upon their return, staff found that their back window was smashed and the client's backpack was stolen out of the back seat.

Incident Investigation Recommendations: Staff will ensure that personal/valuable belongings are stored in the trunk of the car in the future.

September 14, 2021

Staff was dropping client off at their home. After conversating with the guardian, staff turned around to go back to their car. The staff was distracted for a split-second while descending the stairs, fell and twisted their ankle. When they arrived home, they called the ICE office and went to the doctor the next day.

Incident Investigation Recommendations: Staff to be retrained on the Field Level Hazard Assessment and HACD.

October 4, 2021

Staff was walking to Tim Horton's and the automatic door was open. The client proceeded into the restaurant and staff followed close behind as the door began to close. Staff miscalculated the space left open for them to enter and was knocked as it closed. Staff hit their head and shoulder on the wall/edge of the window and twisted their neck. Staff reported the incident to the ICE office.

Incident Investigation Recommendations: Staff completed a new Field Level Hazard Assessment for the facility (i.e., potential control used to mitigate hazard includes using manual option). Discussion facilitated regarding hazard identification and safety.

October 27, 2021

Staff went into a room when the door closed behind them. When they went to leave, they found that the door handle was loose and they were unable to get out of the room. The employee called for assistance; however, the employees could not get the door open from the other side. The landlord's employees were called for assistance, subsequently causing significant damage to the door.

Incident Investigation Recommendations: E-mail to landlord sent to replace door. All handles at site inspected for proper functioning. All employees were trained how to dismantle door handles in case of door-jam.

Northwest - December 2021- Meeting Minutes: Minutes unavailable at the time of the meeting.

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

Edmonton - December 15, 2021- Meeting Minutes:
No completed near miss investigations for review.

Calgary - December 1, 2021- Meeting Minutes:
August 27, 2021

Staff was making food for clients and turned on the oven fan. Staff turned to the counter when they heard a loud crash. The fan had snapped from the shaft, hit the screen and fell onto the oven breaking into pieces.

Incident Investigations Recommendations: landlord was contacted the day after and replaced the fan/shaft. A discussion was held at the next Health and Safety committee meeting regarding whether a new HACD task should be developed for oven hoods. The committee recommended to add the potential risk to the physical hazard on the use of oven general HACD.

Northwest - December 2021- Meeting Minutes: Minutes unavailable at the time of the meeting.

3.2 Evaluation of Completed Internal Incident Investigations

December 2, 2021

Client used a kitchen utensil to break into the cabinet that contained her cigarettes, took a cigarette, lit the cigarette using the toaster and then went outside to smoke it. Incident Investigation Recommendations: Reviewed client's Tobacco Management Protocol and Policy 3.5.9- Harm Reduction and safety strategies with all staff in program.

3.3 Evaluation of Completed Near Miss Investigations

No Completed Near Miss Investigations to Review.

3.4 Health and Safety Committee Inspections

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

3.4 B) Inspections completed:

December 2021:

Monthly Safety Inspection Checklists Completed: 7

Random Inspections Completed: 0

3.5 COR Audit Review- SWOT meeting completed on December 14, 2021.

Reviewed Section 1 (1.05) and Section 2 (2.12) from 2021-2022 Report Recommendations presented at SWOT.

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 39-76) for the upcoming 2021-2022 meetings.

Reviewed pgs. 48-49 'Vacuuming'

Recommendations include: N/A- no additional recommendations.

Reviewed pgs. 50-51- 'Laundry Tasks'

Recommendations include: N/A- no additional recommendations.

3.7 Policy review

Reviewed Policy 3.6.4- Workplace Violence Bullying and Harassment (pgs. 1-5)

3.8 Covid-19 Pandemic Response

Continuous masking in all ICE programs is still in effect. Please ensure you are following the most updated COVID-19 Protocols. It is important to remember and to continue to practice all guidelines set out by AHS. Please visit <https://www.alberta.ca> for the most updated information in your area.

Health Officials are still closely monitoring a new variant of concern- Omicron variant. Effective, yesterday January 3, 2021, Alberta has decreased the isolation period for fully vaccinated individuals from 10 days to 5 days if symptoms are resolved after the 5 days. Additionally, it is strongly recommended that anyone who is eligible to receive a booster vaccine for COVID-19 does so as soon as possible as this has been noted as the best defense against the new variant.

Reviewed updated COVID Office Safety Protocol changes and advised that further protocol updates are expected to occur and those will be communicated and distributed once available.

4.0 Other Business

4.1 Health and Safety Committee Training Updates: Workplace Inspections training is being offered January 21, 2022, HACD on January 25, 2022 and Incident Investigations on January 26, 2022.

4.2 Reviewed WCB stats from the Fall 2021 update presented at SWOT.

4.3 Effective December 1, 2021 updated OHS regulations removed the requirements of H&S Committee members needing to be voted in and the previous number of required training hours (16) for Health & Safety committee members has also been removed.

Driving Safety on Icy Road

(DON'T RUSH IF YOU DON'T WANT TO CRASH)

Canadian drivers have been experiencing difficult road conditions the past few weeks. Knowing how to prepare and react safely to inclement winter weather is vital to save yourself and others from a potential crash or loss of life.

What is black ice?

Black ice is a thin coat of glazed ice on a pavement surface after freezing rain or re-freezing snow and rain. It is not black- it is thin, transparent and takes on the colour of the pavement which makes it difficult to see.

How to spot black ice?

Black ice is difficult to spot. Always expect black ice early in the morning or at night when the temperature drops below freezing after freezing rain or a re-freeze of snow or rain. Be very careful on bridges. Ice formation is anticipated on bridges because the wind blowing underneath is cooler than the road itself.

How to prevent skidding?

If you happen to drive through a patch of black ice, make sure to follow these precautions:

- Do not panic; stay calm.
- React as little as possible. Remove your foot off the gas and the break.
- Steer straight; let the traction on your tires steer the vehicle.
- Place your hands at nine and three o'clock. This will give you more control over the wheel.
- Maintain a safe distance and avoid distractions.

What to do when you start skidding?

If your back wheels are sliding (oversteer), do these:

- Do not slam on the brakes. Ease off your foot from the brakes.
- To straighten out your car, turn your steering wheel into the slide. It will stop the skid and return you to complete control of your vehicle.
- Do not oversteer. Oversteering causes more problems.

If your front-wheel skid (understeer), do these:

- Again, stay calm. Braking abruptly can cause a total loss of control on the wheel.
- Instead of aggressively accelerating or turning, let the traction on your wheels steer the vehicle without using the brake or gas pedals.
- Steer in the direction you want to go, keep that vision goal and do not be afraid of where you are going.
- It is safe to accelerate again once you have passed the icy stretch.

Covid 19 - Information

GET YOUR BOOSTER SHOTS NOW

Effective immediately, all Albertans 18+ are eligible to book third doses of mRNA COVID19 vaccine if it has been at least five months since their second dose. Book online or call Health Link 811 or participating pharmacies.

alberta.ca/covid19

COVID-19

How to care for COVID-19 at home



If possible, ensure the sick person has their own bedroom and bathroom.

Avoid visitors in your home.



Have one healthy family member care for sick person.

Have everyone else physically distance from the sick person as much as possible.



Do not let the sick person make food for others. Have the sick person make their own food in a separate area or, at least, at a different time. Wash all dishes and sanitize all surfaces after.



Avoid sharing household items such as dishes, drinking glasses, utensils, towels, bed linen and electronic devices.

Frequently wash or sanitize high-touch surfaces such as hand rails, door knobs, cupboard and fridge doors, sink taps and toilets.



Wash hands with soap and water or sanitize with alcohol-based hand rub.



Cover or sneeze into a tissue or your arm. Wash or sanitize hands before touching your nose, mouth or eyes.



Watch yourself for symptoms. If you get any, isolate immediately. Complete the COVID-19 Assessment & Testing tool at ahs.ca/covidscreen to find out if you need a COVID-19 test.



Spot fraudulent activity

Protect your assets

Technology advancements make it easier for criminals to impersonate trusted financial organizations, particularly through incoming calls (no caller ID), texts and emails.

Always remember to:

Protect your personal information

- Never share credit card numbers, social insurance number, PINs and passwords over platforms or communication methods that aren't secure.
- Keep personal documents in a safe place and shred those you no longer need.

Think critically

- Consider how trusted organizations usually contact you.
- Question the authenticity of contact methods that differ from your usual experience.

Focus on the email details

- Scan messages for spelling and grammar mistakes.
- Pay attention to the sending address, subject line, logos and tone of voice.

If anything looks, sounds or feels off, it could be a phishing scam.

If you notice suspicious activity on your plan – report it to 1-800-724-3402.

Questions? We're here to help!

mycanadalifeatwork.com

1-800-724-3402

Monday to Friday 6 a.m. to 6 p.m. MT